NPA-OPS-24 (Cabin Crew)

Feb 98; TGL No. 6 CRM for Cabin Crew

Jun 2000; Now TGL No. 24

TGL No. 24 has become NPA-OPS-24

What does it mean in reality?

NPA-OPS-24

➢ Same CRM training table requirements for Introductory, Operator Conversion, Change of type, Annual Recurrent & Senior Cabin Crew Course CRM courses;

➢ Same 3 yearly cycle;

➢ Syllabus managed by a Cabin Crew CRM Manager

➢ Operator responsible for maintaining training records & issuing docs.

NPA-OPS-24

- Combine cabin & flight crew trg (where possible)
- <u>NO</u> assessment of CRM skills
- CRMI suitably qualified & received trg in instructing skills
- Operator satisfied that CRMI has suitable knowledge of working environment
- Training in Human Factors
- Effective liaison between flight & cabin crew

NPA-OPS-27 (Helicopters)

➢ Based on NPA-OPS-16 but amended for helicopters.

➢ But, what does it mean in reality?

NPA-OPS-27

- ➢ Commander completes Initial CRM course <u>BEFORE</u> unsupervised line flying;
- ➢ New pilots complete CRM within first year after joining;
- ➢ Initial CRM trg by suitably qualified person;
- ➢ LTCs trained in CRM Assessment

NPA-OPS-27

➢ 3 yearly cycle of major topics;

➢ Flight crew to be assessed on CRM on the line;

➢ LTC to sit in an observers seat;

➢ Helicopter cabin crew to receive appropriate training & recurrent trg over a 3 yearly period as for pilots.

➢ CRMI trained in – knowledge of group dynamics, group management and ………

NPA-OPS-27

- ➤ personal awareness;
- ➤ CRM not assessed during initial, conversion or command courses;
- ➤ Individual assessment not appropriate until first OPC;
- ➤ The use of automation.