

The Future of CRM - an Integrated Operations Resource

Pieter Hemsley

SRG Flight Operations Department

**RAeS HFG Mini-Conference:
CRM/TRM and Ramp Safety**

5 February 1999

JAR-OPS 1 CRM Principles

- **Training is conducted by “suitably qualified personnel” (1.965(a)(3)(iv))**
- **Assessment of CRM agreed as a principle for checks since 1995 (Appendix 1 to 1.965), but
..... no assessment in training regime**

CRM Training

- Initial, including cultural dimension and attitudes. Account for freelance/part-time
- Conversion (change type/operator)
- Command
- Recurrent:
 - **Integration into all appropriate phases, PLUS**
 - **Modular training covering *all* elements over a period of 3 years**

Concerns & Solutions

- **Trainer standards:**
 - **Guide to Performance Standards for Instructors of CRM Training in Commercial Aviation**
 - **Guide read across to JAR-FCL licensing regime (MCC trainer standardisation) and cabin crew?**
 - **Accreditation of trainers**
- **Behavioural Markers (PIs): JAR-TEL/NOTECHS**
- **Amendment of JARs, following consultation**
- **Assessment with safeguards; terminology/staging**
- **Liaison with cabin crew training departments**

My Forecast for CRM

1999

- JAA Operations Committee should take paper on CRM in March
- CRM paper goes to consultation (July?)
- Accreditation of CRM Instructors progresses in UK
- CRM Instructor Guide on trial in UK
- JAR-TEL project on NOTECHS reports