CRMIE (Ground) Guide for
CRMI (Ground) Validation or Renewals

Introduction

This brief is to assist the CRMIE (Ground) in their role of assessing a CRMI (Ground) in the class environment. It includes an easy to use checklist in the form of effective CRMI knowledge, skills and attitudes so that Examiners will know what to look for and a sample Examiner's record form.

The checklist and form are practical tools that reflect the reference material in the Short Guide. They are designed to help the CRMIE make and record an assessment of the candidate's suitability to hold a CRMI (Ground) rating. The form is also useful for the candidate to appreciate the requirements that are being observed and assessed. They are, however, not mandatory and an Examiner can use his or her own Company paperwork.

In the early stages of CRMI Accreditation the Test should also include encouragement and development of CRM teaching and assessment Skills. Examiners should also bear in mind that whilst some CRM Ground-School Training Pilots may be experienced in their role, class facilitation skills may still be new to him/her.

As the majority of validations or renewals result in a PASS, best practice demands that all CRMIEs use this opportunity to give supportive feedback that helps develop the CRMI Candidate's skills.

The Accreditation Process

All new ground school instructors after 31 March 2003 will require to become accredited prior to being authorised to instruct without the direct supervision of an accredited CRM instructor. All existing CRMI (ground) were required to become accredited by 30th September 2004 (the point at which grandfather rights expired).

The candidate must demonstrate to the CRMI Examiner (or an Authority Inspector / CRM Advisory Panel Member) that they meet the Competence Standards laid down in the Short Guide to Instructor Standards.

The CRMI (ground) rating is not a Company specific qualification. The validity period of the CRMI (ground) is 3 years. Thereafter, re-accreditation will be at the discretion of the CAA and subject to the following:

- The instructor should have conducted at least two courses of training in every yearly period within the three-year accreditation period.

- For re-accreditation, one course of training or a part thereof, within the last 12 months of the accreditation period will be observed by a CRMIE, who may be a company examiner, an Inspector of the Authority, or a suitably qualified member of the CRM Advisory Panel.

Documents

In addition to any course material CRMI Examiners should also be familiar with the general content of the following documents:

- The Short Guide to Performance Standards of Ground Instructors
- CAP 737 (available at www.caa.co.uk)
- Standards Document 29 (available at www.caa.co.uk)
- NOTECHS or Company CRM Standards
- Form TS10 or the CRMI Assessment Form
- CAA CRMI Application Form

The Test

CRMI Examiners will need to be familiar with guidance for pre-test preparation, briefing, conducting tests and debriefing skills given in CAP 737.

Pre Test Preparation

> Not all CRMI Candidates will be aware of the requirements, and the candidate should be provided with a copy of the Short Guide and any Company Examiner Checklist prior to undertaking an assessment. This is to ensure they are familiar with the performance standards required.
>
> The CRMIE will need to establish the type of course, review the syllabus/course material and establish the experience level and recency of the CRMI Candidate and course trainees.
>
> Agree a date/time, allowing for extra opportunity for briefing/debriefing of the candidate.

Briefing / Conducting the Test

> The CRMIE needs to brief the CRMI Candidate in plenty of time before the course starts – this ensures there is time to:
> - Set an open and professional tone
> - Establish the purpose of the test is for the CRMI to demonstrate his/her competence
> - Discuss the examiner's role (including seating position and involvement with the class)
> - Discuss briefing the class about the examiner
> - Establish what the training objectives are for the session
> - Allow an opportunity for the CRMI to ask questions
> - Establish how many courses the CRMI has run in the validity period
> - The examiner should maintain an unobtrusive role during the training, leaving the CRMI responsible for course conduct and timing
> - The examiner should bear in mind that the needs of the trainees take precedence over any other requirements

The CRMI check is primarily based on observation, and it cannot be over-emphasised that the CRMIE **MUST** have **EVIDENCE** to support their final assessment of the CRMI's competence. It may be necessary to ask questions prior to delivering the result, or as part of the debrief to ascertain the candidate's knowledge level of CRM aspects not covered during the course being observed

Debriefing/Report

- CRMIEs should adopt an appropriate relaxed but professional tone required for the debrief and deliver the test result at the outset
- The overall aim is to facilitate learning and for the CRMIE to role model an effective debriefing that ensures that the candidate makes the analysis of their own performance
- The debriefing should focus on the CRMIs development and include an appropriate balance of positive and negative feedback.
- The written report should reflect the debrief.

In addition the CRMI Examiner should bear in mind the following points:

"Examining CRM Instructor performance requires that the Examiner displays the best examples of CRM skill in handling the CRMI throughout the test, without losing any of the objectivity required to ensure a minimum standard." CAP737

Pass
Congratulate the Candidate State the result of the test

Fail

- State the outcome, with the reasons in descending order of priority

- State the effect on the CRMI's rating - "unfortunately you will be unable to exercise the privileges of a CRMI rating until your re-assessment is successful."

Pass or Fail

- Facilitate the main debrief points and agree any retraining requirements

- Candidate must leave the debrief knowing what their strengths are.

- Candidate must leave the debrief knowing what to change and how to change it

Assessment Criteria

Full details of reference material for Instructor Competence are contained in "The Short Guide to Instructor Standards". The CRMI should explain the reasons for the training at the outset. The aim of checklist is to provide a summary of the key knowledge, skills, and attitudes as an aid to making an assessment of the CRMI's competence. The definition of a "good role model" is open to some degree of subjectivity, but encapsulates the most significant aspect of a trainer irrespective of the other skills. The Short Guide list of behaviours may not be exhaustive, but the following list of behaviour is considered sufficient to assist you to understand the concept and make an informed judgment.

- Overtly supports CRM principles in word & deed (actively role models good CRM).
- Works hard to establish a rapport with trainees.
- Is open and honest.
- Creates an atmosphere of trust and respect
- Preserves confidentiality.
- Good listener
- Has a sense of humour.
- Supportive of fellow trainers.
- Always patient, sensitive and respectful of others
- Seeks feedback and responds appropriately
- Openly strives to improve own performance

Examiner's Checklist for CRMI (Ground):
The CRMIE may find using this simple 9 point checklist of effective knowledge, skills and attitudes to be an easy way to analyse and assess the appropriate important performance elements.

Were the training objectives achieved, YES or NO?
In deciding, consider the following:

- Did the candidate demonstrate the **knowledge** required for the role?
- Did the candidate **encourage trainees to participate, share their experience** and **self-analyse**?
- Did the candidate **identify** and **respond to the trainees' needs** relative to their expertise/experience?
- Did the candidate **integrate** practical CRM within technical training and line operations?
- Did the candidate identify **CRM reasons** involved in accidents / incidents?
- Did the candidate regularly **check for understanding** and **resolve ambiguity**?
- Did the candidate incorporate **NOTECHS or Company CRM Standards** when appropriate?
- Did the candidate demonstrate effective **instruction and facilitation skills**?
- Was the candidate **supportive of CRM concepts** and **role model** best CRM practice?

The CRMI Examiner may also find that asking the course trainees for feedback or checking their understanding can help in giving developmental feedback to the CRMI (Ground) Candidate. Questions should be open and address positives as well as negatives. The Examiner should take care not to reopen CRM training topics and focus on how the instructor delivered the training. The following examples may be useful in eliciting feedback from the trainees about skills you have observed:

- What do you think were the key messages or points that the instructor was trying to address?
- Thinking about the way the material was delivered - what do you think the instructor did well today?
- Is there anything that would have made the training more constructive for you?
- Are there any issues that you feel were not addressed or remain outstanding?
- If you had the chance to ask the instructor to clarify or expand on any areas, what would they be?
- Do you think that you will try to apply anything discussed today to your normal line operations?
- How would you sum up the course to a friend or colleague who is about to attend this training?
- In what ways did you feel involved in today's training session?
- Which aspects of the session caused you to think relevant issues through?

Administration

A record of all CRMIE checks must be kept for a period of 3 years.

PASS   Complete TS10 Examiner's Report or CRMI (Ground) Assessment Form
         Complete CRMI (Ground) Application Form

FAIL   Advise Company Training Department
         Complete relevant sections of TS10 Examiner's report / CRMI Assessment Form
         Complete FCL252 Notice of Failure and give candidate a copy

Examiners should ensure any records are kept in accordance with Data Protection requirements and remember the candidate has the right of access to see them.