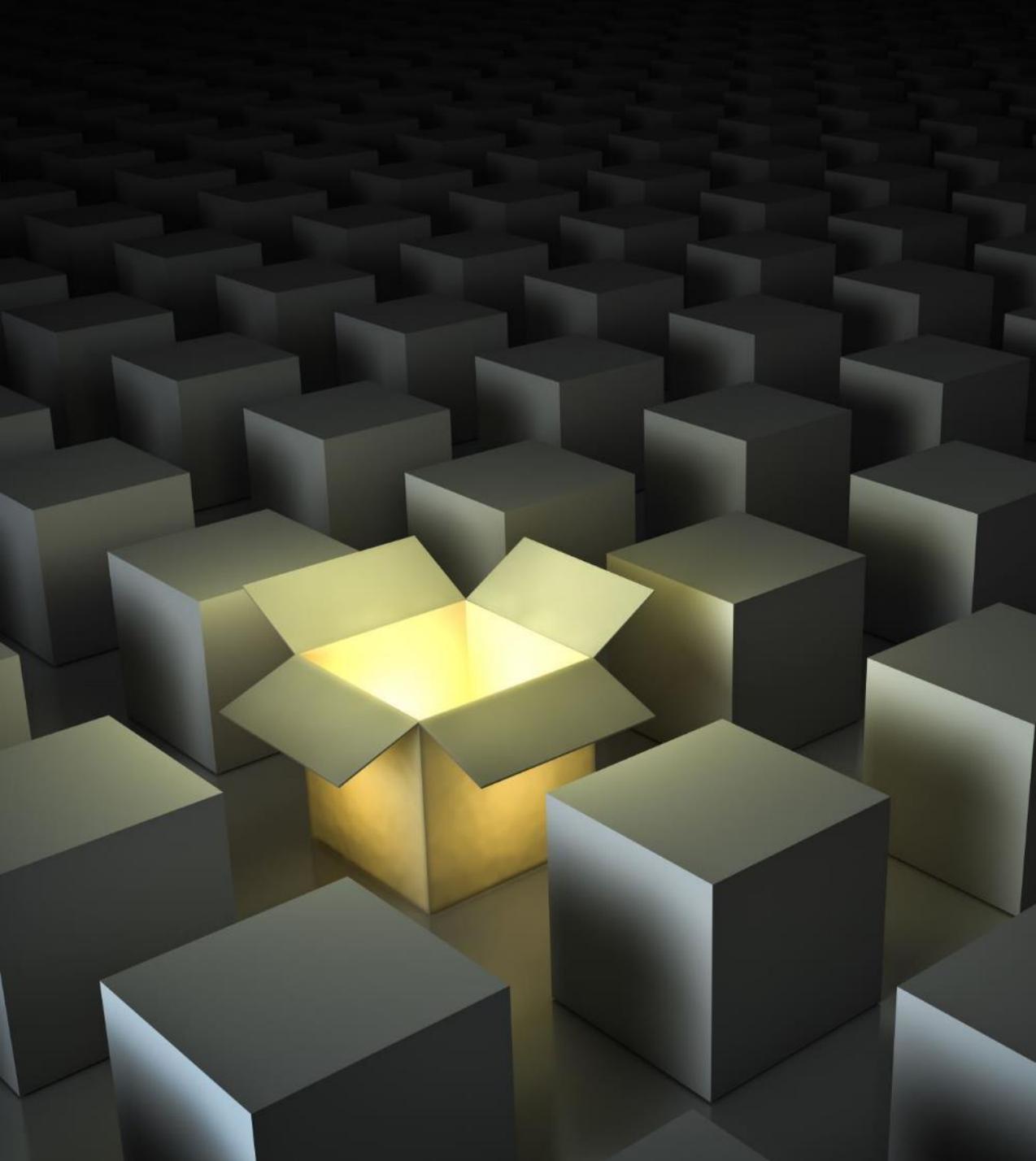


COMPETENCY BASED TRAINING AND ASSESSMENTS CABIN CREW



CAVIET



Competence-Based Training and Assessments is an expansive area. With this presentation we will only be scratching the surface. The primary discussion is how some elements might help to improve Cabin Safety.

INTEGRATED LEARNING CYCLE

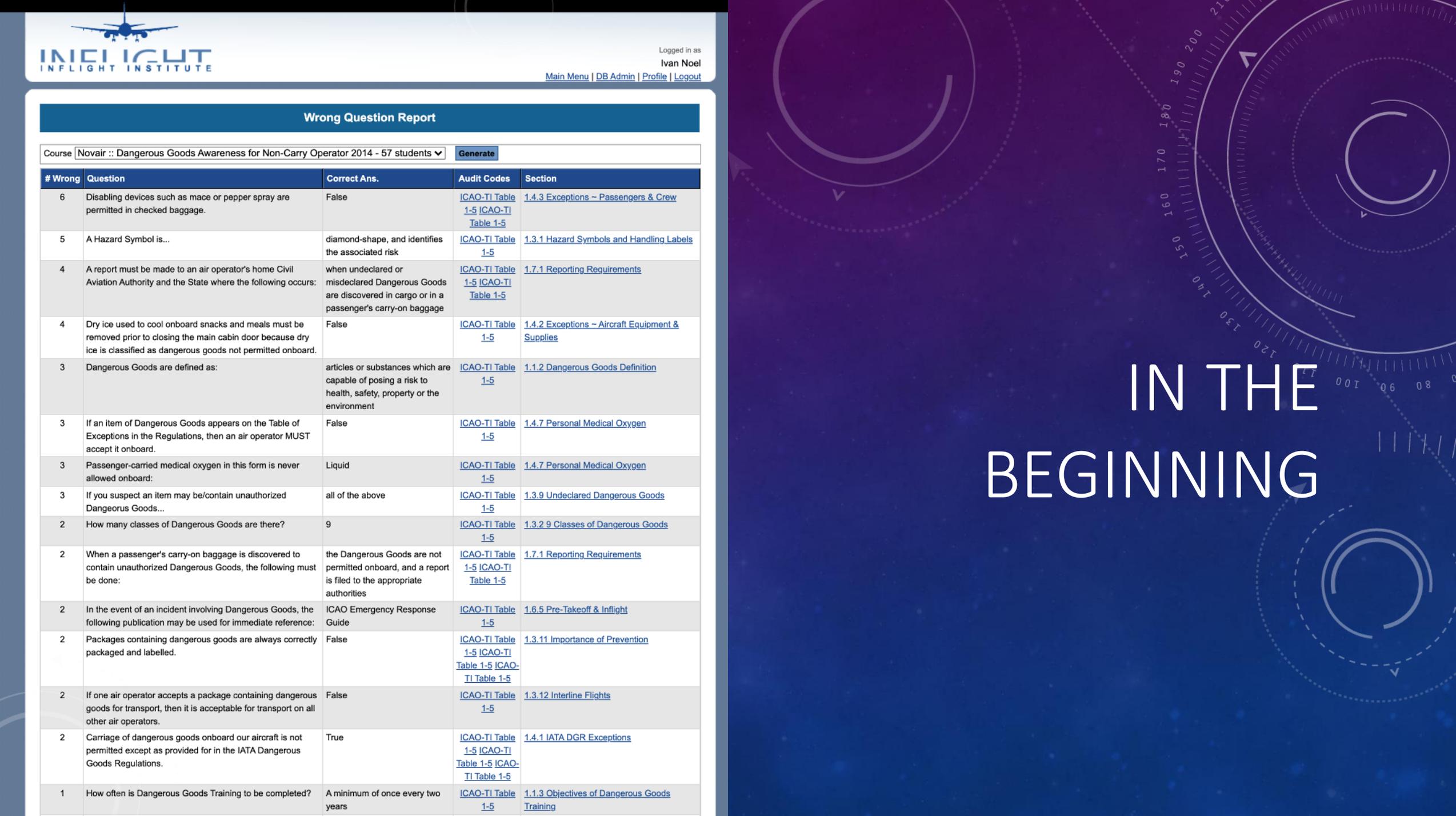
This concept was in essence how do we take the data/evaluations generated by the learner and use that data to improve safety and training?



Wrong Question Report

Course **Novair :: Dangerous Goods Awareness for Non-Carry Operator 2014 - 57 students**

# Wrong	Question	Correct Ans.	Audit Codes	Section
6	Disabling devices such as mace or pepper spray are permitted in checked baggage.	False	ICAO-TI Table 1-5 ICAO-TI Table 1-5	1.4.3 Exceptions ~ Passengers & Crew
5	A Hazard Symbol is...	diamond-shape, and identifies the associated risk	ICAO-TI Table 1-5	1.3.1 Hazard Symbols and Handling Labels
4	A report must be made to an air operator's home Civil Aviation Authority and the State where the following occurs:	when undeclared or misdeclared Dangerous Goods are discovered in cargo or in a passenger's carry-on baggage	ICAO-TI Table 1-5 ICAO-TI Table 1-5	1.7.1 Reporting Requirements
4	Dry ice used to cool onboard snacks and meals must be removed prior to closing the main cabin door because dry ice is classified as dangerous goods not permitted onboard.	False	ICAO-TI Table 1-5	1.4.2 Exceptions ~ Aircraft Equipment & Supplies
3	Dangerous Goods are defined as:	articles or substances which are capable of posing a risk to health, safety, property or the environment	ICAO-TI Table 1-5	1.1.2 Dangerous Goods Definition
3	If an item of Dangerous Goods appears on the Table of Exceptions in the Regulations, then an air operator MUST accept it onboard.	False	ICAO-TI Table 1-5	1.4.7 Personal Medical Oxygen
3	Passenger-carried medical oxygen in this form is never allowed onboard:	Liquid	ICAO-TI Table 1-5	1.4.7 Personal Medical Oxygen
3	If you suspect an item may be/contain unauthorized Dangerous Goods...	all of the above	ICAO-TI Table 1-5	1.3.9 Undeclared Dangerous Goods
2	How many classes of Dangerous Goods are there?	9	ICAO-TI Table 1-5	1.3.2 9 Classes of Dangerous Goods
2	When a passenger's carry-on baggage is discovered to contain unauthorized Dangerous Goods, the following must be done:	the Dangerous Goods are not permitted onboard, and a report is filed to the appropriate authorities	ICAO-TI Table 1-5 ICAO-TI Table 1-5	1.7.1 Reporting Requirements
2	In the event of an incident involving Dangerous Goods, the following publication may be used for immediate reference:	ICAO Emergency Response Guide	ICAO-TI Table 1-5	1.6.5 Pre-Takeoff & Inflight
2	Packages containing dangerous goods are always correctly packaged and labelled.	False	ICAO-TI Table 1-5 ICAO-TI Table 1-5 ICAO-TI Table 1-5	1.3.11 Importance of Prevention
2	If one air operator accepts a package containing dangerous goods for transport, then it is acceptable for transport on all other air operators.	False	ICAO-TI Table 1-5	1.3.12 Interline Flights
2	Carriage of dangerous goods onboard our aircraft is not permitted except as provided for in the IATA Dangerous Goods Regulations.	True	ICAO-TI Table 1-5 ICAO-TI Table 1-5 ICAO-TI Table 1-5	1.4.1 IATA DGR Exceptions
1	How often is Dangerous Goods Training to be completed?	A minimum of once every two years	ICAO-TI Table 1-5	1.1.3 Objectives of Dangerous Goods Training



IN THE BEGINNING



How do you know
what you don't know
if you know you don't
know it?

WHAT IS COMPETENCY-BASED TRAINING AND ASSESSMENTS

The goal of competency-based training and assessment is to provide focused training for a competent workforce. It is a systematic method based on three principles:

- 1 identification of the key competencies and skills to be achieved;
- 2 determination of the most effective way of achieving these competencies;
- 3 establishment of tools for valid and reliable assessment measurement.

WHAT IS COMPETENCY-BASED TRAINING AND ASSESSMENTS

- 1 What Competency and Skills does the crew member need to achieve success
- 2 Find the most effective way to gain the competency and skills
- 3 Have the tools to validate / assess

In the simplest of terms: identifying what your crew is doing well and where they are struggling.

Taking that information/data and refining it to identify what the “cause” of the performance.

Then finding ways to bring the deficiency up to standard.

COMPETENCY BASED TRAINING AND ASSESSMENTS



TICK THE BOX



ASSESSMENT

The procedure is outlined as follows:

The crew member will demonstrate the ability to effectively access and activate the **flashlight** on their electronic device with precision, then focusing the light at the earth.





HOW DID YOU
DO?

ASSESSING YOUR PERFORMANCE

Let me introduce you to the Core Competencies and Behavioral indicators:



Application of
Procedures



Communication



Knowledge



Leadership and
Teamwork



Problem
Solving/Decision
Making



Situational Awareness



Workload
Management

This form will be available when you are not connected to internet. If you are disconnected or close this tab, either return to www.inflightinstitute.com or you can bookmark this page so you can quickly return to it later. [Dismiss](#)

Novair Cabin Crew Line Check with Competencies

Issue 5 – 2022-04-01

ORO.CC 115(d) & AMC ORO.CC.115(d) (a) (3)

Flights

777

+

Flight Number

777

Date

2022-10-18

Route

ARN

Commander

Bostrom

A321

Cabin Crew

Caroline Fung

+

Position Worked

L1

Rank

Senior Cabin Crew Cabin Crew

Reason for Check

Initial Annual Special Reason Purser

Explanation of Grading

[Show Guide](#)

Fill

Preflight Briefing

1 2 3 N/A

1. Check in on time

2. Start briefing on time

ASSESSMENTS IN ACTION



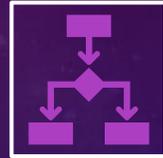
INFLIGHT
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If we truly wish to realize the best outcomes, enhance training and safety we need to identify the underlying causes that attribute to performance.

CORE COMPETENCIES

Competency= Knowledge + Skills + Attitude

HUMAN FACTORS



Application of
Procedures



Communication



Knowledge



Leadership and
Teamwork



Problem
Solving/Decision
Making

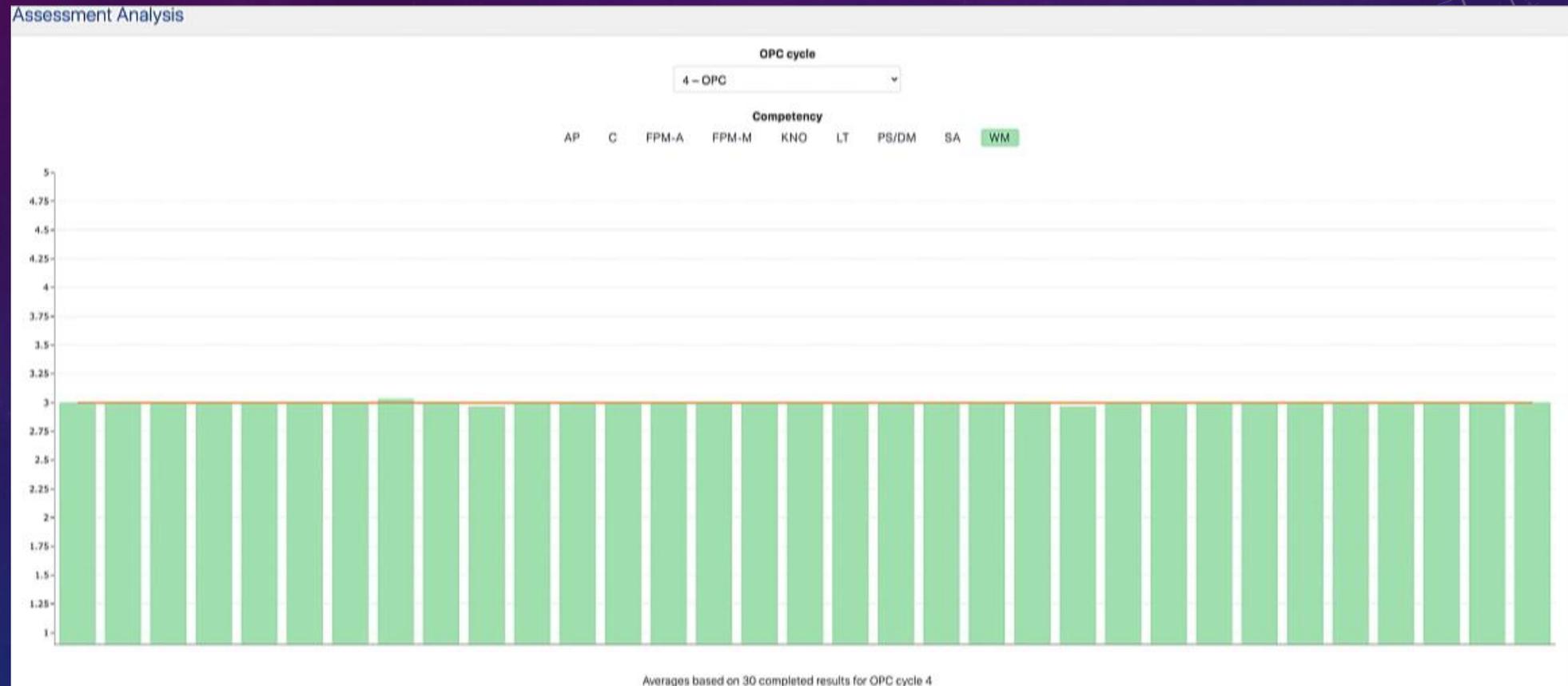


Situational Awareness



Workload
Management

ASSESSMENT ANALYSES



HOW CAN THIS DATA BE USED?



Identify the precise task(s) of concern.

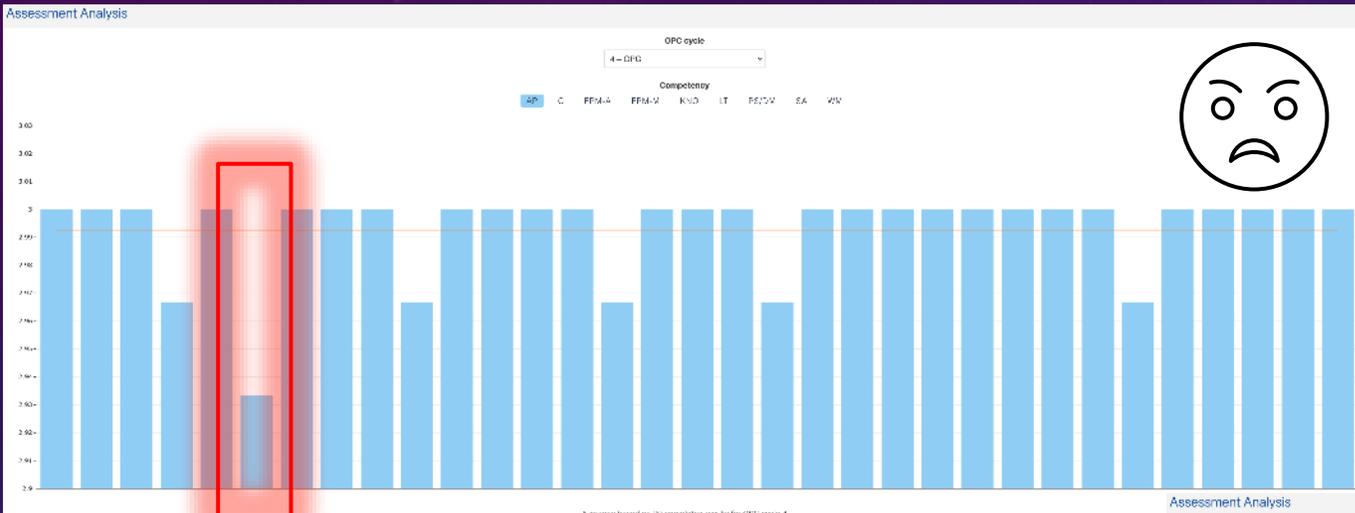


Review procedure relating to that task.



Analyze associated training within these area(s) .

EXAMINER CALIBRATION



ADVANCEMENT

We believe **Competency-Based Training and Assessments** will deliver improved safety and enhanced training to better support the industry.





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