


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** [Generate](#)

# 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.

IATA

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.

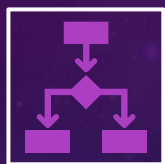




HOW DID YOU
DO?

ASSESSING YOUR PERFORMANCE

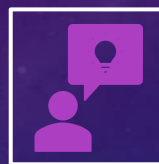
Let me introduce you to the Core Competencies and Behavioral indicators:



Application of
Procedures



Communication



Knowledge



Leadership and
Teamwork



Problem
Solving/Decision
Making



Situational Awareness



Workload
Management

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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
INSTITUTE

Novair Cabin Crew Line Check

Issue 6 - 2017-06-08
010/00115(S) & AWC 010/00115(e) (a) (3)

Flights			
Flight Number	Date	Route	
747	2021-06-15	ARN-LAS	
Commander	Capt. Fly		
<input checked="" type="checkbox"/> A321			

Cabin Crew			
Position Worked	Rank		
BT	<input checked="" type="radio"/> Senior Cabin Crew <input type="radio"/> Cabin Crew		
Reason for Check	<input type="radio"/> Initial <input checked="" type="radio"/> Annual <input type="radio"/> Special Task/Event <input type="radio"/> Purser		

Explanation of Grading [Show Guide](#)

Preflight Briefing



	1	2	3	N/A
1. Check in on time	✓	✓	✓	✓
2. Start briefing on time	✓	✓	✓	✓
3. Licenses / paperwork in order	✓	✓	✓	✓
4. Did Cabin Crew review of latest OIS and Crew info?	✓	✓	✓	✓
5. Safety and Rest A/c questions	✓	✓	✓	✓
6. Mobile phones / Tablets in Airplane Mode	✓	✓	✓	✓

At Aircraft, Preflight

	1	2	3	N/A
7. At aircraft on time before departure	✓	✓	✓	✓
8. Remove ID Cards	✓	✓	✓	✓
9. Cash / tickets to flight in 30 minutes	✓	✓	✓	✓
10. ASPI - "Check the boxes, correctly filled in"	✓	✓	✓	✓

Cabin Crew				
Per: Jani (Dredgen) (1429)				
11. Security Check in correct area	✓	✓	✓	✓
12. Purser check Cabin Log and inform crew	✓	✓	✓	✓
13. Purser communication with RFD and ground crew	✓	✓	✓	✓
Boarding				
14. Crew at boarding stations	✓	✓	✓	✓
15. Active participation in boarding process	✓	✓	✓	✓
16. Inform PAX re: Emergency Exit - U Card	✓	✓	✓	✓
17. Door briefing and brief papers regarding inflight brief card	✓	✓	✓	✓
18. Bags and other items removed from partitions and seats	✓	✓	✓	✓
19. PAX count performed	✓	✓	✓	✓
Pre Take Off				
20. Correct timing and reporting of doors	✓	✓	✓	✓
21. All Seated reported to RFD	✓	✓	✓	✓
22. Safety items according to standard	✓	✓	✓	✓
23. Cabin Chair check in respective areas	✓	✓	✓	✓
24. Cabin Crew check in respective areas	✓	✓	✓	✓
25. Cabin Chair reported to Purser	✓	✓	✓	✓
26. Cabin Chair reported correctly to RFD	✓	✓	✓	✓
27. Crew seated in lines for take off	✓	✓	✓	✓
28. Cabin lights dimmed to correct level	✓	✓	✓	✓
Safety Awareness During Flight				
29. Random Seat Belt announcement after take off	✓	✓	✓	✓
30. Crew 100% ready 15 min	✓	✓	✓	✓
31. No Unseated	✓	✓	✓	✓
32. No PAX in FWD Galley / Cabin	✓	✓	✓	✓
33. Turbulence procedures	✓	✓	✓	✓
34. Lavatory checks	✓	✓	✓	✓
35. Data responded to in correct way and time (incl. PAX call)	✓	✓	✓	✓
36. Active cabin observation and checks during flight	✓	✓	✓	✓

Cabin Crew				
Per: Jani (Dredgen) (1429)				
Descent Procedures - 30 min.				
37. No lost cases in cabin	✓	✓	✓	✓
38. Announcement and briefing performed	✓	✓	✓	✓
39. Cabin, galleys, lavatories	✓	✓	✓	✓
Descent Procedures - 15 min.				
40. Announcement	✓	✓	✓	✓
41. Cabin Chair check	✓	✓	✓	✓
42. Cabin Chair reported to Purser	✓	✓	✓	✓
43. Cabin Chair check performed and reported correctly to RFD	✓	✓	✓	✓
44. Crew seated on time	✓	✓	✓	✓
45. Cabin lights dimmed to correct level	✓	✓	✓	✓
After Landing				
46. Announcement after leaving runway	✓	✓	✓	✓
47. Door procedures - disarming and reporting of doors	✓	✓	✓	✓
48. Purser reports door status to RFD - Permission to open doors	✓	✓	✓	✓
Post Flight				
49. Officer report to the Vectors / RFD to arrive	✓	✓	✓	✓
50. Cabin sweep	✓	✓	✓	✓
51. ID check on ground staff	✓	✓	✓	✓
52. Cabin crew ready to leave	✓	✓	✓	✓
Novair CRM Assessment				
1. Planning	✓	✓	✓	✓
2. Teamwork	✓	✓	✓	✓
3. Communication	✓	✓	✓	✓
4. Workload	✓	✓	✓	✓
5. Decision making	✓	✓	✓	✓
6. Novair representative	✓	✓	✓	✓
7. Attitude	✓	✓	✓	✓

Cabin Crew	
Per: Jani (Dredgen) (1429)	
Instructor Assessment & Recommendations	
Professional. Additional knowledge would help to improve passenger boarding.	
Further Info / Comments	
Cabin Crew Signature	
	
Change Signature	
Line Check	<input checked="" type="checkbox"/> Approved <input type="checkbox"/> Failed
CRM	<input checked="" type="checkbox"/> Approved <input type="checkbox"/> Failed
Save	
You have unsaved changes Update Assessment Clear Cache & Refresh Data	
Evaluation performed by: <input type="text" value="Danyl Hein"/> <input type="text" value="DHK"/> Instructor Signature:  Change Signature	
Complete Assessment	

AP 3▼ ?	C 3▼ ?	KNO 3▼ ?	LT 3▼ ?	PS/DM 3▼ ?	SA 3▼ ?	WM 3▼ ?
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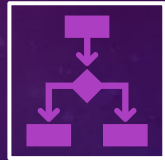
ASSESSMENTS IN ACTION

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**

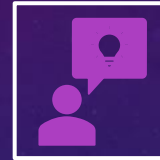
HUMAN FACTORS



Application of
Procedures



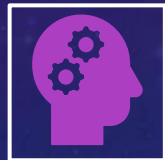
Communication



Knowledge



Leadership and
Teamwork



Problem
Solving/Decision
Making

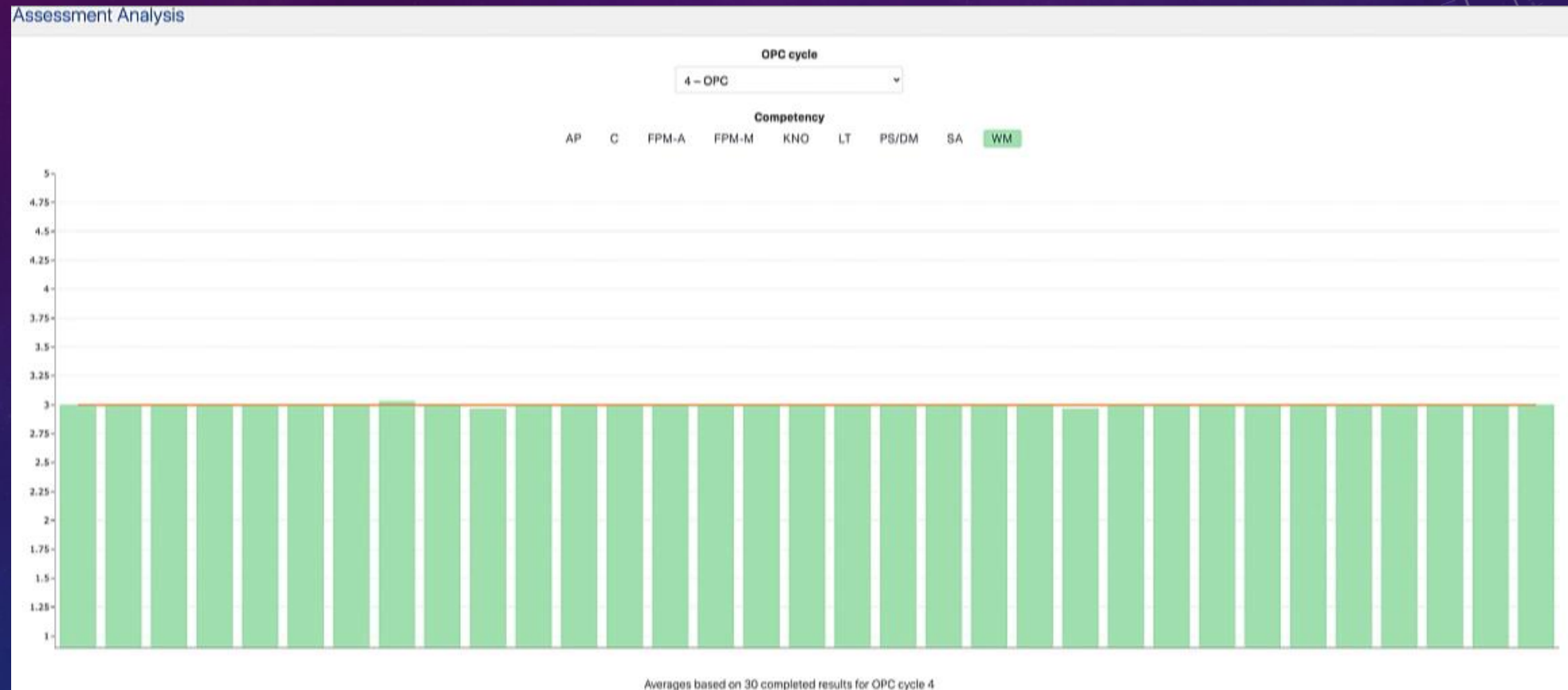


Situational Awareness



Workload
Management

ASSESSMENT ANALYSES



HOW CAN THIS DATA BE USED?



Identify the precise task(s) of concern.

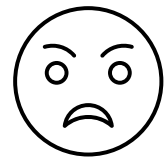
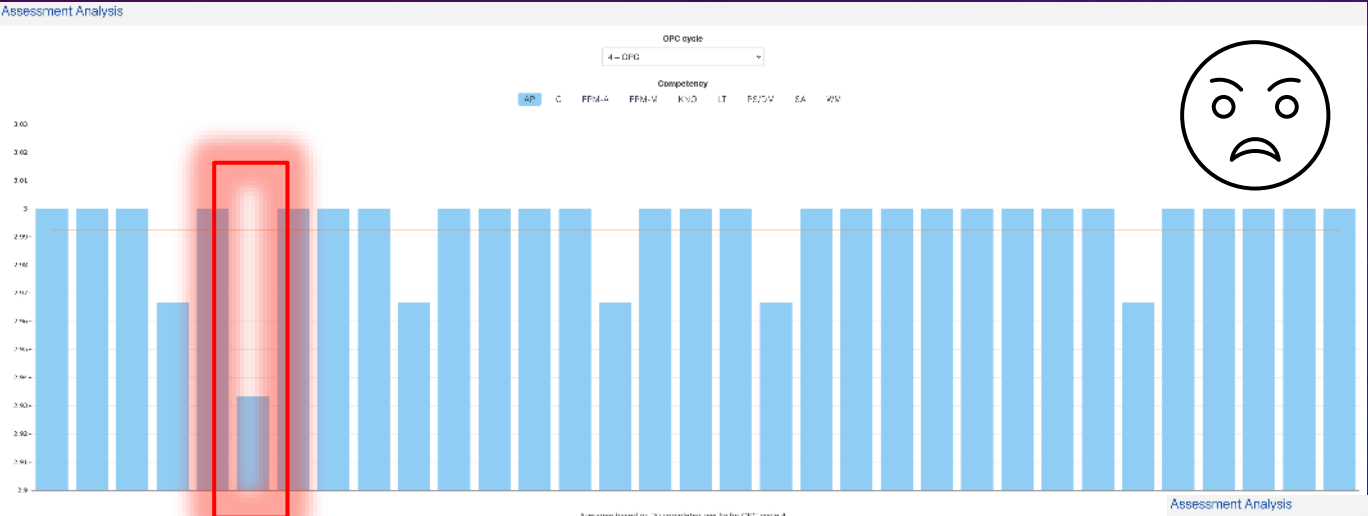


Review procedure relating to that task.

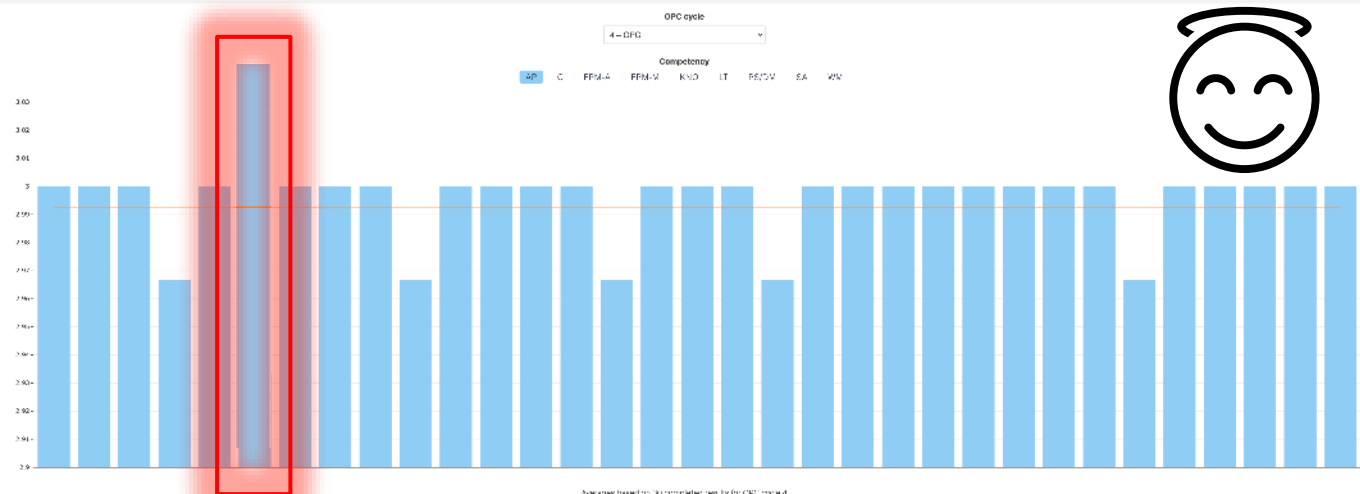


Analyze associated training within these area(s) .

EXAMINER CALIBRATION



Assessment Analysis



ADVANCEMENT

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



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