APPLY CBTA FOR CABIN CREW AND NEXT GENERATION

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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?

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Wrong Question Report

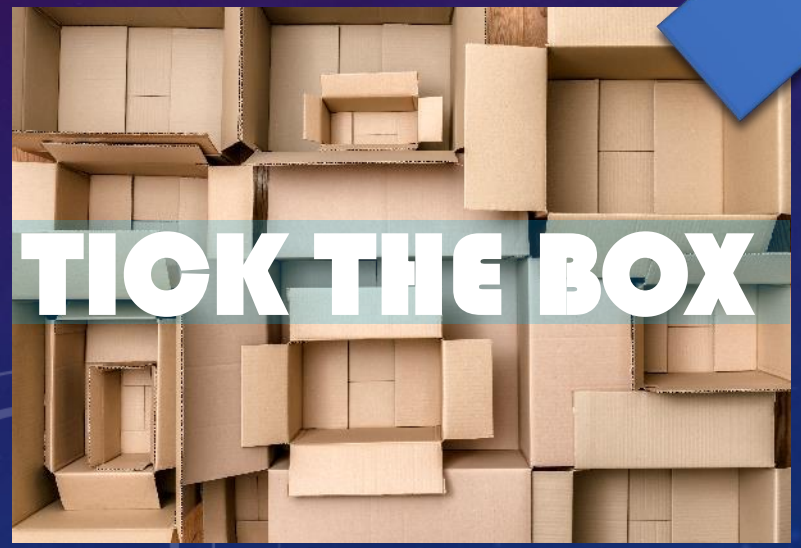
Course: Novair :: Dangerous Goods Awareness for Non-Carry Operator 2014 - 57 students — Generate

# 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 Dangeorus 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?

COMPETENCY-BASED TRAINING AND ASSESSMENT



WHAT IS COMPETENCY-BASED TRAINING AND ASSESSMENT

> The goal of competency-based training and assessment is to ensure a competent cabin crew workforce for the provision of safe and efficient operations.
>
> ICAO Doc 10002, 2nd edition, 2020.

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.

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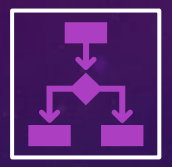
ASSESSING YOUR PERFORMANCE

Let me introduce you to the Core Competencies:



Application of Policies and Procedures

Communication

Leadership and Teamwork

Passenger Management

Problem Solving/Decision Making

Situational Awareness/Management of information

Workload Management

ICAO

ASSESSING YOUR PERFORMANCE

Example of an adapted competency model

communication

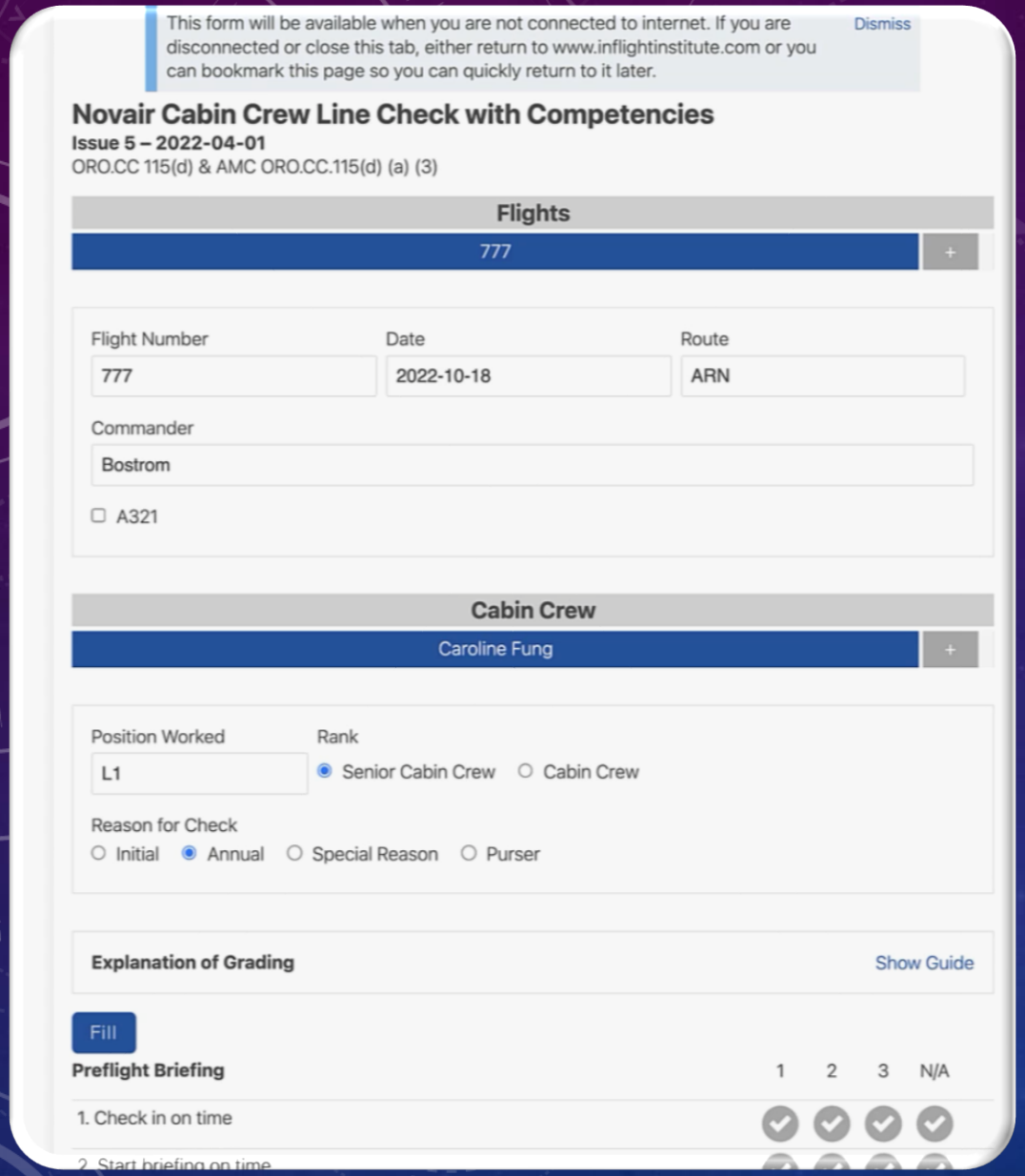
Definition	Observable Behaviours (OB)
Communicates through appropriate means in the operational environment, in both normal, abnormal and emergency situations	OB 2.1 Determines that the recipient is ready and able to receive information
	OB 2.2 Selects appropriately what, when, how and with whom to communicate
	OB 2.3 Conveys messages clearly, using designated common language (e.g. multilingual flight/cabin crew)
	OB 2.4 Confirms that the recipient demonstrates understanding of important information
	OB 2.5 Listens actively and demonstrates understanding when receiving information
	OB 2.6 Asks relevant and effective questions
	OB 2.7 Uses appropriate escalation in communication to resolve identified deviations
	OB 2.8 Uses and interprets non-verbal communication in a manner appropriate to the organizational and social culture

ASSESSING YOUR PERFORMANCE

communication

Example of an assessment plan : a rating scale for a competency

Grade		Performance Criteria
1	Unsatisfactory	— Lack of ability to relay information or to accurately answer queries
2	Below standard	— Is hesitant in delivery of speech — Delays in answering queries — Uses inaccurate information given — Uses incorrect terminology
3	Standard with debrief	— Is confident in delivery of speech — Correct terminology as per standards — Some details require clarification — Conveys message adequately with some details missing
4	Standard	— Is confident in delivery of speech — Uses correct terminology as per operator standards — Some details require clarification — Conveys message effectively
5	Excellent	— Uses concise, specific terminology. — Transmits all details accurately — Conveys message without clarifications required — Pro-actively communicates with others



ASSESSMENTS IN ACTION

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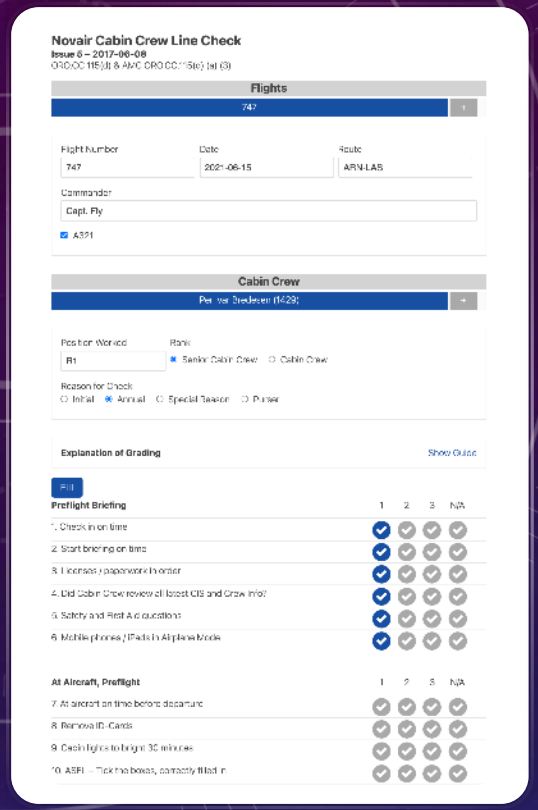

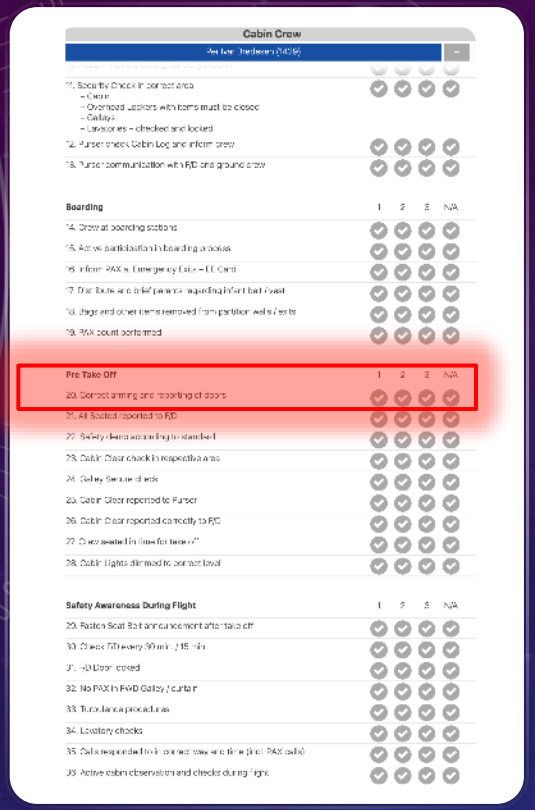

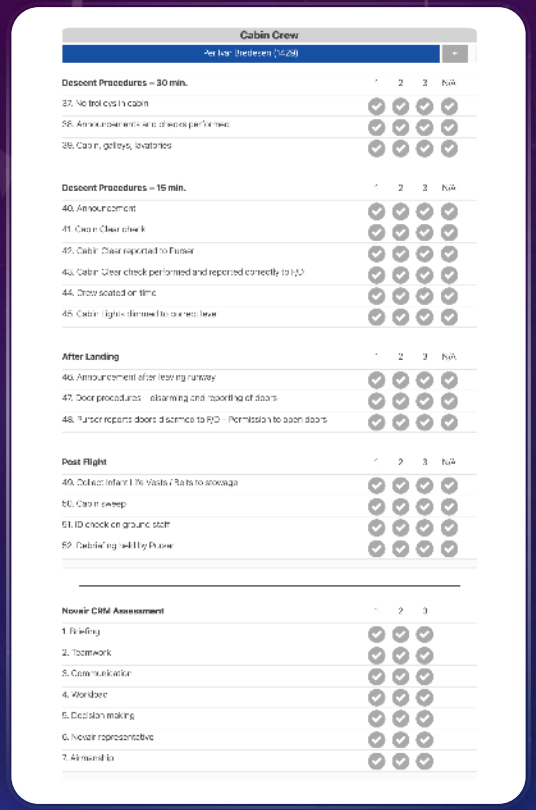

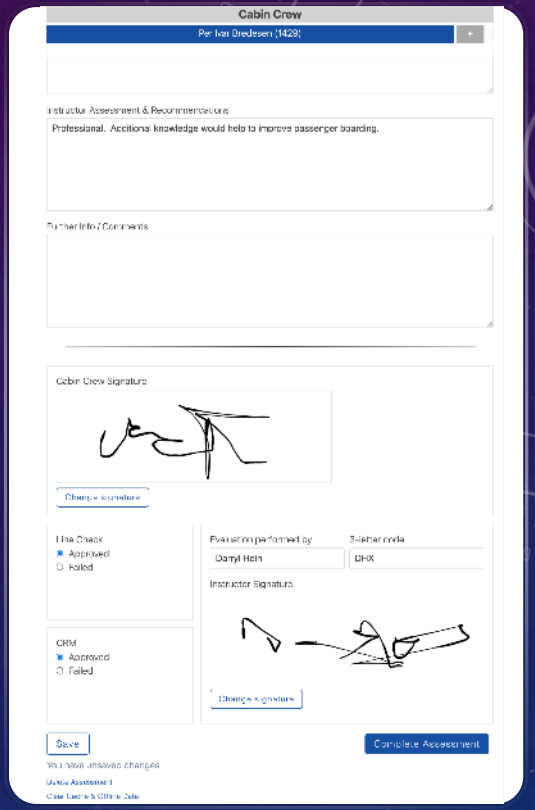

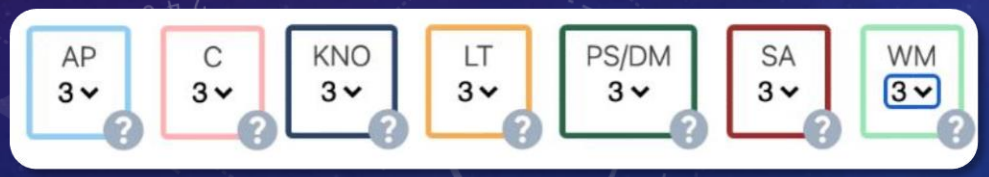

ASSESSMENTS IN ACTION

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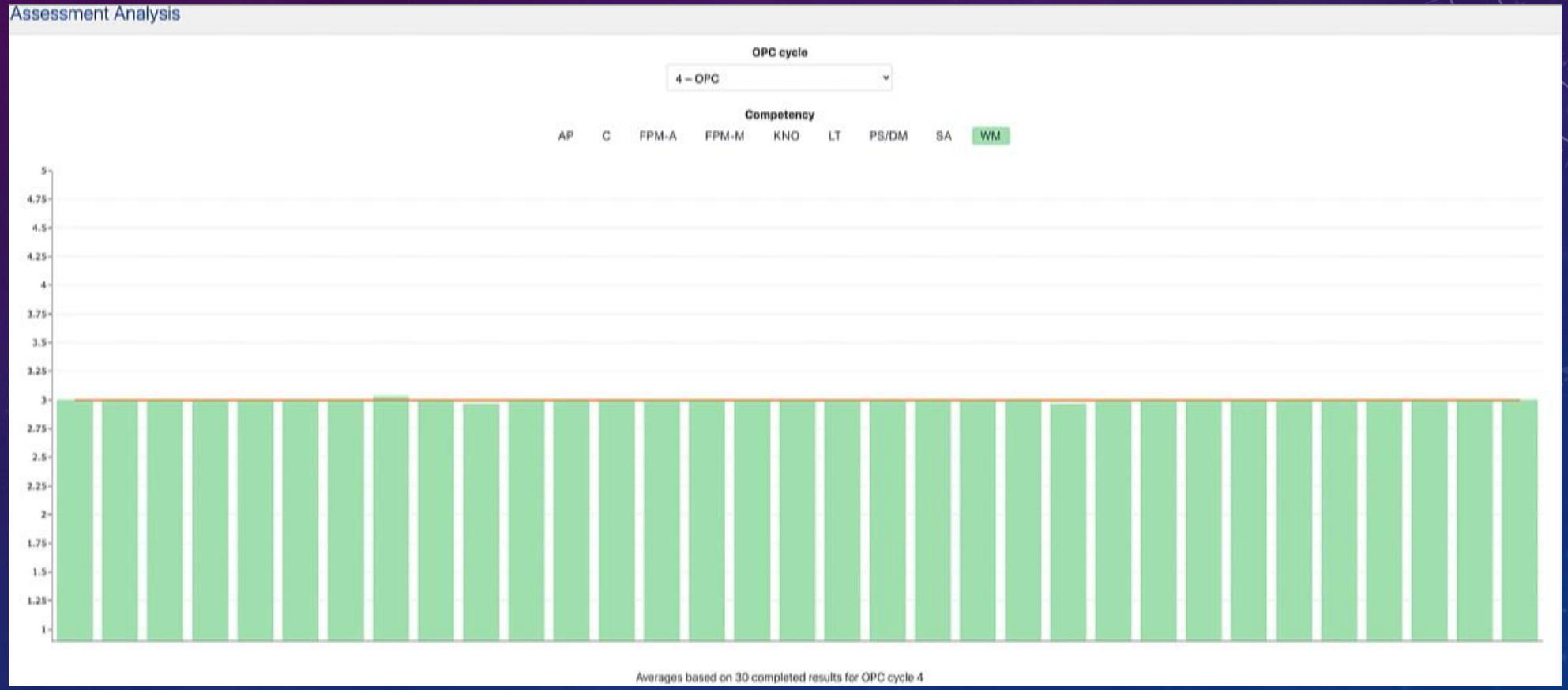
ASSESSMENT ANALYSES



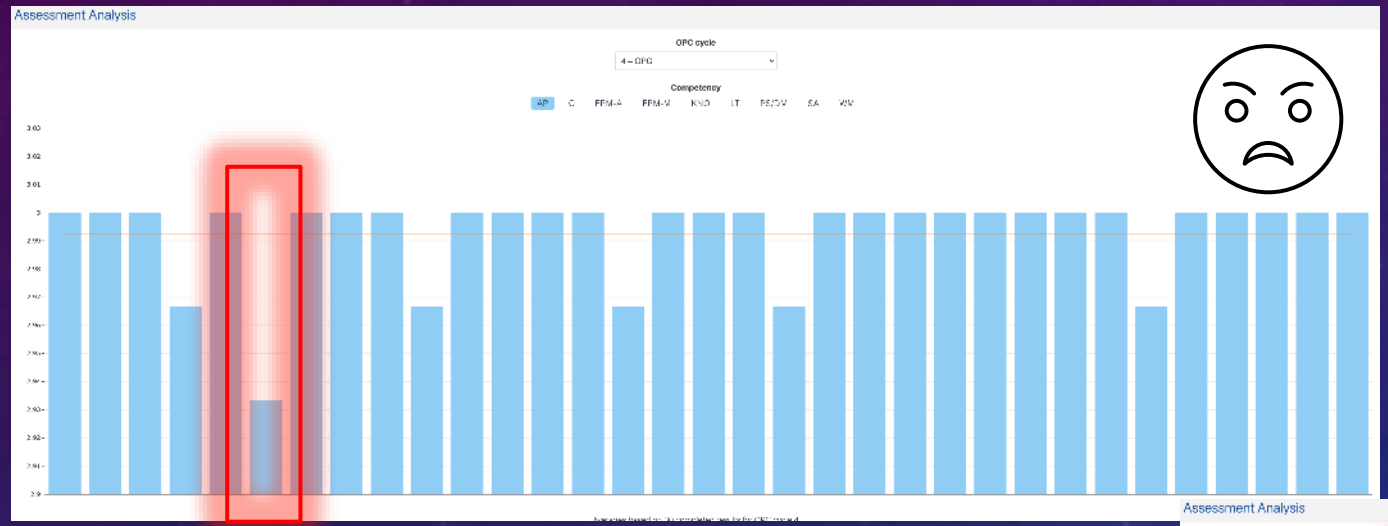
HOW CAN THIS DATA BE USED?

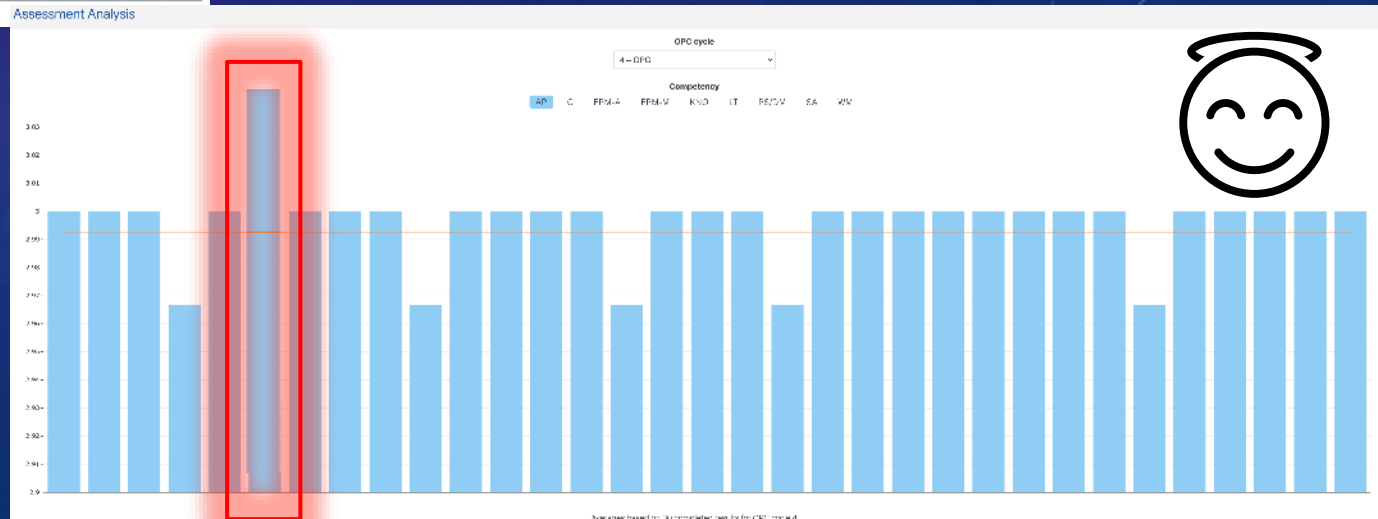
Identify the precise task(s) of concern.

Review procedure relating to that task.

Analyze associated training within these area(s).

EXAMINER CALIBRATION





ADVANCEMENT

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

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