



# APPLY CBTA FOR CABIN CREW AND NEXT GENERATION

Regional Manager Asia-Pacific

Dr. Mizuki URANO - Ph.D

[mizuki@inflightinnovations.com](mailto:mizuki@inflightinnovations.com)

INFLIGHT INNOVATIONS INC. - INFLIGHT INSTITUTE



# 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	<a href="#">ICAO-TI Table 1-5 ICAO-TI Table 1-5</a>	<a href="#">1.4.3 Exceptions – Passengers &amp; Crew</a>
5	A Hazard Symbol is...	diamond-shape, and identifies the associated risk	<a href="#">ICAO-TI Table 1-5</a>	<a href="#">1.3.1 Hazard Symbols and Handling Labels</a>
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	<a href="#">ICAO-TI Table 1-5 ICAO-TI Table 1-5</a>	<a href="#">1.7.1 Reporting Requirements</a>
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	<a href="#">ICAO-TI Table 1-5</a>	<a href="#">1.4.2 Exceptions – Aircraft Equipment &amp; Supplies</a>
3	Dangerous Goods are defined as:	articles or substances which are capable of posing a risk to health, safety, property or the environment	<a href="#">ICAO-TI Table 1-5</a>	<a href="#">1.1.2 Dangerous Goods Definition</a>
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	<a href="#">ICAO-TI Table 1-5</a>	<a href="#">1.4.7 Personal Medical Oxygen</a>
3	Passenger-carried medical oxygen in this form is never allowed onboard:	Liquid	<a href="#">ICAO-TI Table 1-5</a>	<a href="#">1.4.7 Personal Medical Oxygen</a>
3	If you suspect an item may be/contain unauthorized Dangerous Goods...	all of the above	<a href="#">ICAO-TI Table 1-5</a>	<a href="#">1.3.9 Undeclared Dangerous Goods</a>
2	How many classes of Dangerous Goods are there?	9	<a href="#">ICAO-TI Table 1-5</a>	<a href="#">1.3.2 9 Classes of Dangerous Goods</a>
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	<a href="#">ICAO-TI Table 1-5 ICAO-TI Table 1-5</a>	<a href="#">1.7.1 Reporting Requirements</a>
2	In the event of an incident involving Dangerous Goods, the following publication may be used for immediate reference:	ICAO Emergency Response Guide	<a href="#">ICAO-TI Table 1-5</a>	<a href="#">1.6.5 Pre-Takeoff &amp; Inflight</a>
2	Packages containing dangerous goods are always correctly packaged and labelled.	False	<a href="#">ICAO-TI Table 1-5 ICAO-TI Table 1-5 ICAO-TI Table 1-5</a>	<a href="#">1.3.11 Importance of Prevention</a>
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	<a href="#">ICAO-TI Table 1-5</a>	<a href="#">1.3.12 Interline Flights</a>
2	Carriage of dangerous goods onboard our aircraft is not permitted except as provided for in the IATA Dangerous Goods Regulations.	True	<a href="#">ICAO-TI Table 1-5 ICAO-TI Table 1-5 ICAO-TI Table 1-5</a>	<a href="#">1.4.1 IATA DGR Exceptions</a>
1	How often is Dangerous Goods Training to be completed?	A minimum of once every two years	<a href="#">ICAO-TI Table 1-5</a>	<a href="#">1.1.3 Objectives of Dangerous Goods Training</a>

# 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



**TICK THE BOX**

# 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, 2<sup>nd</sup> 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.

# 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

# 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



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

communication

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

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](http://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  
INFLIGHT INSTITUTE

### Novair Cabin Crew Line Check

Issue 8 - 2017-08-08  
010:00:15(8) & AvC: CR0:00:15(6) (a) (3)

**Flights**

Flight Number: 747  
Date: 2021-06-15  
Route: ARN-LAS

Commander:  
Capt. Fly

A321

**Cabin Crew**  
Per: var. Dredesen (1429)

Position Wanted: Rank  
R1  Senior Cabin Crew  Cabin Crew

Reason for Check  
 Initial  Annual  Special Reason  Purser

Explanation of Grading [Show Guide](#)

**Pre-flight Briefing**

	1	2	3	N/A
1. Check in on time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2. Start briefing on time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3. Increased participation in order	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4. Did Cabin Crew review all latest OIS and Crew info?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5. Safety and Rest A/G questions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6. Mobile phones / Tablets in Airplane Mode	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**At Aircraft, Pre-flight**

	1	2	3	N/A
7. At aircraft on time before departure	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8. Remove ID Cards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9. Cabin lights to flight 30 minutes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10. A321 - Check no boxes, correctly filled in	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Cabin Crew

Per: var. Dredesen (1429)

11. Security Check in correct area  
- Cabin  
- Overhead Lockers who forms must be closed  
- Galleys  
- Lavatories - checked and locked

12. Purser checks Cabin Log and inform crew

13. Purser communication with RFD and ground crew

**Boarding**

	1	2	3	N/A
14. Order at boarding stations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15. Active participation in boarding process	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16. Inform PAX re Emergency Exit - U Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17. Door belts and infant parents squadding / VET belt fixed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
18. Bags and other items removed from passenger seats	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
19. PAX count performed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Pre-Take Off**

	1	2	3	N/A
20. Correct timing and sequencing of doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21. All Seated reported to RFD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
22. Safety items according to standard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23. Cabin Chair check in respective areas	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
24. Galley Secure of risk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
25. Cabin Chair reported to Purser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
26. Cabin Chair reported correctly to RFD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
27. Crew seated in line for take off	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
28. Cabin Lights dimmed to correct level	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Safety Awareness During Flight**

	1	2	3	N/A
29. Fasten Seat Belt announcement after take off	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
30. Crew TD every 30 min - 115 min	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
31. No Litter stored	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
32. No PAX in FWD Galley / Counter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
33. Turbulence procedures	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
34. Lavatory checks	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
35. Data responded to in correct way and time (PAX call)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
36. Active cabin observation and checks during flight	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Cabin Crew

Per: var. Dredesen (1429)

**Descent Procedures - 30 min.**

	1	2	3	N/A
37. No alcohol in cabin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
38. Announcement and briefing performed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
39. Cabin, galleys, lavatories	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Descent Procedures - 15 min.**

	1	2	3	N/A
40. Announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
41. Cabin Chair check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
42. Cabin Chair reported to Purser	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
43. Cabin Chair check performed and reported correctly to RFD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
44. Door seated on time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
45. Cabin Lights dimmed to correct level	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**After Landing**

	1	2	3	N/A
46. Announcement after leaving runway	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
47. Door procedures - opening and boarding of doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
48. Purser reports door status to RFD - Permission to open doors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Post Flight**

	1	2	3	N/A
49. Officer Infant Re-Vests / Bags to baggage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
50. Cabin sweep	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
51. ID check on ground staff	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
52. Cabin log filled in flow	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Novair CRM Assessment**

	1	2	3
1. Planning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2. Teamwork	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3. Communication	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4. Workload	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5. Decision making	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6. Overall representative	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7. Attended to	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Cabin Crew

Per: var. Dredesen (1429)

Instructor Assessment & Recommendations  
Professional: Additional knowledge would help to improve passenger boarding.

Further Info / Comments

Cabin Crew Signature



[Change Signature](#)

This Check  
 Approved  
 Failed

Evaluation performed by: Danyel Hen  
Signature: 

[Change + Grades](#)

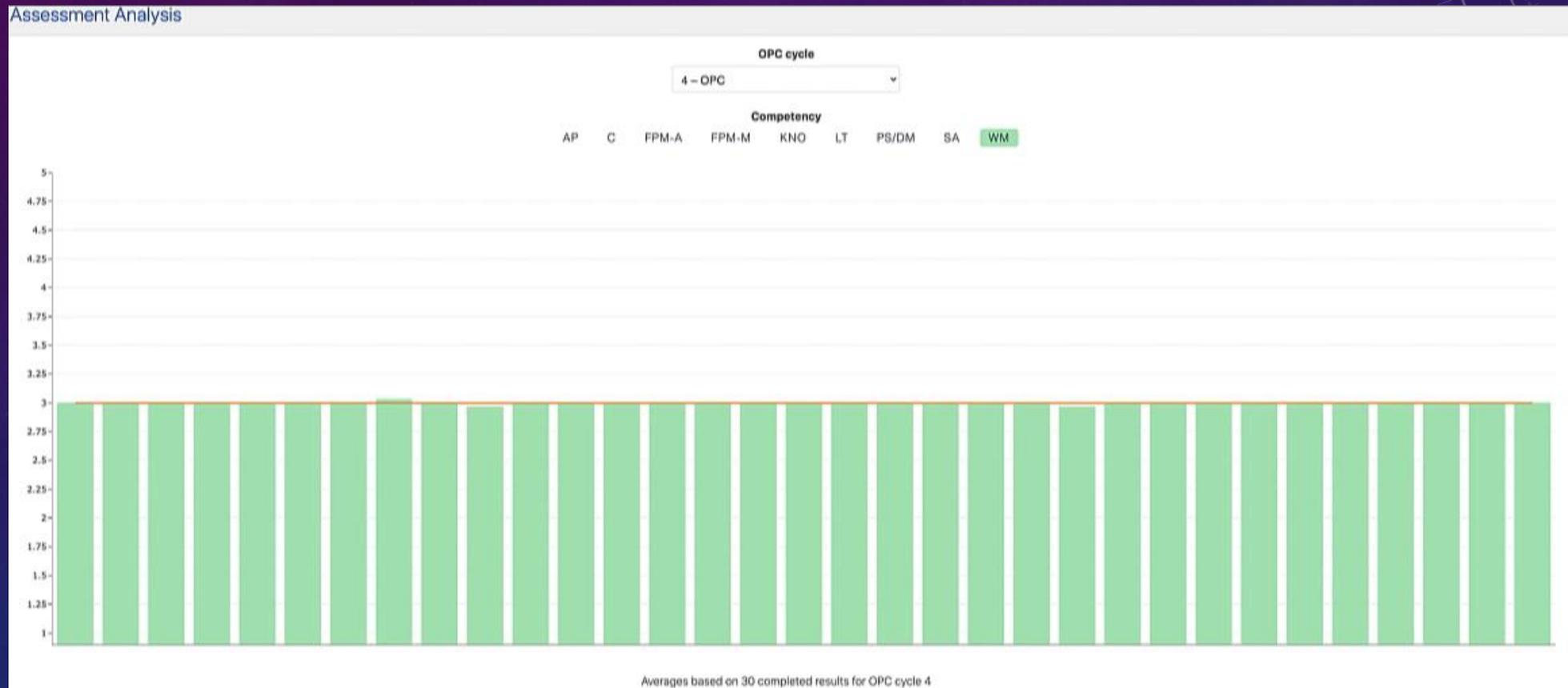
[Save](#) [Complete Assessment](#)

You have unsaved changes  
Make Assessment 1  
Clear Cache & CRM - Data

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

# ASSESSMENTS IN ACTION

# ASSESSMENT ANALYSES



# HOW CAN THIS DATA BE USED?



Identify the precise task(s) of concern.

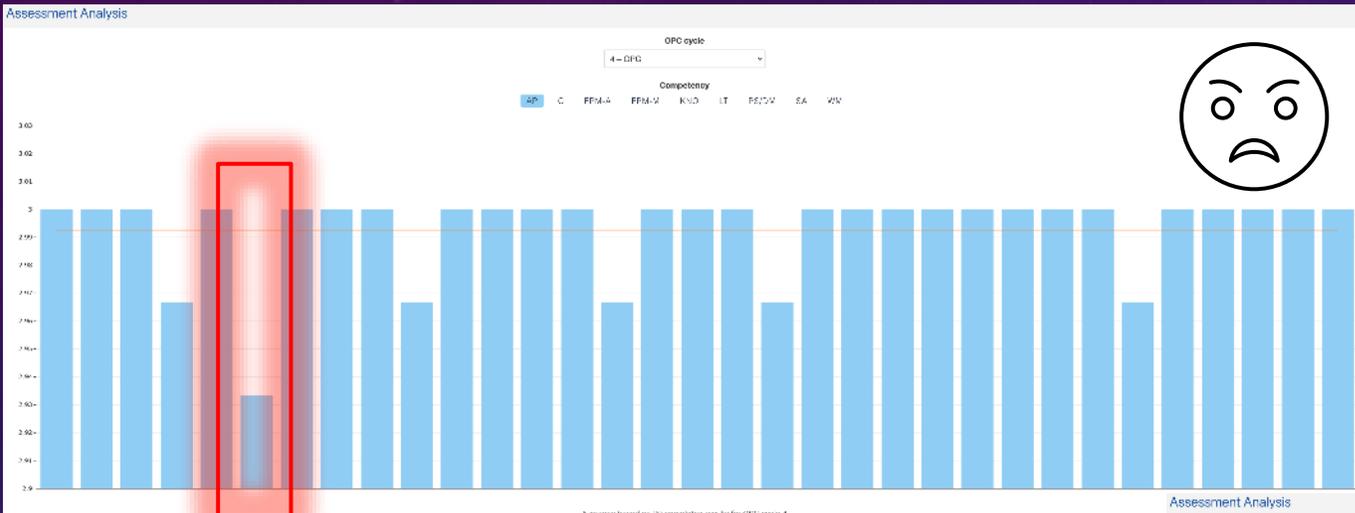


Review procedure relating to that task.

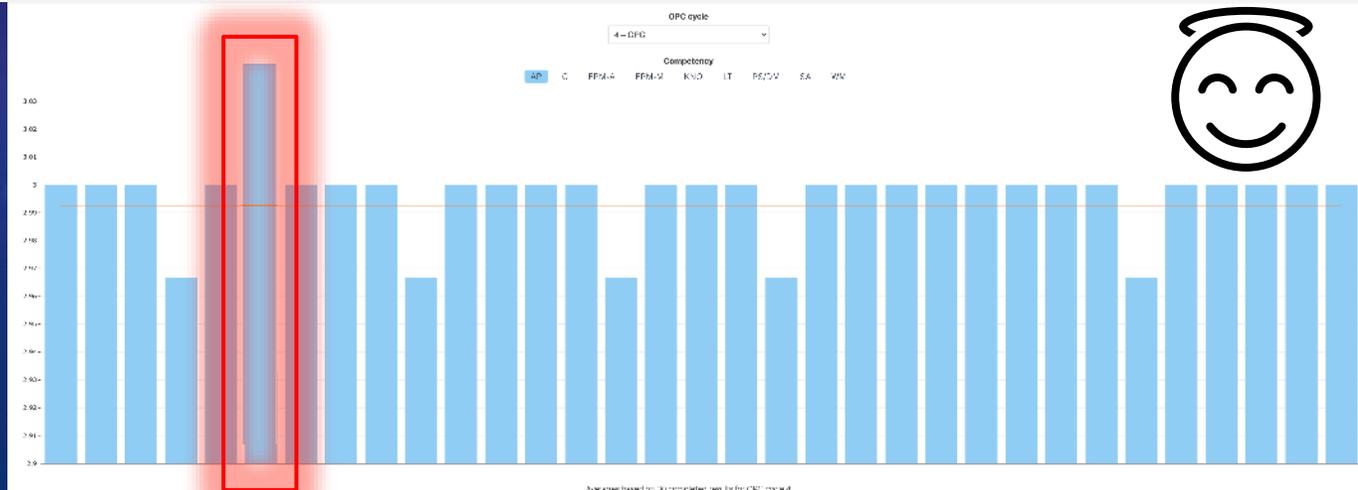


Analyze associated training within these area(s).

# EXAMINER CALIBRATION



Assessment Analysis



Assessment Analysis

# ADVANCEMENT



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



Global subsidiary of  
**INFLIGHT**  
 INNOVATIONS™

Dr. Mizuki URANO<sup>(Ph.D)</sup>  
 Regional Manager, Asia-Pacific

-  +1-403-230-2784
-  [mizuki@inflightinstitute.com](mailto:mizuki@inflightinstitute.com)
-  [www.inflightinstitute.com](http://www.inflightinstitute.com)
-  [www.inflightinnovations.com](http://www.inflightinnovations.com)

