Cabin Crew Instructor Standardisation

Norman MacLeod

Astrom Training

The Problem

When it matters do I 'KNOW" crew will get it right?

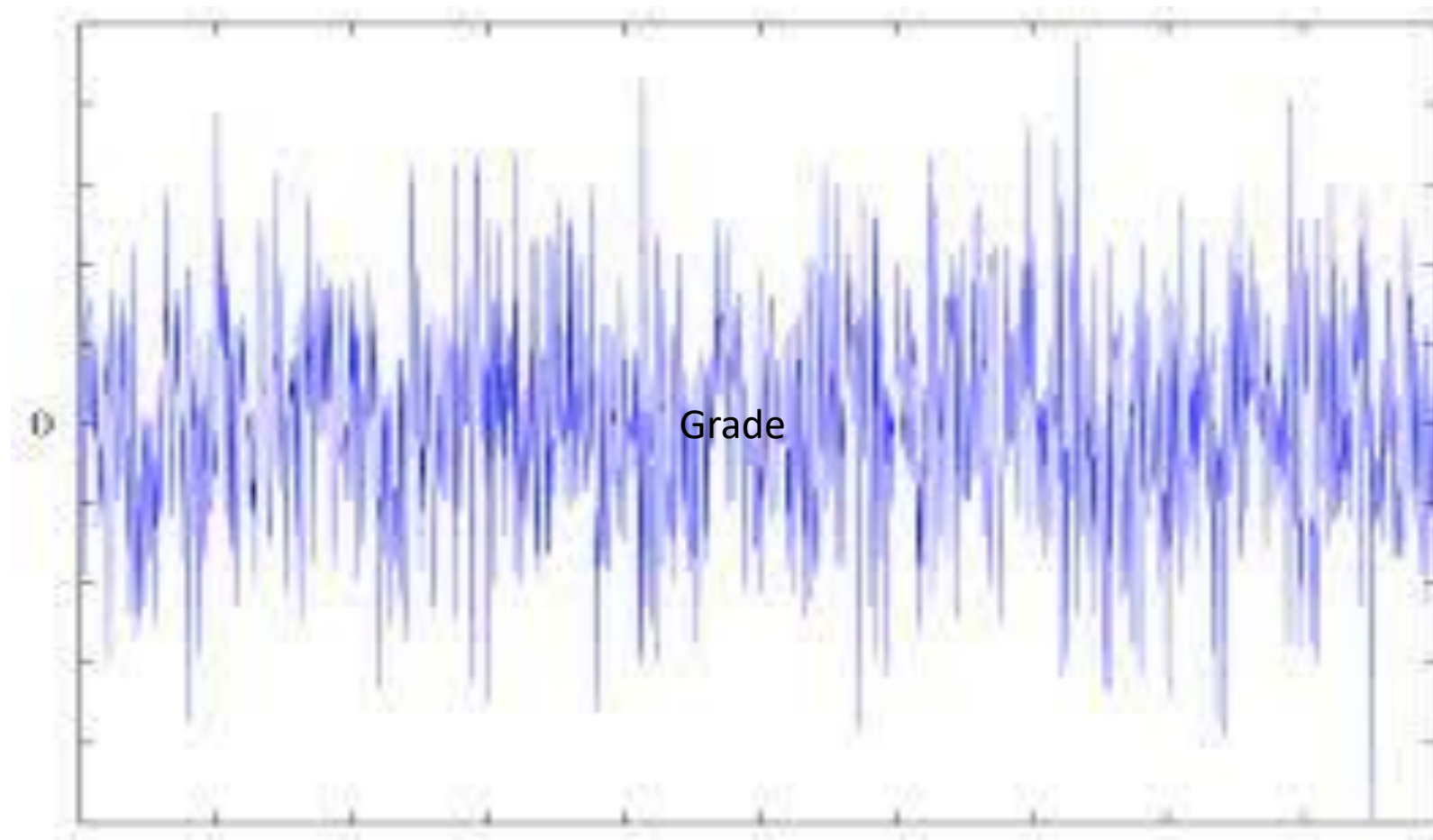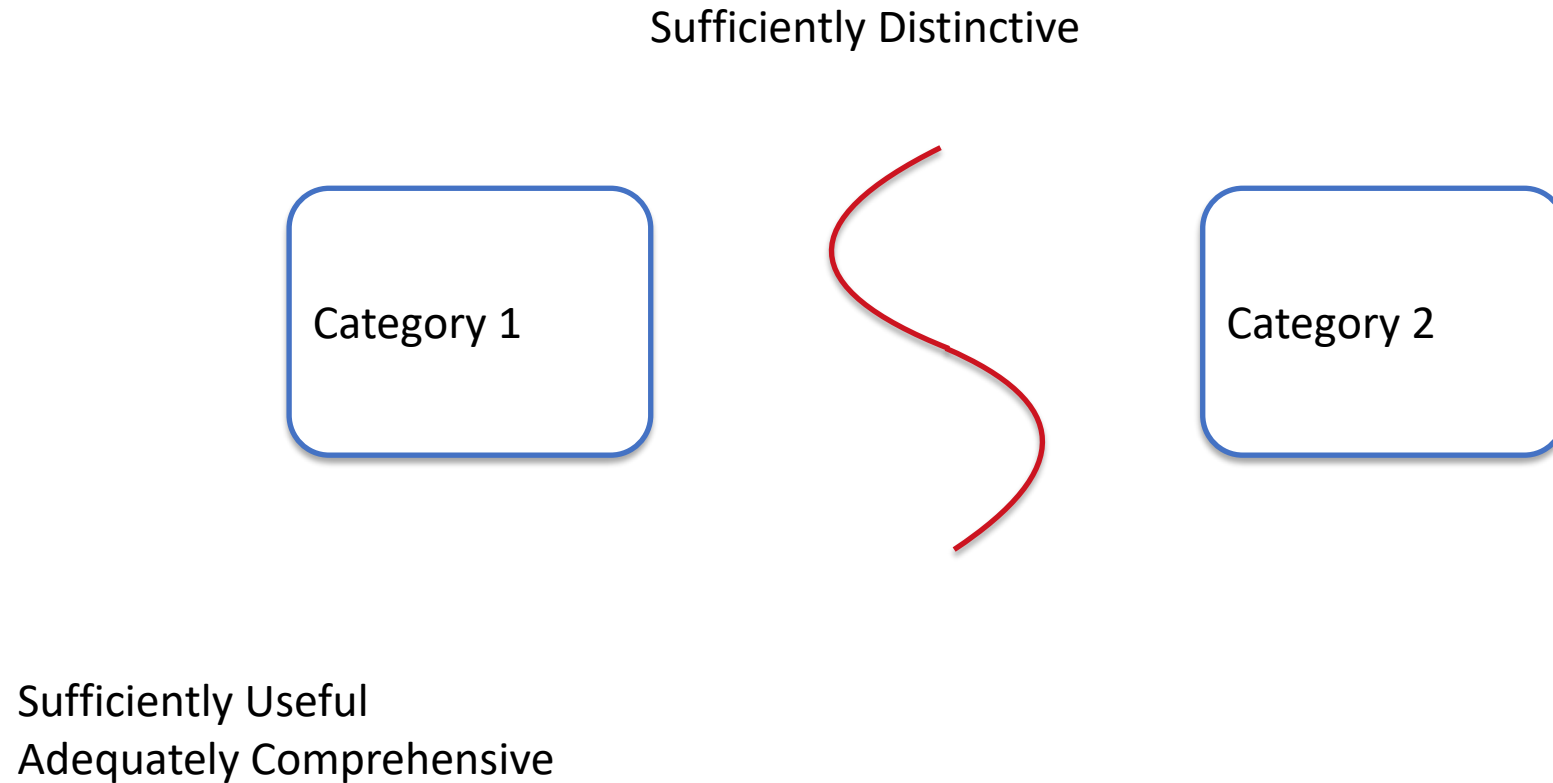# It all starts here:

The grade awarded tells me:

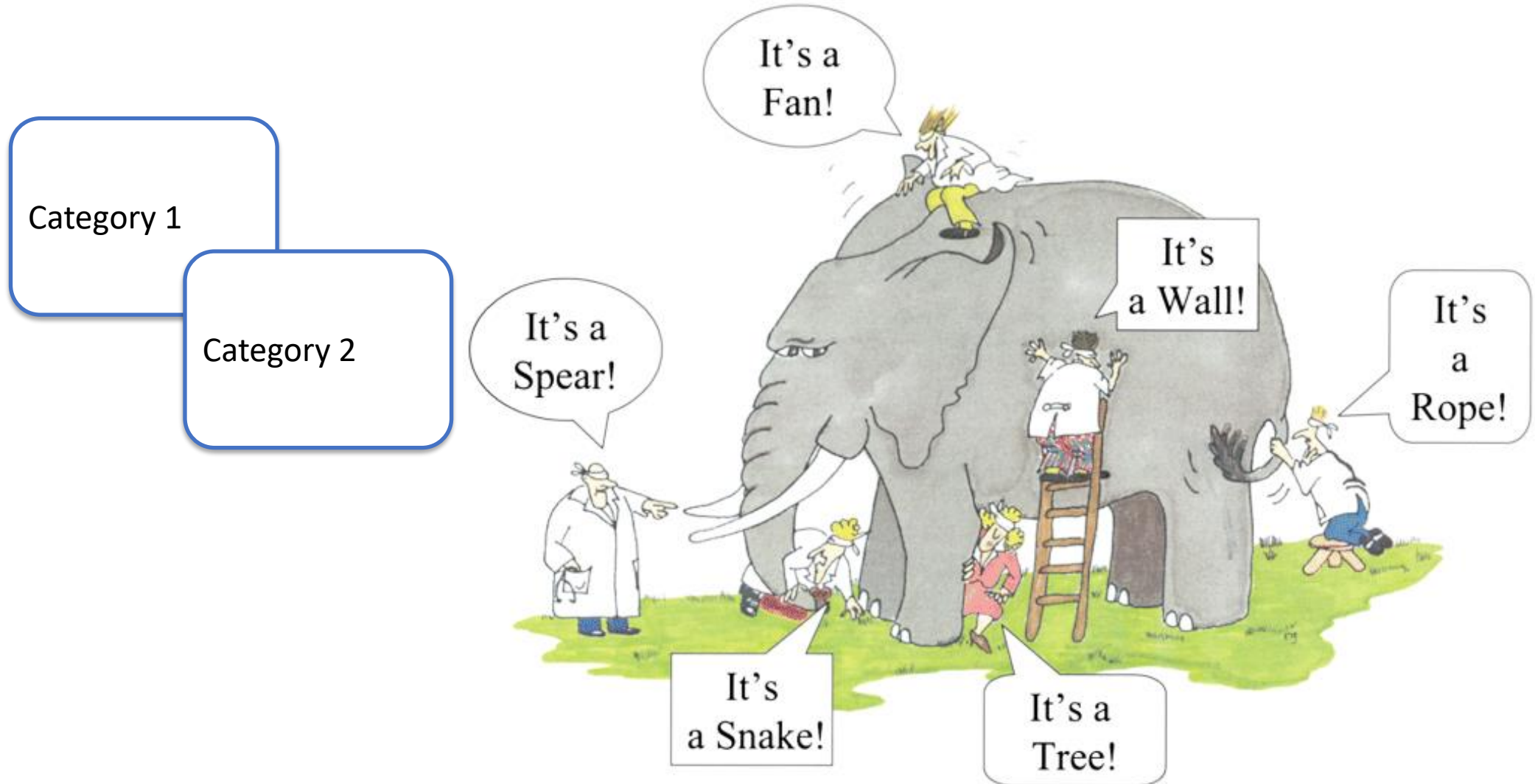The Status of the Workforce

The Probability of 'True' Feedback

The Task: Noise Reduction

The Assessment Tool

Sufficiently Distinctive

Category 1

Category 2

Sufficiently Useful
Adequately Comprehensive

The Assessment Tool
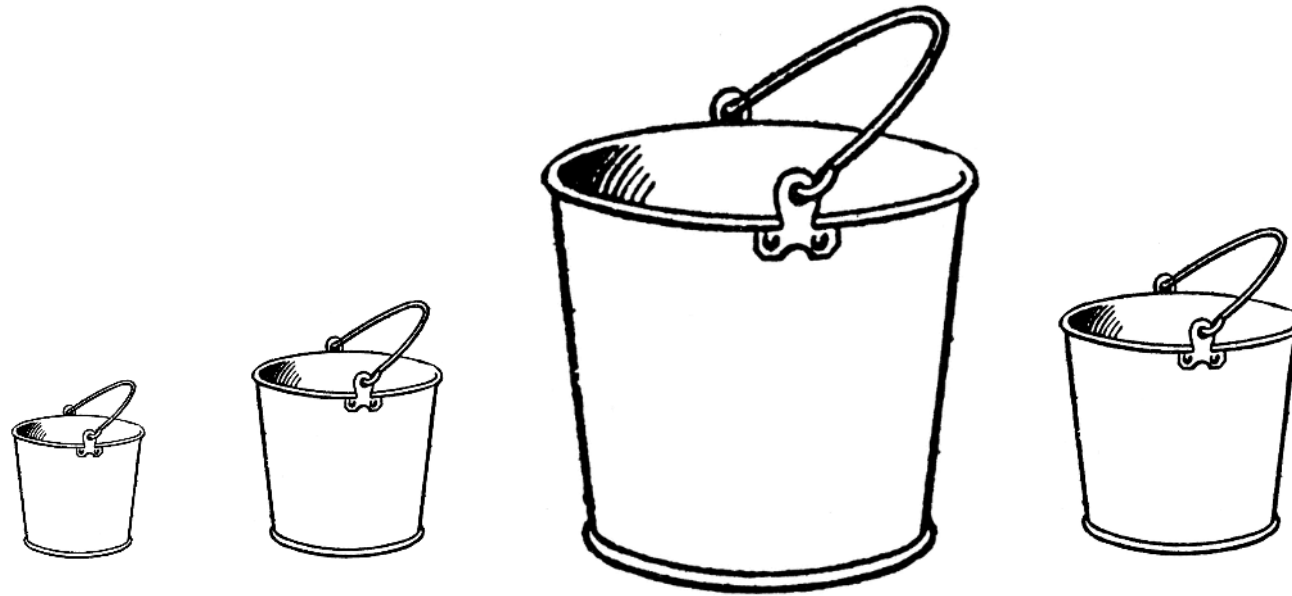
Category 1
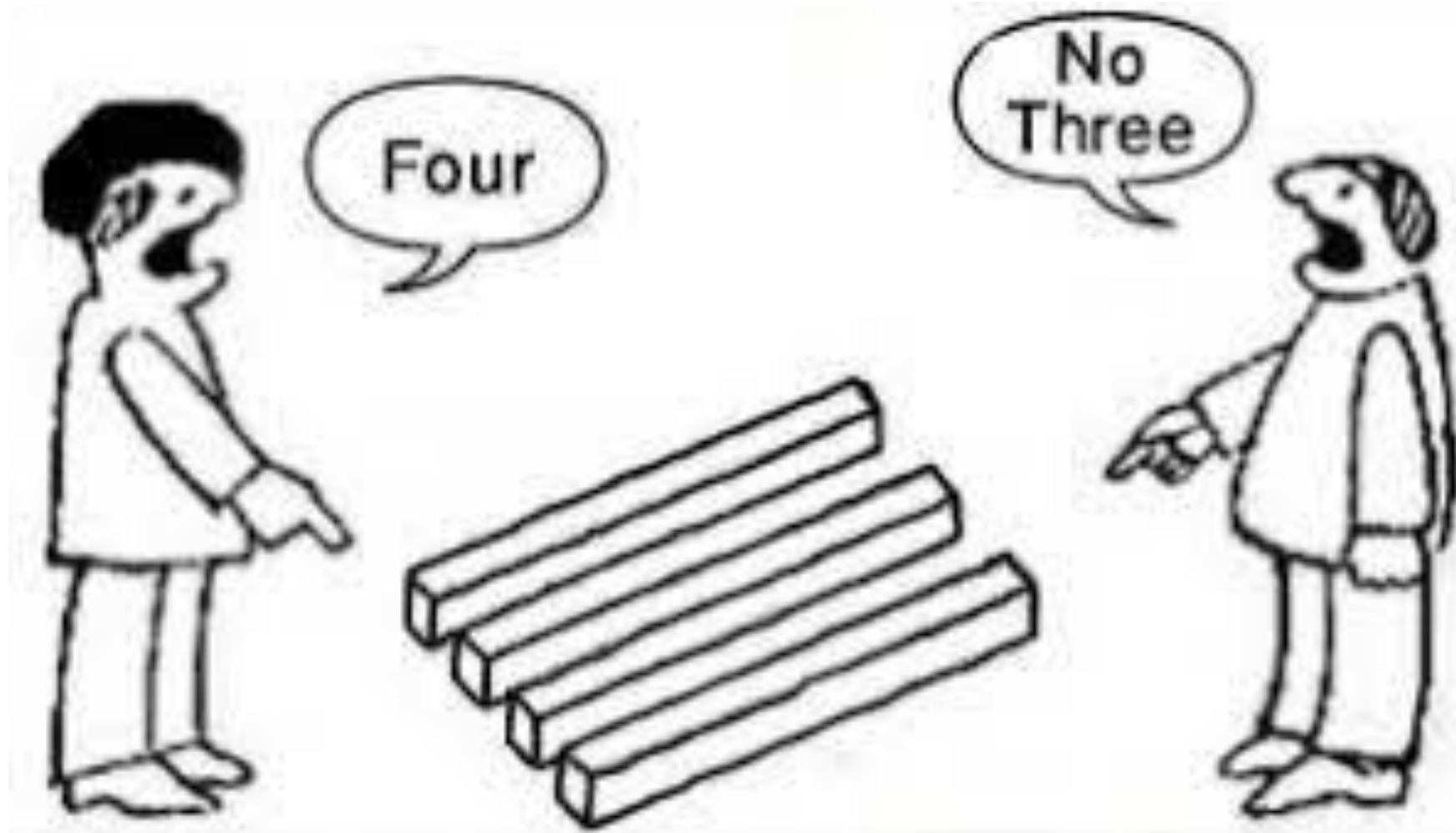
Category 2

Measurement of Performance

Close enough?

The Grade Scale
Or
MacLeod's Bucket Theory of Performance

Observer Bias

Here is what you get if you do not control 'noise'

Marker	1	2	3	4	5	*N=*
A	**1.16**	11.62	63.95	22.09	**1.16**	86
B	0.9	34.23	50.45	14.41	0.0	111

% of grades awarded

Develop a 'Gold Standard'

2	***Inconsistent performance*** with ***observed lapses*** that required supervision and ***prompting from CN*** to ensure compliance.
3	***Talked to charts not Captain*** during briefing ATC speed and altitude requirement at AMOTT not acted upon till prompted (***Active Listening***) Did not detect RWY change in ATC communication
3	***Lacked clarity***
3	Generally closer compliance with FCOM 3/FCTM guidance, and closer attention to ATC instructions ***would be beneficial for command course preparation***.
3	***No comms*** prior to disconnecting
3	Briefing was ***dis-jointed*** and the Alternate fuel was ***omitted*** until prompted by PM.
3	Most points covered but ***sometimes needed clarification*** ***Briefings not in logical sequence***

What's the Solution - Inter-rater Reliability

Malignant tumour –
Yes, or No?

4 Steps to Effective Noise Reduction

- Field test the markers and grade scales - to promote IRR
- Train and standardize assessors – to measure IRR
- Monitor in-service performance – to track drift in IRR
- Periodic Recalibration – to reset IRR

Garbage *in* Garbage **OUT**

Thank you for your attention

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