

The Benefits of Fully Integrated CRM, Our Route towards EBT/CBT

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EATS Lisbon

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Aer Lingus 



Before Start Checklist

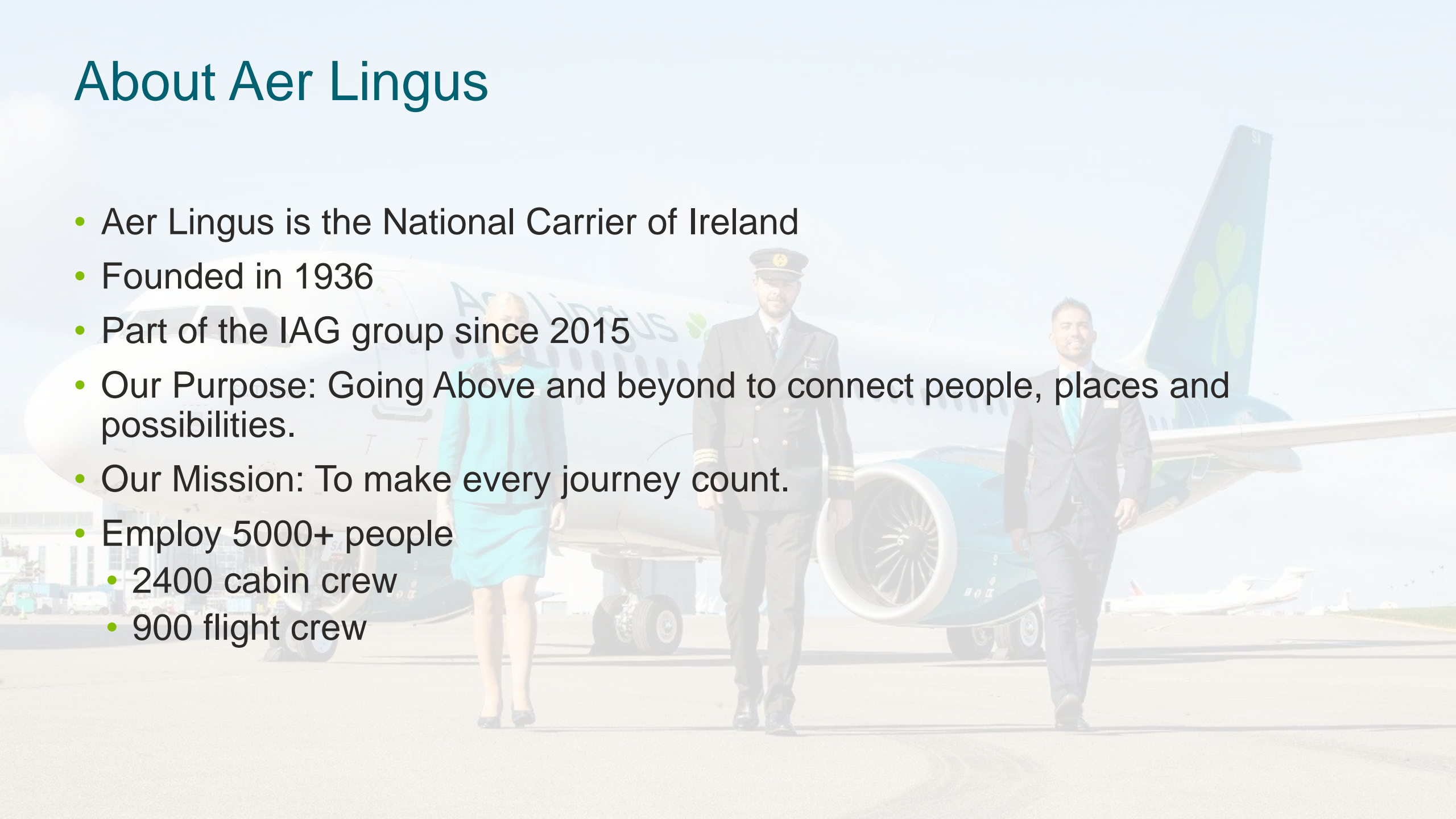
- Who are we?
- About Aer Lingus
- Aer Lingus Fully Integrated CRM Training
- Our Route towards EBT
- What our crews say
- A ? of Competency
- WIP



 NORMAL CHECKLIST A320 A-200	
BEFORE START	
COCKPIT PREP	COMPLETED (BOTH)
GEAR PINS AND COVER	REMOVED
SIGNS	ON/AUTO
ADIRS	NAV
FUEL QUANTITY	KG/LB
TD DATA	SET
LAND REF	SET (BOTH)
WINDOWS/DOORS	CLOSED (BOTH)
BEACON	ON
THR LEVERS	IDLE
PARKING BRAKE	AS ROAD
AFTER START	
ANTI ICE	AS ROAD
ECAM SYS	CHECKED
PITCH TRIM	SET
SLUDDER TRIM	ZERO
BEFORE TAKEOFF	
FLIGHT CONTROLS	CHECKED (BOTH)
FLT INT	CHECKED (BOTH)
BRIEFING	CONFIRMED
FLAP SETTING	CONFIRMED (BOTH)
VL/VRW/VELEX	(BOTH)
ATC	SET
ECAM MEMO	TO NO BLEED
CABIN CREW	ADVISED
FCAS	TA OR TA/KA
ENG MODE SEL	AS ROAD
RAIS	AS ROAD
AFTER TAKEOFF/CLIMB	
LOG GEAR	UP
FLAPS	RETRACTED
PACKS	ON
LAND REF	SET (BOTH)
APPROACH	
BRIEFING	CONFIRMED
ECAM SYS	CHECKED
SEAT BELTS	ON
LAND REF	SET (BOTH)
MODECH	SET (BOTH)
ENG MODE SEL	AS ROAD
LANDING	
CABIN CREW	ADVISED
A/THR	SPEED/OFF
ECAM MEMO	LOG NO BLEED
LOG GEAR	DOWN
SIGNS	ON
CABIN CREW	READY
SPOILERS	ARM
FLAPS	SET
AFTER LANDING	
FLAPS	RETRACTED
SPOILERS	DISARMED
APU	START
RADAR	ON/STBY
PREDICTIVE WINDSHEAR SYSTEM	OFF
PARKING	
APU BLEED	ON
ENGINES	OFF
SEAT BELTS	OFF
EXIT LT	AS ROAD
FUEL PLUMBS	OFF
PARK BRK and CHOCKS	AS ROAD
Consider HEAVY RAIN	
SECURING THE AIRCRAFT	
ADIRS	OFF
OXYGEN	OFF
APU BLEED	OFF
OVER EXIT LT	OFF
NO SMOKING	OFF
APU AND BAT	OFF

About Aer Lingus

- Aer Lingus is the National Carrier of Ireland
- Founded in 1936
- Part of the IAG group since 2015
- Our Purpose: Going Above and beyond to connect people, places and possibilities.
- Our Mission: To make every journey count.
- Employ 5000+ people
 - 2400 cabin crew
 - 900 flight crew



The Training Academy

- Training is centralised in our Dublin Training Academy
- We have a team of 69 instructors who are qualified in all training fields
- CC= 58
- FC= 11



Our Fully Integrated Recurrent CRM

- 2 Classes per Day – 0700 & 1130
- Additional Time allocated in 2023
- 8 Cabin Crew & 4 Pilots Per Class
- Facilitated by 1 Cabin Crew Instructor & 1 FC Instructor
- Additional Cabin Crew Instructors complete any additional Practical or Classroom Training on Day 2
- 3300 crew through the program this year



BENEFITS



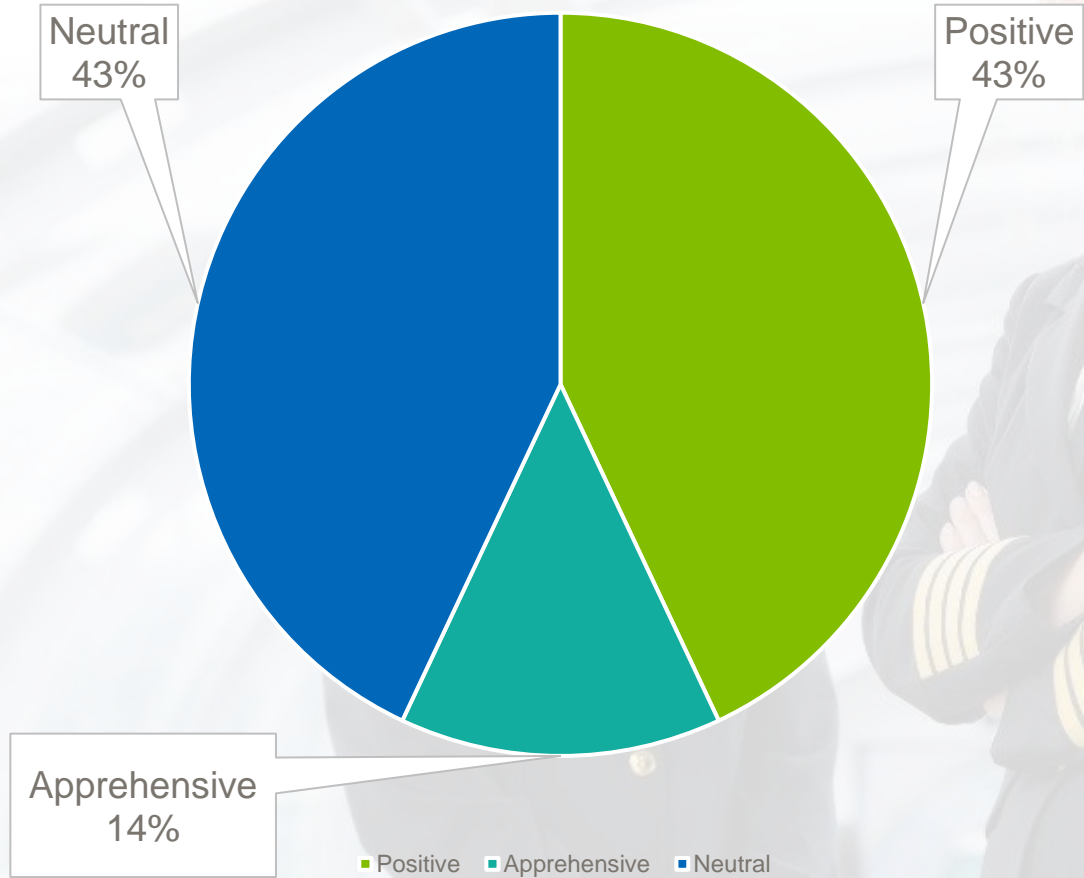
Our Route towards EBT

- ***The Present***
- Cabin Crew- compliance based training
- What do we know about our crews?
- The Role of Recurrent 2023/2024

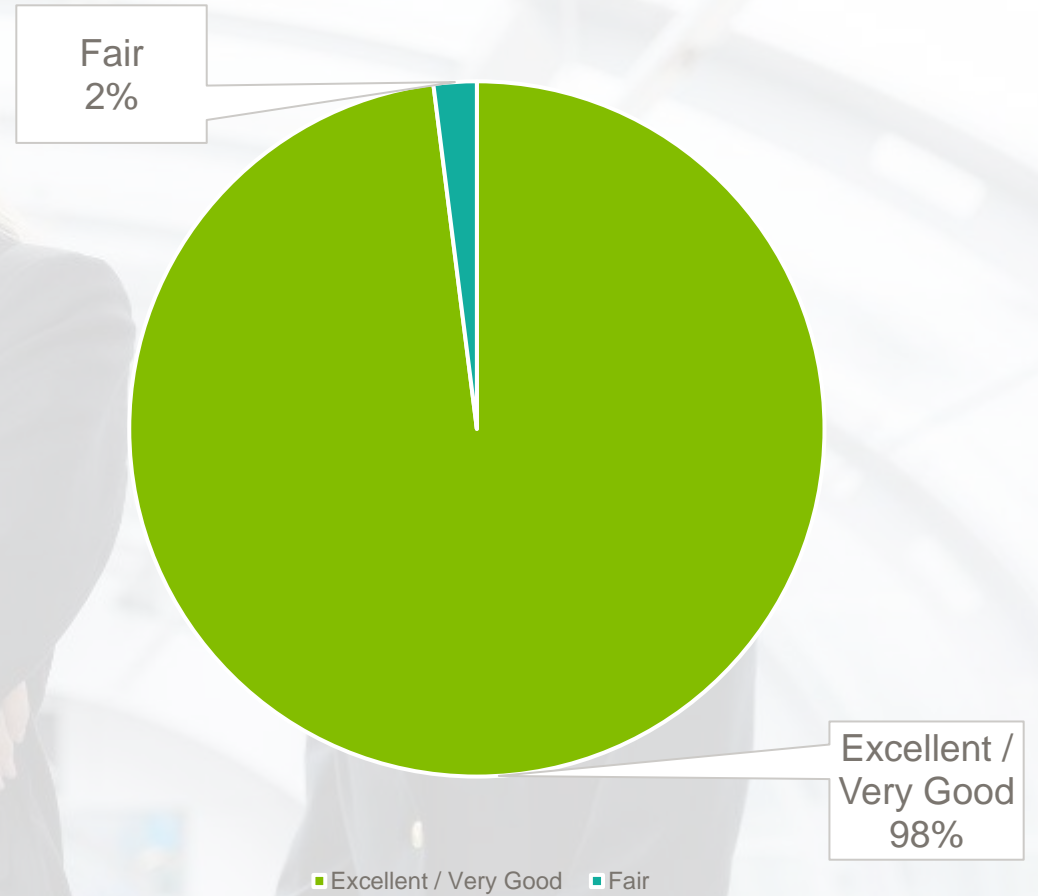


Flight Crew 20+ Years

Flight Crew Expectation Recurrent CRM

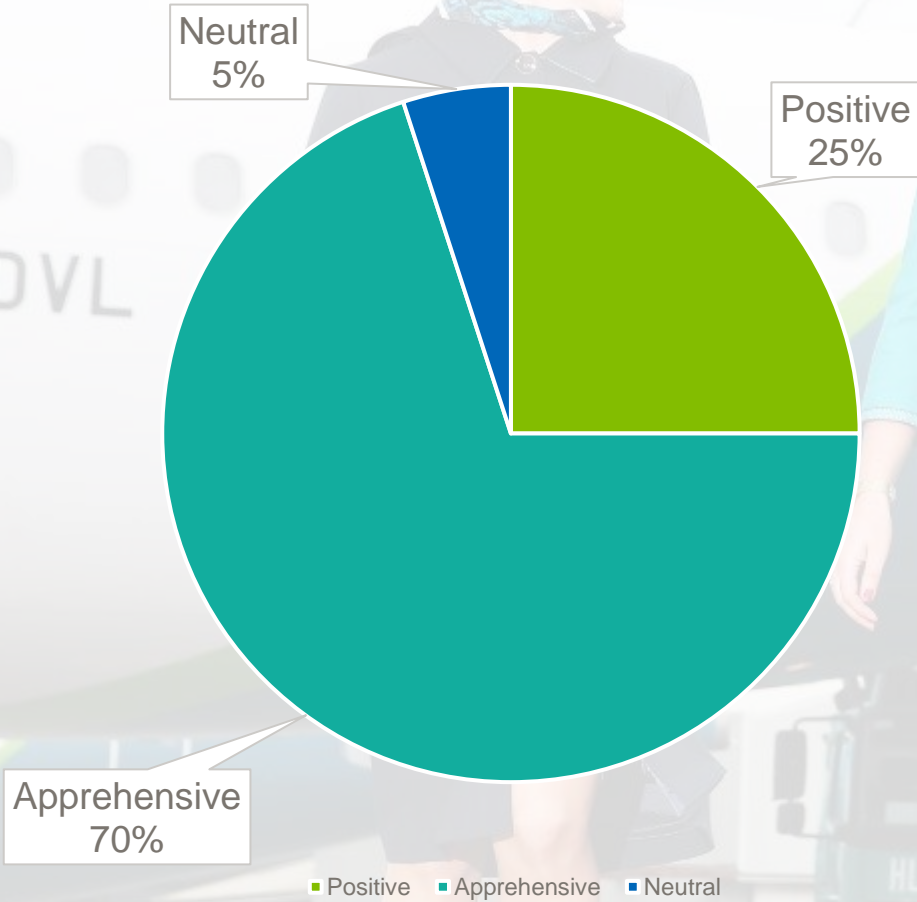


Flight Crew CRM Experience

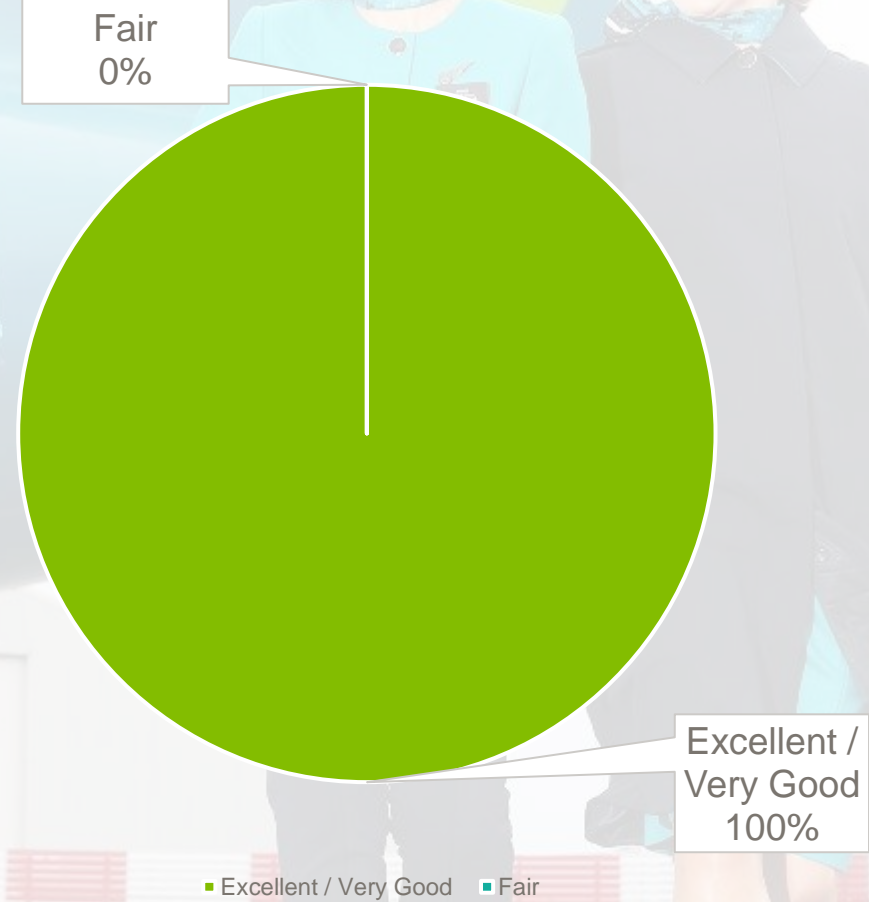


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Cabin Crew Expectation Recurrent CRM

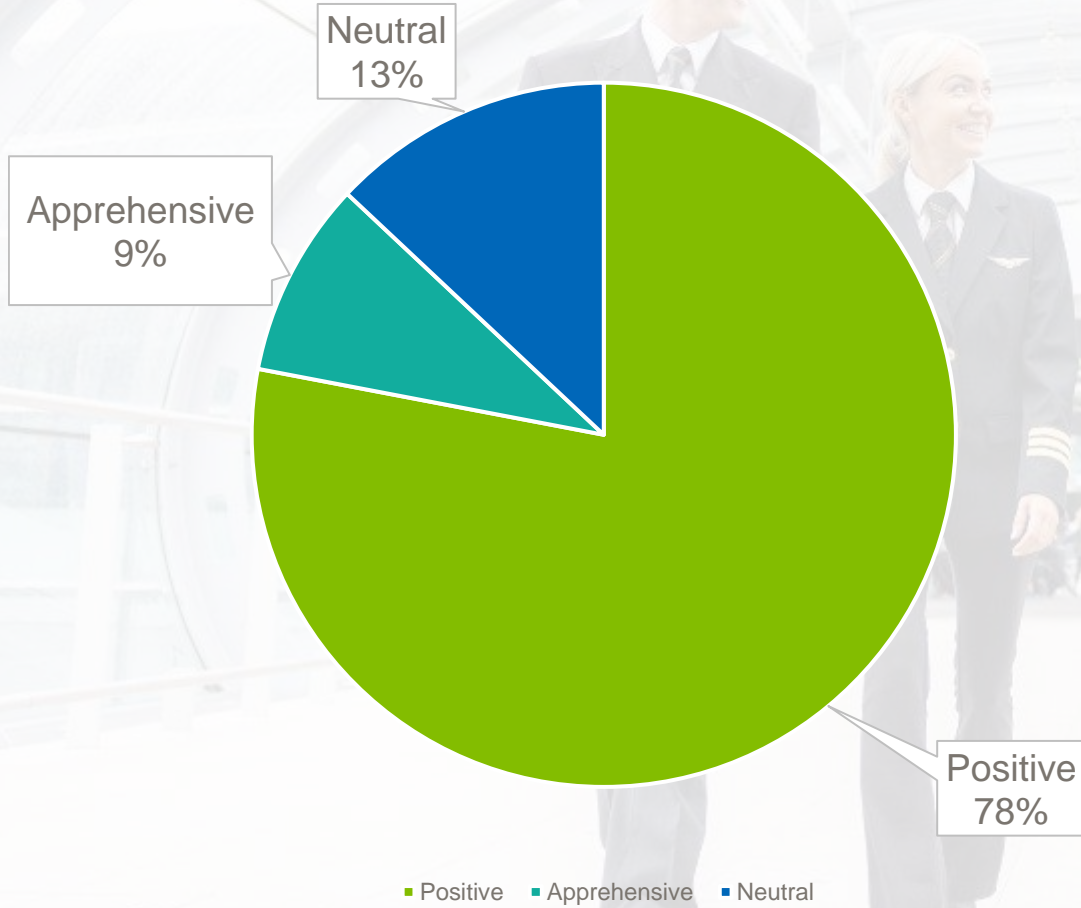


Cabin Crew CRM Experience

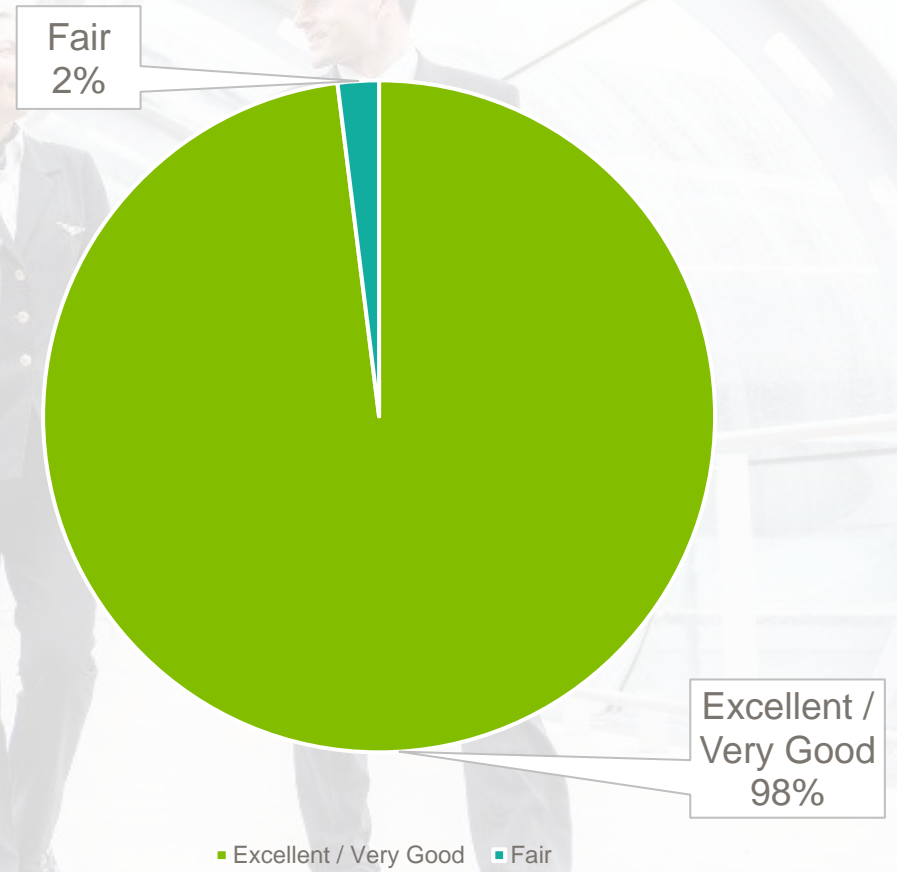


Flight Crew 0-5 Years

Flight Crew Expectation Recurrent CRM

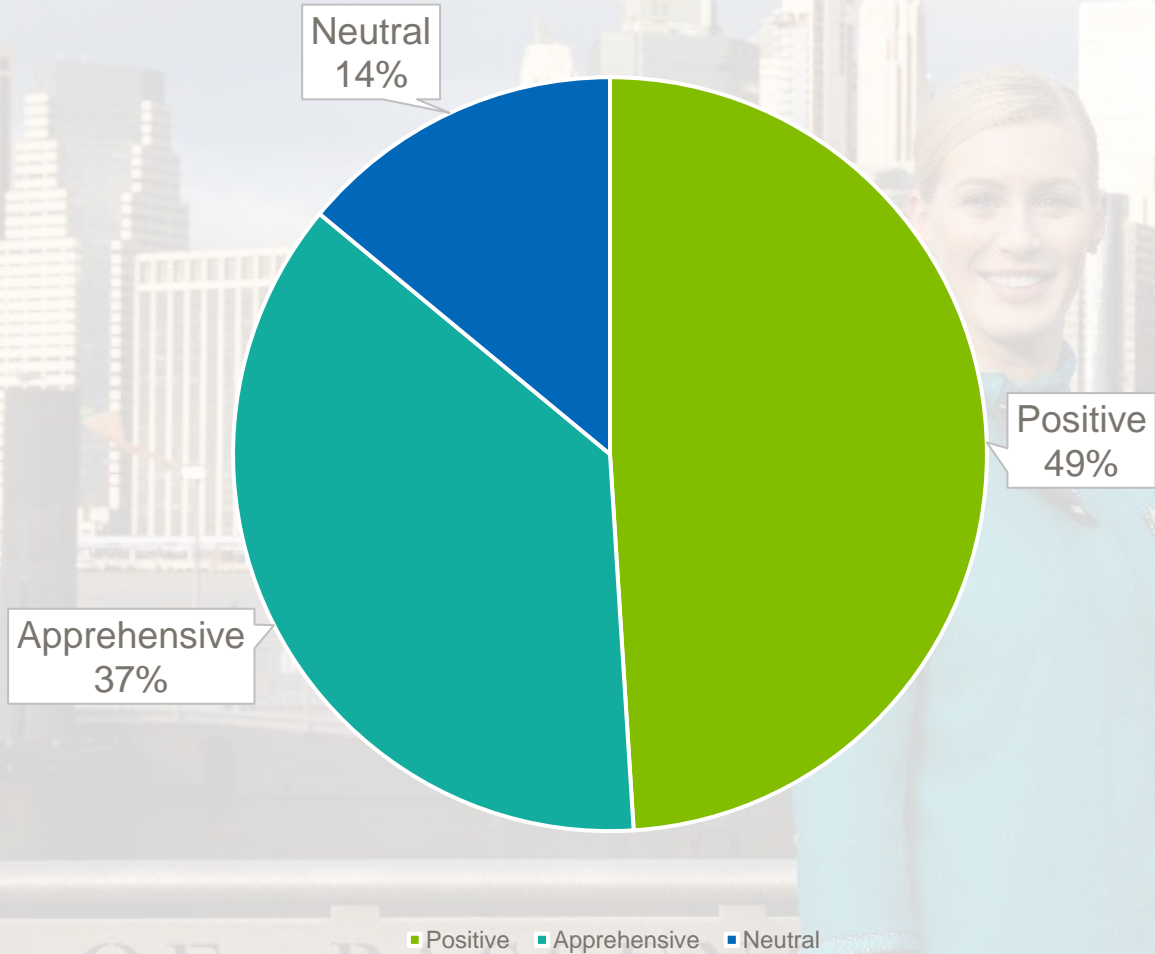


Flight Crew CRM Experience

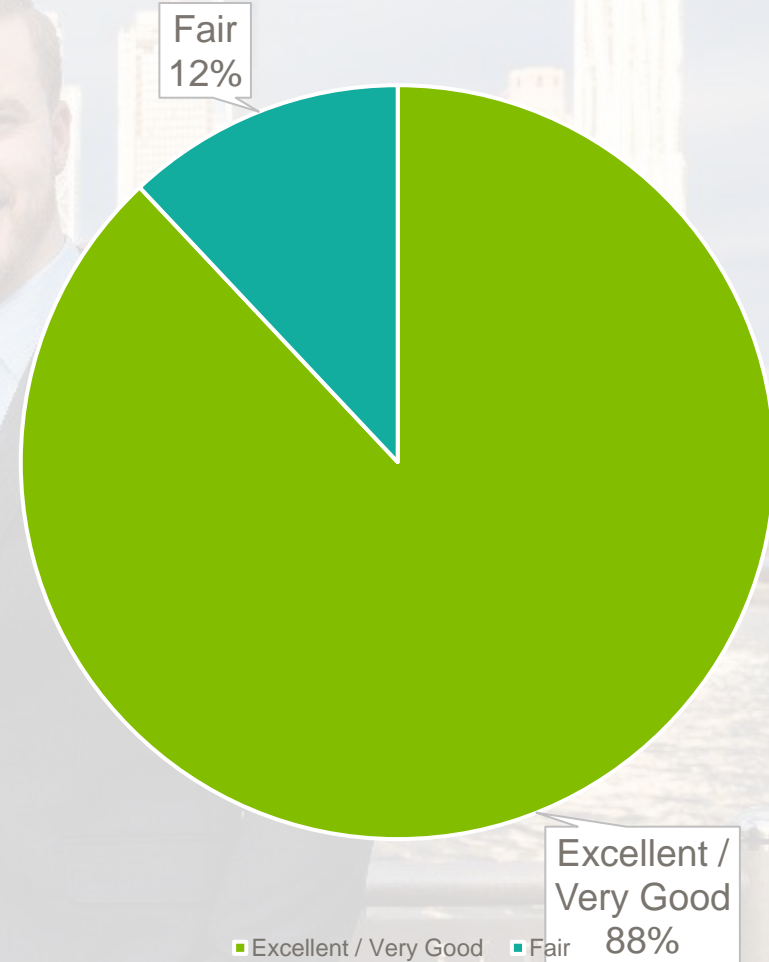


Cabin Crew 0-5 Years

Cabin Crew Expectation Recurrent CRM



Cabin Crew CRM Experience



Competency?

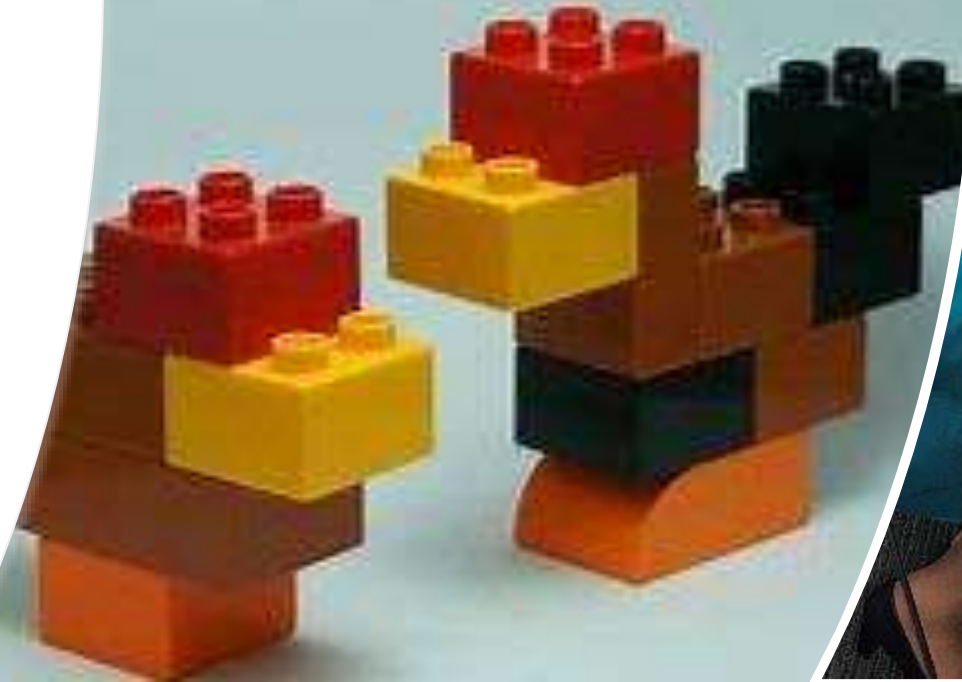


WIP Work in progress

Chosen Competencies
Table Top Exercise

Doc 10002
Cabin Crew Safety Training Manual

Second Edition, 2020



WIP Work in progress



Aer Lingus
Competency Based
Instructor Handbook

7 core competencies identified

- Application
- Communication
- Passenger Interaction
- Leadership
- Problem Solving
- Situational Awareness
- Workload Management

Aer Lingus

Grading Scales

Development of Grading Scales:
Thirteen options were assessed against each criterion and a 5-point grading scale was selected.

Grading Scales:

The following wording is used in the example 5-point system to describe performance according to behavioural indicators, and in this example, it is important to note that the minimum acceptable performance level is 2/yellow.

-  The crew member did not apply procedures correctly, by rarely demonstrating any of the behavioural indicators when required, which resulted in an unsafe situation.
-  The crew member applied procedures at the minimum acceptable level, by only occasionally demonstrating some of the behavioural indicators when required, but which overall did not result in an unsafe situation.
-  The crew member applied procedures adequately, by regularly demonstrating most of the behavioural indicators when required, which resulted in a safe operation.
-  The crew member applied procedures effectively, by regularly demonstrating all of the behavioural indicators when required, which enhanced safety.
-  The crew member applied procedures in an exemplary manner, by always demonstrating all of the behavioural indicators when required, which significantly enhanced safety, effectiveness, and efficiency.



Wrap up

 What the future looks like?

 Gratitude

