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Meddelande från Transportstyrelsen om luftfart (MFL) kommer ut när det finns ett behov av att informera verksamhetsutövare på luftfartsområdet. MFL innehåller endast information och har inte bindande verkan. När det gäller regler hänvisas till Transportstyrelsens hemsida som finns på <http://www.transportstyrelsen.se/sv/Regler/Regler-for-luftfart/>

Kvalifikationer för personal som genomför utbildning och kontroll av kabinbesättningsmedlemmar**Bakgrund**

Det saknas inom EU idag vägledning (AMC/GM) för vad som kan anses vara en acceptabel kompetensnivå för personal som genomför utbildning och kontroll av kabinbesättningsmedlemmar, samt för personal som skapar berörda utbildningsprogram.

ICAO har vid en standardiseringsaudit av svensk myndighet funnit att innehållet i berörd EU-förordning behöver förtydligas för att sedan återspeglas i flygbolagens manualverk, främst OM-A kapitel 5.4.

ICAO motiverar enligt följande: Cabin crew training managers, training programme developers, instructors and examiners are integral to successful training programmes and the development of competent cabin crew members. These professionals should possess a good understanding of the learning process and how to positively influence human behavior. Training development and continued evaluation of training programmes are also needed to obtain quality training. Therefore, operators should establish qualifications for key personnel and implement a process for the continuous improvement of training programmes.

Detta MFL syftar till att ge ramar för denna uppdatering enligt internationella normer.

Notera även förändrade regler gällande CRM-instruktörer som innefattar kabinbesättningspersonal, se under rubriken referensdokument nedan.

Berörda regler och förordningar

Den målbaserade förordningstext som berörs är följande:

ORO.CC.115 Utförande av utbildning och tillhörande kontroll

- a) Operatören ska upprätta ett detaljerat utbildningsprogram och en kursplan för varje utbildning i enlighet med de tillämpliga kraven i detta kapitel, samt i bilaga V (Del-CC) till förordning

(EU) nr 1178/2011 i tillämpliga fall, i syfte att omfatta de uppgifter och ansvarsområden som ska fullgöras av kabinbesättningen.

- b) Varje utbildning ska omfatta teoretisk och praktisk undervisning samt individuella eller gemensamma praktiska övningar, beroende på vad som är relevant för varje kursämne, för att kabinbesättningsmedlemmen ska uppnå och upprätthålla lämplig kompetensnivå i enlighet med detta kapitel.
- c) Varje utbildning ska
 - 1. genomföras på ett strukturerat och realistiskt sätt, och
 - 2. **utföras av personal som har lämplig kompetens för det ämne som ska innefattas.**

AMC3 ORO.MLR.100, OM-A kapitel 5, Qualification requirements

(.....)

5.4 Training, checking and supervision personnel:

- (a) for flight crew; and
- (b) for cabin crew.

En likvärdig text finns även i Förordning (EU) nr 1178/2012 CC.TRA.215 (b), avseende personal som genomför initial utbildning hos utbildningsorganisationer.

Vad behöver göras?

För att säkerställa internationell standard på personal som genomför utbildningar respektive kontroll av kabinbesättningsmedlemmar behöver två saker genomföras i flygbolagens verksamhet:

- 1. Kontrollera/uppdatera OM-A kapitel 5.4 för att säkerställa att kvalifikationer finns specificerade för
 - a. initiala kompetenskrav personal som genomför CC-utbildning respektive kontroll
 - b. utbildning av personal som genomför CC-utbildning respektive kontroll
 - c. bedömning av personal som genomför CC-utbildning respektive kontroll
 - d. repetitionsutbildning av personal som genomför CC-utbildning respektive kontroll
- 2. Genomföra eventuella uppdateringar av utbildningsprogram i OM-D samt, vid behov, genomföra kompletterande utbildningar.

Bilagorna 1, 2 och 3¹ redovisar vägledande material som ger stöd för vad lämplig kompetens omfattar, inklusive struktur, över vad ORO.CC.115(c)(2) bör innefatta.

Operatören ska i sitt handbokssystem ange kabininstruktörens kvalifikation, grundutbildning, kompetensbedömning och repetitionsutbildning.

¹ Bilagorna hämtade från ICAO Cabin Crew Safety Training Manual, bilaga till kapitel 14.

Referensdokument

Primärt berörs dessa referensdokument för CC instruktör initial/company/recurrent:

- ICAO Doc 10002 Cabin Crew Safety Training Manual, bilaga till kapitel 14
- Förordning (EU) nr 965/2012, ORO.CC.115 (c)(2)

Även dessa referensdokument berörs för att säkerställa kompetensnivå CC CRM instruktör:

- Förordning (EU) nr 965/2012, AMC3 ORO.CC.115 (b) Qualification CC CRM trainer
- Förordning (EU) nr 965/2012, AMC3 ORO.CC.115 (c) Training of CC CRM trainer
- Förordning (EU) nr 965/2012, AMC3 ORO.CC.115 (d) Assessment of CC CRM trainer
- Förordning (EU) nr 965/2012, AMC3 ORO.CC.115 (e) Recency and renewal CC CRM trainer

Berör personal som tjänstgör hos utbildningsorganisation som tillhandahåller grundläggande utbildning av kabinbesättningsmedlemmar.

- Förordning (EU) nr 1178/2012 CC.TRA.215 (b)

Övrigt

Uppföljning av detta MFL genomförs vid kommande tillsynsaktiviteter.

Vid frågor, kontakta er OPS Principal Inspector (PI)

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Bilaga 1 – Cabin Crew Instructor

<i>COMPETENCY FRAMEWORK FOR CABIN CREW INSTRUCTOR</i>	
Competency unit: 1. Manage safety of the training environment	
The instructor must ensure a safe training environment at all times. The instructor must ensure the safety of trainees in his/her care.	
<i>Competency element</i>	<i>Performance criteria</i>
1.1 Ensure a safe training environment	1.1.1 Ensure that equipment meets safety requirements
	1.1.2 Communicate evacuation and occupational, health and safety procedures of the training facility
	1.1.3 Create an appropriate safe learning environment (e.g. facilities, cabin simulator, firefighting facilities, etc.)
	1.1.4 Identify hazards and manage them (e.g. slippery floor)
Competency unit: 2. Prepare the training environment	
The instructor should have adequate facilities for performing the required training and possess or agree to obtain all required equipment prior to conducting any training. The instructor should consider the following sub-elements as essential to a successful outcome.	
<i>Competency element</i>	<i>Performance criteria</i>
2.1 Ensure adequate facilities and equipment	2.1.1 Ensure the facilities are scheduled and adequate to meet the learning outcomes objectives
	2.1.2 Ensure that the physical environment is suitable for learning
	2.1.3 Ensure environment and conditions exist for the training objectives
	2.1.4 Ensure that the training equipment is available, accessible and functional
	2.1.5 Follow approved training syllabus or checklists

Competency unit: 3. Manage and support the trainee	
The instructor should ensure that training is communicated appropriately to meet the needs of the trainee.	
<i>Competency element</i>	<i>Performance criteria</i>
3.1 Understand trainee	3.1.1 Identify and demonstrate awareness of trainee characteristics (experience, language, culture)
	3.1.2 Determine learning needs
	3.1.3 Demonstrate awareness of learning styles
3.2 Coach trainee	3.2.1 Recognize and be flexible and supportive to trainee's performance and needs
	3.2.2 Maintain appropriate interaction with trainee
Competency unit: 4. Conduct training	
The instructor must perform a variety of instructional methods as required for the training.	
<i>Competency element</i>	<i>Performance criteria</i>
4.1 Establish and maintain credibility	4.1.1 Demonstrate an exemplary role model's behaviour (meaning the behaviours expected in the technical role being trained, according to the competencies and related knowledge and skills)
	4.1.2 Demonstrate respect for organizational goals and requirements (SOPs, dress code, appearance, acceptable personal conduct, etc.)
	4.1.3 State clear objectives and clarify roles for the training or evaluation being undertaken
	4.1.4 Establish and maintain an atmosphere of open communication and mutual respect
4.2 Demonstrate effective presentation skills	4.2.1 Stimulate and sustain trainee's interest
	4.2.2 Sequence and pace instruction appropriately
	4.2.3 Use his/her voice effectively
	4.2.4 Use eye contact effectively
	4.2.5 Use gestures, silence, movement and training aids effectively
	4.2.6 Demonstrate effective variety of questioning skills

4.3 Demonstrate effective instruction and facilitation	4.3.1	Communicate effectively both verbally and non-verbally
	4.3.2	Listen actively and read non-verbal cues correctly and clarify, if necessary
	4.3.3	Ask appropriate questions to encourage learning or to confirm understanding
	4.3.4	Answer questions, correctly and adequately
	4.3.5	Generate content by questioning, redirecting, balancing participation, etc.
	4.3.6	Provide structure by confirming understanding, paraphrasing, summarizing, etc.
	4.3.7	Maintain a realistic approach in the conduct of the scenario
	4.3.8	Monitor comprehension and ensure proficiency
4.4 Manage time	4.4.1	Allocate time appropriately on activities
	4.4.2	Adjust time spent on activities to ensure that objectives are met
	4.4.3	Implement contingency plans for situations in which activities must be eliminated, reduced or replaced

Competency unit: 5. Perform trainee assessment	
The instructor should assess the trainee during instruction prior to a formal assessment by the examiner.	
Competency element	Performance criteria
5.1 Conduct general assessment	5.1.1 Monitor trainee's performance during instruction
	5.1.2 Make objective assessments on trainee's performance
	5.1.3 Provide understandable and actionable feedback to trainee
5.2 Report information on outcomes	5.2.1 Identify issues, difficulties and barriers faced by trainee
	5.2.2 Make recommendations to the training manager and/or examiner relating the performance of trainee prior to a formal assessment, if applicable

Competency unit: 6. Perform course evaluation	
The instructor should evaluate the effectiveness of the training system.	
<i>Competency element</i>	<i>Performance criteria</i>
6.1 Evaluate the effectiveness of a course or phase of a course	6.1.1 Evaluate trainee's feedback on the training process
	6.1.2 Evaluate trainee's mastery of end-of-course objectives
	6.1.3 Evaluate the effect of facilities, equipment and training materials on trainee's performance
6.2 Report information on course evaluation	6.2.1 Identify systemic safety issues, unexpected outcomes and barriers to the transfer of learning and strengths and/or weaknesses of the training content
	6.2.2 Make recommendations to the training programme developer for improvements relating to course design, course documentation and training media and facilities
	6.2.3 Share information with other instructors and management
Competency unit: 7. Continuously improve performance	
The instructor should evaluate his/her effectiveness and sustain personal development.	
<i>Competency element</i>	<i>Performance criteria</i>
7.1 Evaluate effectiveness	7.1.1 Evaluate his/her own performance as an instructor and learn from the results
	7.1.2 Seek feedback on the training course and his/her own performance from trainees and peers
	7.1.3 Encourage and welcome feedback on his/her performance as an instructor
7.2 Sustain personal development	7.2.1 Maintain required qualifications
	7.2.2 Strive to increase and update relevant knowledge and skills
	7.2.3 Demonstrate continuous improvement of instructor competencies

Bilaga 2 – Cabin Crew Examiner

<i>COMPETENCY FRAMEWORK FOR CABIN CREW EXAMINER</i>	
Competency unit: 1. Conduct competency-based assessment	
The examiner must assess the trainee appropriately, objectively and correctly.	
<i>Competency element</i>	<i>Performance criteria</i>
1.1 Apply assessment methodology	1.1.1 Clarify assessment process and rules with trainee
	1.1.2 Communicate to trainee the criteria against which his/her performance will be assessed
	1.1.3 Ensure trainee is prepared to begin
1.2 Monitor trainee's performance	1.2.1 Observe behaviours and comment
	1.2.2 Allow trainee to self-correct, if applicable
	1.2.3 Identify individual differences in learning rates
1.3 Conduct objective assessments	1.3.1 Compare trainee's performance outcomes to defined objectives
	1.3.2 Apply performance standards fairly and consistently in accordance with performance criteria
	1.3.3 Ensure a level of knowledge and skill that achieves an appropriate level of safety
	1.3.4 Observe and encourage self-assessment of performance against performance standards
	1.3.5 Confidently make decision on outcome of the task
	1.3.6 Ensure assessment techniques are sufficient, valid, reliable and authentic
1.4 Provide clear and concise feedback	1.4.1 Ensure trainee fully comprehends the assessment
	1.4.2 Apply appropriate corrective actions
	1.4.3 Use facilitation techniques where appropriate
	1.4.4 Provide positive reinforcement/feedback
	1.4.5 Provide and confirm plan for improvement or remediation
1.5 Document training and performance reports	1.5.1 Submit appropriate and adequate training documentation (e.g. evaluation forms)
	1.5.2 Report clearly and accurately on trainee's performance measured against performance criteria
	1.5.3 Follow up corrective action plan, if applicable
	1.5.4 Report recognized training opportunities within the training system for the purpose of process improvement
	1.5.5 Respect confidentiality

Bilaga 3 – Training Programme Developer

<i>COMPETENCY FRAMEWORK FOR TRAINING PROGRAMME DEVELOPER</i>	
Competency unit: 1. Develop competency-based training and assessment	
The training programme developer must possess the ability to develop training and assessment in accordance with the features of a competency-based approach to training.	
<i>Competency element</i>	<i>Performance criteria</i>
1.1 Conduct analysis	1.1.1 Establish method of collection, entry, reporting and analysis of data
	1.1.2 Conduct preliminary analysis
	1.1.3 Conduct job and task analysis
	1.1.4 Conduct population analysis
1.2 Develop training material	1.2.1 Design training programme
	1.2.2 Define training objectives
	1.2.3 Design course examinations and practical evaluations
	1.2.4 Design modules
	1.2.5 Determine training strategy
	1.2.6 Select training media
	1.2.7 Produce competency-based training and assessment materials
	1.2.8 Carry out evaluation testing of competency-based training and assessment materials
	1.2.9 Redesign training programme, if the evaluation identifies the need for changes
	1.2.10 Conduct small group testing, to validate the material
	1.2.11 Modify the training programme, based on analysis of different sources of information