

CABIN CREW

CRM TRAIN-THE-TRAINER (INITIAL)



WHAT'S IN IT FOR YOU?

EASA requires that CRM Trainers are qualified and competent to conduct Crew Resource Management (CRM) training. In that respect, it is crucial that trainers master various training competencies and possess the necessary skills in CRM to ensure flight safety and the enhancement of non-technical skills (NOTECHs).

Essentially, a competent trainer can interact with and manage groups, plan an objective and timely training session, connect CRM to operations, and deliver active training to engage the trainees - all the while being able to assess their performance, the progress, and identified needs in a meaningful way.

Our CRM Train-the-trainer course incorporates the MAYDAY® CRM Training Tool as an effective way to assess and evaluate NOTECHs in a non-operational environment. MAYDAY provides an excellent basis for constructive feedback on crew performance.

COMPLIANCE & ATTENDEES

The training is targeted at people who want to become Cabin Crew CRM trainers.

The course complies with:

- EASA Part ORO.CC.115(e)
- AMC3 ORO.CC.115(e)(c)
- AMC1 ORO.CC.115(e) Table 1

Please note that attendees should have received instructions on human performance and limitations (HPL), which we also provide on request. Attendees should also have completed Operator's Initial CRM Training.

COURSE CONTENT

Our CRM Train-the-trainer course covers the following topics:

- Instructor techniques, styles, and training philosophies
- The teaching and learning process
- Group facilitation, group dynamics, and group management
- Crew Resource Management and Human Factors principles
- Threat and Error Management, safety culture & management system – SMS
- Non-Technical Skills – NOTECHs
- Assessment (incl. standardisation of assessments), evaluation, feedback, and grading of performance
- Practical application
- Assessment of performance in the non-operational environment

You must bring a laptop or a tablet to be used for parts of the training. You will receive a valid certificate as documentation for the training upon completion of the course.

PRACTICAL INFORMATION



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