

EASA Decision 2015/22/R

ENAC experience

Part II
Training of FOI

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Cologne, 8 November 2016

starting point: decision 2015/022/R (1/2)

AMC3 ARO.GEN.200(a)(2) Management system

QUALIFICATION AND TRAINING — CREW RESOURCE MANAGEMENT (CRM)

For the oversight of the operator's CRM training, the inspectors of the competent authority should be qualified and trained as follows:

(a) Qualification

To fulfil the qualification provisions, inspectors should:

- (1) have adequate knowledge of the relevant flight operations;
- (2) have adequate knowledge of human performance and limitations (HPL);
- (3) have completed initial CRM training;
- (4) have received additional training in the fields of group management, group dynamics and personal awareness; and
- (5) have experience in the assessment of the effectiveness of training programmes and management systems.

(b) Training

The training of inspectors should be both theoretical and practical, and should include:

- (1) in-depth knowledge of the CRM training elements as laid down in Part-ORO; and
- (2) specific skills for the oversight of the operator's CRM training including the assessment of non-technical skills using proper techniques and methodologies.

starting point: decision 2015/022/R (2/2)

The date of entry into force was 1 October 2016



So, all ENAC Flight Operations Inspectors dealing with OPS Flight Crew training & Checking had to be trained before that date!

Design of the training (1/5)

After a review of the training records of all involved ENAC FOI it was seen that only the following items had to be implemented:

- *additional training in the fields of group management, group dynamics and personal awareness;*
- *training of inspectors both theoretical and practical including: (1) in-depth knowledge of the CRM training elements as laid down in Part-ORO;*
(2) specific skills for the oversight of the operator's CRM training including the assessment of non-technical skills using proper techniques and methodologies.

Design of the training (2/5)

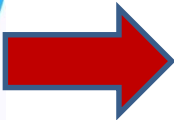
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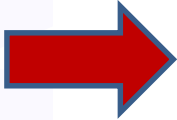
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Design of the training (3/5)

But how and where?

Design of the training (4/5)

During EASA standardisation meeting of April, 21 2016, we had some hint of what was done by two other NAAs

Moreover contacts with EASA and a search in the Web of bids of training courses already designed to comply with AMC3 ARO.GEN.200 (a)(2) gave no result.

So we decided to design our own training using as far as possible internal resources

Design of the training (5/5)

To do that we identified what teaching and logistic capabilities we already had in house

to supplement ENAC internal capabilities our Personnel Development Unit together with Flt OPS Regulation Unit contacted representatives of some Operators/ATOs with a known capability to perform advanced CRM training and asked for bids

after review of the bids by OPS and HR specialists and the approval by ENAC management the final training program and the providers were defined

the training - overview

The training program was defined as follows:

Step 1: *review of CRM principles and detailed explanation of the CRM training elements as laid down in Part-ORO (1 day)*

Step 2: *theoretical and practical training about specific skills for the oversight of the operator's CRM training including the assessment of non-technical skills using proper techniques and methodologies. (3 days)*

the training – step 1



Review of CRM principles and ORO requirements
1 day, internal trainers, internal classroom

the training – step 2 (1/7)



3 days, CRM trainers by an ATO + ENAC trainers in each session, external classroom and simulators

the training – step 2 (2/7)



Theoretical training about specific skills for the oversight of the operator's CRM training



the training – step 2 (3/7)



*practical training for the assessment of non-technical skills:
role playing simulating an emergency (smoke in cabin)...*

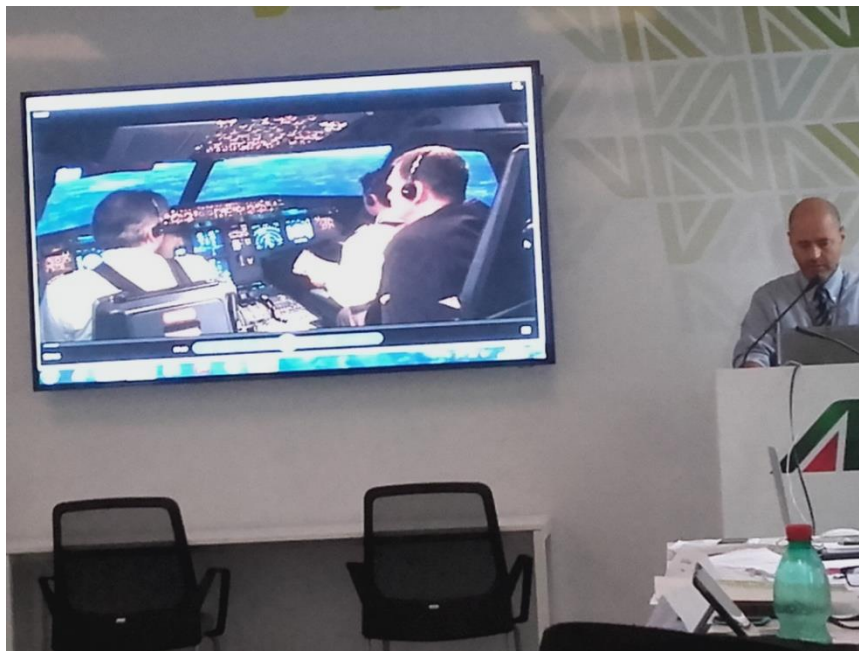


the training – step 2 (4/7)



...with a review of what was the behaviour of the crew during the simulated incident

the training – step 2 (5/7)



...simulation of an ENAC en route inspection during a line check...



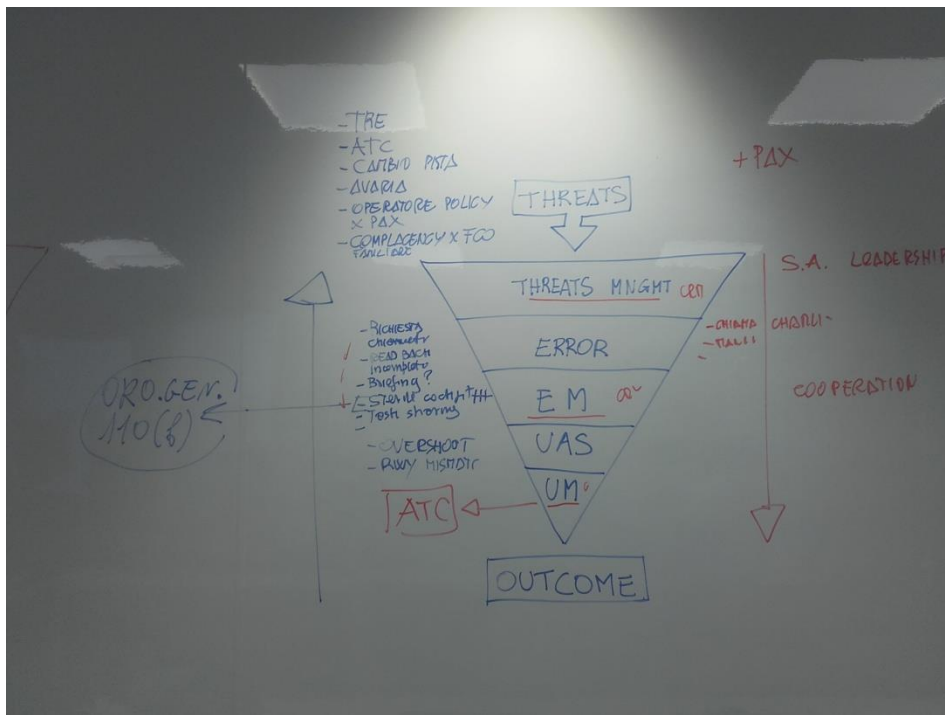
the training – step 2 (6/7)



...with simulation of a debriefing between FOI, TRE, Flight Crew...



the training – step 2 (7/7)



...and final brainstorming with all the FOIs under training

conclusions



This was first experience with such “CRM oversight” training within ENAC

All feedbacks by the participants are being evaluated by our HR and OPS depts and will be the basis for next sessions of similar courses, for new FOIs, and for the recurrent training of the FOIs that have participated to this initial course

End of Part 2