

CRM in practice – NAA workshop
Inspector's qualification and training – terms used in the AMC
- Explanation of the terms used -

Note: This table is 'work in progress' and will be updated after the workshop, taking into consideration the discussions during the workshop.

No.	Term	Explanation	Reference
1	'... knowledge of human performance and limitations (HPL) ...'	<p>The detailed syllabus for HPL can be found in the AMC/GM to Reg. 1178/2011 (available at http://www.easa.europa.eu/regulations), and then in:</p> <p>Subpart D – commercial pilot licence – CPL, AMC1 FCL.310; FCL.515 (b); FCL.615 (b), Learning Objectives (LOs), H. Subject 040 – human performance and limitations.</p> <p>The syllabus covers:</p> <ul style="list-style-type: none"> • human factors: basic concepts; • basics of flight physiology; and • basic aviation psychology. 	Point (a)(2) of AMC3 ARO.GEN.200(a)(2)
2	'... training in ... group management ...'	<p>In the present context the term 'group management' can be described as: training on the act, manner or practice of managing a group.</p> <p>Examples of training topics in this area are:</p>	Point (a)(4) of AMC3 ARO.GEN.200(a)(2)

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		<ul style="list-style-type: none"> influencing and motivating others; leading successfully in different situational contexts (situational leadership); preventing and managing conflicts; etc. 	
3	'... training in ... group dynamics ...'	<p>In the present context the term 'group dynamics' can be described as: training on the nature of human groups, their development, and their interactions with individuals and with other groups.</p> <p>Examples of training topics in this area are:</p> <ul style="list-style-type: none"> team building and team structures; techniques for collaborative working and collaborative decision making; preventing and managing conflicts; etc. 	Point (a)(4) of AMC3 ARO.GEN.200(a)(2)
4	'... training in ... personal awareness ...'	<p>'Personal awareness' or 'self-awareness' can be described as: the accurate appraisal and understanding of your abilities and preferences and their implications for your behaviour and their impact on others.</p> <p>Examples of training topics in this area are:</p> <ul style="list-style-type: none"> developing emotional intelligence; developing self-critical attitude; accepting feedback from others; etc. 	Point (a)(4) of AMC3 ARO.GEN.200(a)(2)
5	'...experience in the assessment of the effectiveness of training programmes and management systems ...'	<ol style="list-style-type: none"> 'experience' can be gained by starting as a trainee supporting an inspector during his or her inspections, including preparation and wrap-up. The competent authority then decides when the trainee has the necessary qualification in regard of experience to become an inspector. In point (h) of AMC1 ORO.FC.115, in the context of CRM skills, assessment is described as 'the process of observing, recording, interpreting and debriefing'. In the present context the same approach should be applied. The effectiveness of training programmes can be assessed by: <ul style="list-style-type: none"> using the checklist for CRM training oversight in GM3 ARO.GEN.300(a);(b);(c) 	Point (a)(5) of AMC3 ARO.GEN.200(a)(2)

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		<p>as a basis;</p> <ul style="list-style-type: none"> interviewing the operator and examining the appropriate operator's documents. <p>Indicators as regards the effectiveness of training programmes are:</p> <ul style="list-style-type: none"> quality of the training itself; integration of CRM topics in the overall training context. <p>4. The effectiveness of management systems, related to CRM, can also be assessed by interviewing the operator and examining the appropriate operator's documents. Indicators as regards the effectiveness of the management system are:</p> <ul style="list-style-type: none"> hazards and risks identified by the management system are addressed in CRM training; reporting culture, i.e. availability and use of CRM reporting systems. 	
6	'... training of ... specific skills for the oversight of the operator's CRM training ...'	<p>Basis of this training is the checklist for CRM training oversight in GM3 ARO.GEN.300(a);(b);(c).</p> <p>In principle, there are the following options for such a training:</p> <ul style="list-style-type: none"> The authority develops a detailed training syllabus, if needed with external support (training organisation, aviation psychologist, etc.). The inspector attends such a training offered by a training organisation. 	Point (b)(2) of AMC3 ARO.GEN.200(a)(2)
7	'... training of ... assessment of non-technical skills using proper techniques and methodologies.'	<p>Basis is the description in (h) of AMC1 ORO.FC.115: 'Assessment of CRM skills is the process of observing, recording, interpreting and debriefing ...'</p> <p>In addition, GM6 ORO.FC115 on non-technical skills assessment (NOTECHS) should be considered, covering the following categories:</p> <ul style="list-style-type: none"> cooperation; leadership and managerial skills; situation awareness; and decision-making. 	Point (b)(2) of AMC3 ARO.GEN.200(a)(2)

No.	Term	Explanation	Reference
		<p>In principle, there are the following options for such a training:</p> <ul style="list-style-type: none">• The authority develops a detailed training syllabus, if needed with external support (training organisation, aviation psychologist, etc.).• The inspector attends such a training offered by a training organisation which offer CRM trainings for operators/crew members, but especially trainings for CRM trainers.• The inspector attends such a training offered by an operator.	