

## Annex I to Decision 2015/022/R

The Annex to Decision 2014/025/R<sup>1</sup> is hereby amended as follows:

The text of the amendment is arranged to show deleted, new or amended text as shown below:

1. deleted text is marked with ~~strike through~~;
2. new or amended text is highlighted in grey; and
3. an ellipsis (...) indicates that the remaining text is unchanged in front of or following the reflected amendment.

New AMC3 ARO.GEN.200(a)(2) and GM3 ARO.GEN.300(a);(b);(c) are inserted as follows:

### **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.

### **GM3 ARO.GEN.300(a);(b);(c) Oversight**

#### **CHECKLIST FOR CRM TRAINING OVERSIGHT**

The following list includes the major elements for the monitoring of the operator's CRM training:

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<sup>1</sup> Decision 2014/025/R of the Executive Director of the Agency of 28 July 2014 adopting Acceptable Means of Compliance and Guidance Material to Part-ARO of Commission Regulation (EU) No 965/2012 and repealing Decision 2014/014/R of the Executive Director of the Agency of 24 April 2014 ('AMC and GM to Part-ARO — Issue 3').

- (a) development of CRM training considering the operator's management system;
- (b) content of the CRM training syllabus;
- (c) qualification of CRM trainer;
- (d) training facilities:
  - (1) classroom;
  - (2) flight simulation training device (FSTD);
  - (3) aircraft; and
  - (4) cabin training device;
- (e) training methods:
  - (1) classroom training (instructions, presentations and behavioural exercises);
  - (2) computer-based training (CBT);
  - (3) line-oriented flight training (LOFT); and
  - (4) check or test;
- (f) training analysis:
  - (1) pre-course reading and study;
  - (2) integration of the different training methods;
  - (3) competence and performance of the trainer or instructor;
  - (4) assessment of flight crew members; and
  - (5) effectiveness of training.