

ENAIRe approach to skill fading risks



2021

ENAIRe 

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COMPETENCE FADING VS SKILL FADING



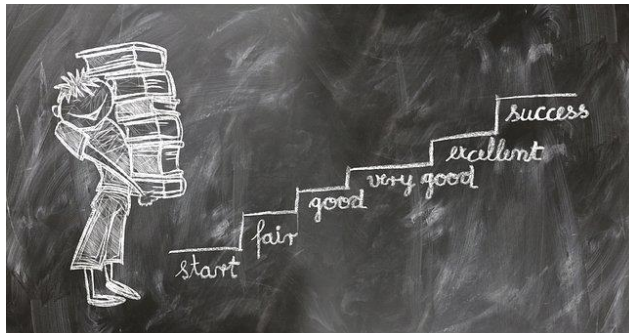
- Current published documents focus on skill fading rather than a broader concept comprising all competence-related components
- ENAIRE approach towards operational effects of lack of recent practice includes competence elements such **as knowledge, understanding, skills and attitudes**
- The level of personal and interpersonal variability is affected by a number of factors, thus resulting in competence impact being highly individual
- Competence loss or *readiness*?



COMPETENCE AS A PROXY OF SAFETY AS DELIVERED



- Competence is expressed along a continuum, **performance variability**, ranging from excellent performance to errors
- Where is the boundary between low performance and an eroded competence? Does it really matter from a simple safety operational perspective?



- Many factors may be affecting competence, not just lack of exposition to *normal* traffic levels
- Competence at the sharp end is a highly personal and variable trait
- Competence dimensions can be affected in different ways, by different factors, and thus require specific approaches

MAINTAINING ATCO COMPETENCE DURING LOW DEMAND PERIODS - 2020

- High level of uncertainty regarding when the recovery would be real **and stable**
- Efforts could not be done without the risk of falling again within the low performance range -> Balancing invested effort on supplementary training vs. the real usage of that training in accordance with the traffic
- Situation along 2020 unpredictable: apparent recovery during summer was not long lasting
- Capacity measures taken to avoid demand bursts during 2020 (summer period)
- Operational ATCOs stable “bubble” groups, COVID protection measures render sim training difficult and could have been unsafe
- Competence-related activities run at idle, mainly to meet specific regulatory specific temporary exemptions
- Special care on developing briefing and support material for ATCOs
- Once COVID protection measures relax and recovery begins to be a reality, competence reinforcement is planned with specific training actions
- Non-essential training is delayed, along with big operational changes

SMS PROXIES TO COMPETENCE FADING MEASURING

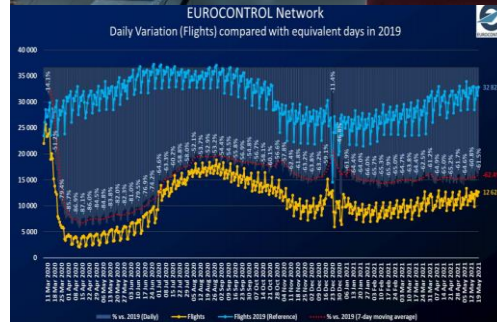
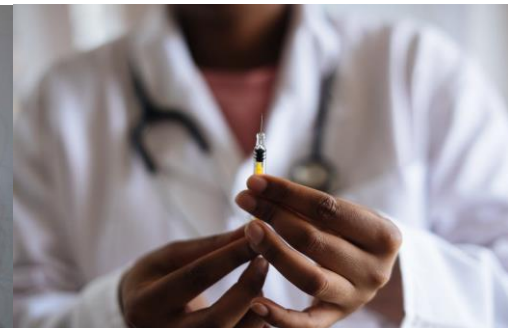


- Competence fading, yet real, is difficult to evidence
- No direct measuring is easy
- Competence assessments cannot be done with real operational full-demand environments
- Safety Management Systems comprise a set of tools to report, investigate, observe and measure



- Experts normal operations monitoring on working practices
- Formal and informal surveys
- Investigations need to consider personal aspects and the possibility of competence erosion, current operational scenarios and the working habits they can induce
- Indirect measuring through RAT scoring on detection and planning
- **Talk to the people!**

FACTORS INFLUENCING PERFORMANCE VARIABILITY



International Civil Aviation Organization ELECTRONIC BULLETIN For information only

EB 2020/55

10 November 2020

PROMOTING, MAINTAINING AND SUPPORTING MENTAL WELL-BEING IN AVIATION DURING THE COVID-19 PANDEMIC

1. The International Civil Aviation Organization (ICAO) has developed guidance specifically to promote, maintain and support mental well-being in aviation during the COVID-19 pandemic.
2. COVID-19 has changed the aviation operational environment and the travel experience for both aviation personnel and passengers. The implementation of additional processes, procedures, public health measures and border control measures has increased the stress imposed on all concerned.
3. The COVID-19 pandemic, with all its associated consequences, has had a significant impact on the mental health and well-being of both passengers and aviation personnel, which could impact



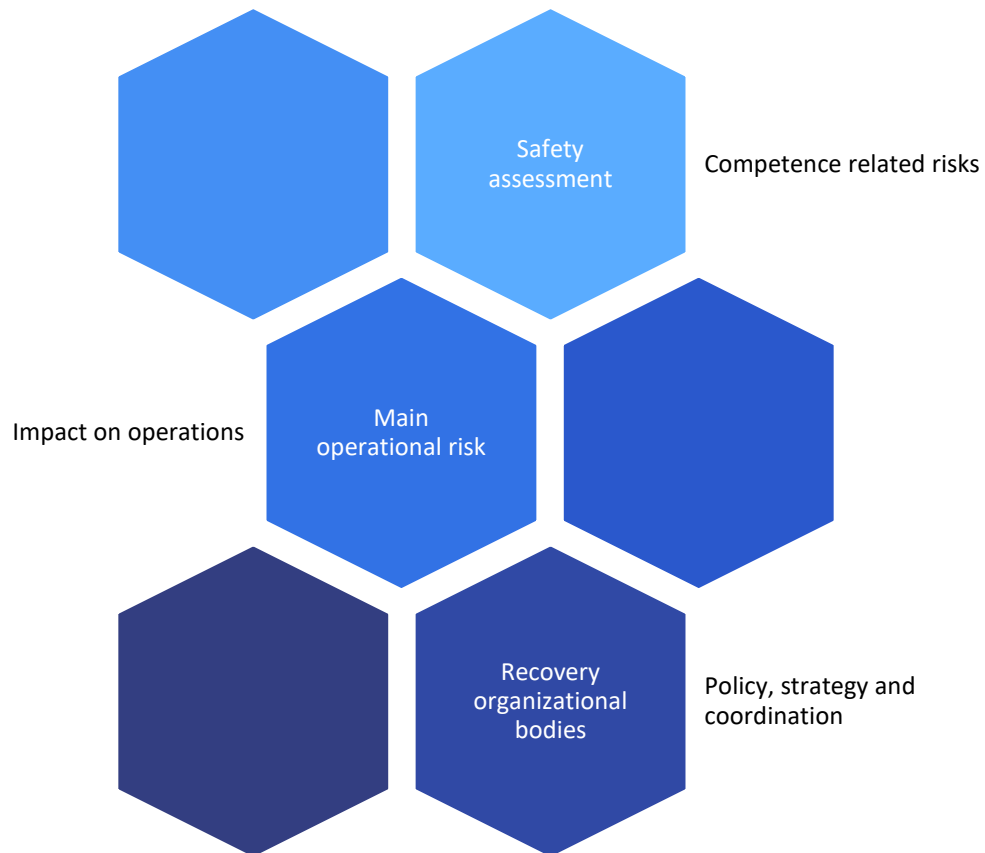
together4safety

Safety Issue Report – Skills and Knowledge Degradation due to Lack of Recent Practice

V1.0 – 27 October 2020

A collaborative document produced by EASA Together4Safety
With support from Aeroporto di Bologna, AESA, Eurocontrol, FAA, NLR and Thales

COMPETENCE FADING WITHIN THE RECOVERY PLAN AT ENAIRE



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COMPETENCE FADING PRACTICAL ACTIONS AT ENAIRE



Preparation for recovery phase

- Training activities increase
- Advanced analysis of potential operational impact
- Integration of skill fading discussions during TRM sessions
- Dedicated *competence fading in ATM* workshops
- Distribution of support material (safety notes, guidelines, press releases)
- Organizational awareness activities
- International cooperation activities
- Recovery phase survey 2020
- Comprehensive traffic assessment / NOP Rolling plan monitoring
- High Level Recovery Committee



Operational time

- Support to ATCOs via CISM, fatigue management system
- One-to-one safety – Regional Safety Managers on-site support
- Support ATCOs for novice ATCOs
- Specific briefing items: skill fading risks, *quiz of the week*
- Demand monitoring
- Smooth demand increase control
- Safety champions



Post-ops activities

- Incidents analysis – competence / readiness analysis
- Influence factors monitoring
- Competence-based voluntary reporting system
- Supplementary on-demand training
- Specific reports on competence fading related events to High Level Recovery Committee
- Identification of competence related issues by ATS units managers
- Expert/novice ATCOs safety events monitoring

Thank you!

