European Aviation Safety Agency

Guidance Material (GM)
to
Part-CC

Initial issue

19 April 2012

GM to Part-Cabin Crew (Part-CC)

Subpart TRA — TRAINING REQUIREMENTS FOR CABIN CREW ATTESTATION APPLICANTS AND HOLDERS

GM1 Appendix 1 to Part-CC(3)   Initial training course and examination

CREW RESOURCE MANAGEMENT TRAINING TABLE

The CRM training table recapitulates all elements relevant to CRM training for cabin crew, indicating:

(a)   those elements to be covered during the initial training course and the level to be attained; and

(b)   for information those elements, identified as 'not required' for the initial training, which should be covered during other training in accordance with the applicable requirements of Part-ORO (organisation requirements for air operations).

CRM TRAINING TABLE	Introductory course on CRM
Training elements	
General Principles	
Human factors in aviation; General instructions on CRM principles and objectives; Human performance and limitations.	In depth
Relevant to the individual cabin crew member	
Personality awareness, human error and reliability, attitudes and behaviours, self-assessment; Stress and stress management; Fatigue and vigilance; Assertiveness; situation awareness, information acquisition and processing.	In depth
Relevant to the entire aircraft crew	
Error prevention and detection; Shared situation awareness, information acquisition & processing; Workload management; Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences; Leadership, cooperation, synergy, decision-making, delegation; Individual and team responsibilities, decision making, and actions; Identification and management of passenger human factors: crowd control, passenger stress, conflict management, medical factors.	Not required
Specifics related to aircraft types (narrow/wide bodies, single/multi deck), flight crew and cabin crew composition and number of passengers	
Relevant to the operator and the organisation (principles)	
Company safety culture, standard operating procedures (SOPs), organisational factors, factors linked to the type of operations; Effective communication and coordination with other operational personnel and ground services; Participation in cabin safety incident and accident reporting.	Not required
Case studies	