

CABIN SAFETY SEMINAR

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Cabin Crew Training for an Abnormal Situation

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Some examples of an abnormal situation:

- ✓ ***Unruly passenger behaviour before departure***
- ✓ ***Rejected take-off***
- ✓ ***Rejected landing***
- ✓ ***In-flight turbulence***
- ✓ ***Unruly passenger behaviour in-flight***
- ✓ ***Depressurisation***
- ✓ ***In-flight/onboard fire – oven, toilet waste bin***
- ✓ ***Medical emergency***
- ✓ ***Disembarkation – planned or unplanned***
- ✓ ***Disembarkation – precautionary or evacuation***

Let's start at the very
beginning :

Recruitment of
suitable
individuals

Examples of recruitment Selection Criteria :

- ✓ **A** - *is age a consideration?*
- ✓ **B** - *previous professional experience*
- ✓ **C** – *which professions could provide suitable candidates?*
- ✓ **D** – *is previous airline experience a positive?*
- ✓ **E** – *ability to demonstrate clear thinking*
- ✓ **F** – *communication skills*

Next step in process :

***Introduction to
airline operations***

Some suggested criteria for introduction to aviation and airline operations:

- ✓ **A** – *Training program development staff, with appropriate operational experience & understanding*
- ✓ **B** – *Adequate consideration provided for generational learning needs*
- ✓ **C** - *Trainers/Instructors with appropriate operational knowledge and expertise*
- ✓ **D** – *Suitable & Approved training environment*
- ✓ **E** - *Delivery of applicable factual information*

Training begins:

***Realistic expectations
resulting in a qualified
member of cabin crew***

Macquarie Dictionary definition of *REALISTIC*

=

*“To represent things as they
really are”*

“The state of being real”

Realistic expectations of a qualified member of cabin crew:

- ✓ ***A*** *Understanding of safety role & responsibilities*
- ✓ ***B*** *Ability to demonstrate practical competence*
- ✓ ***C*** *Ability to implement learned skills*
- ✓ ***D*** *Understanding of State regulatory structure*
- ✓ ***E*** *Understanding of operator regulatory obligations*
- ✓ ***F*** *Understanding of own regulatory obligations*

**What could be a realistic &
practical training
environment - combined
with suitable equipment
?**

Macquarie Dictionary definition of *PRACTICAL*

=

“Adapted for actual use”

“Matter of fact”

*“Being such in practice or
effect”*

Definition of Practice =

“Repeated performance or systematic exercise for the purpose of acquiring a skill”

Some proposed tools necessary for realism of practical training:

- ✓ *Individual items of Emergency & Life Saving equipment*
 - *Smoke hood*
 - *Fire extinguisher*
 - *Oxygen cylinder*
 - *Life jacket & life raft in a water environment to readily assess proficiency of operation*

- ✓ *Accurate aircraft door normal and emergency operation*
- ✓ *Slide & slide/raft available for descent from actual sill height and use in water*
- ✓ *Replication of typical cabin for **motion & movement***
- ✓ *Replication of actual cabin dimensions – that is – cabin layout of toilets, galleys, bulkheads, seat configurations*

Cabin equipment replication & operation :

- ✓ *Oxygen system – fixed & portable*
- ✓ *CC seat/station & harness*
- ✓ *Door operation*
- ✓ *Interphone communication
system*
- ✓ *Emergency & safety equipment
stowage*

Realistic non technical skills training:

Some examples of interpersonal communications skills to manage normal and abnormal situations -

Skills most likely to be needed :

Ability to listen, understand & implement appropriate actions

Ability to prioritise

Ability to relay relevant information

What qualities & skills may cause an individual to adequately manage an abnormal situation – that is from within & outside documented SOP's & emergency procedures ?

Returning to:

***“recruitment of
the suitable
individual”***

Training of Onboard Managers to manage an abnormal situation –

*Emphasis on non technical skills training:
Leadership skills for ongoing development –*

- ✓ *Ability to openly & effectively communicate with **all** operational staff*
- ✓ ***Specific** emergency/abnormal situation training in the leadership role*

CONT.

- ✓ *Separate annual re-current training*
- ✓ *Introduction of case studies for review*
- ✓ *Activities/exercises based upon actual interaction/communication with pilots*
- ✓ *Ability to manage downwards and upwards*

IN CONCLUSION :

As an aviation regulator –

*“What measures are you implementing in order to comply with proposed ICAO recommendations ?
&*

“How are you ensuring airline operators are better preparing their Onboard Managers and Cabin Crew?”

As an airline operator –

What measures are you implementing to ensure you are best preparing your Onboard Managers and Cabin Crew to manage an abnormal situation?

Remember - You can go above and beyond your minimum State regulatory requirements to achieve more effective and competent crew members

Thank You.....