Session 5

ICAO Cabin Crew Competency Framework

Overview

- Pieces of competency framework
- Framework in relation to training manual
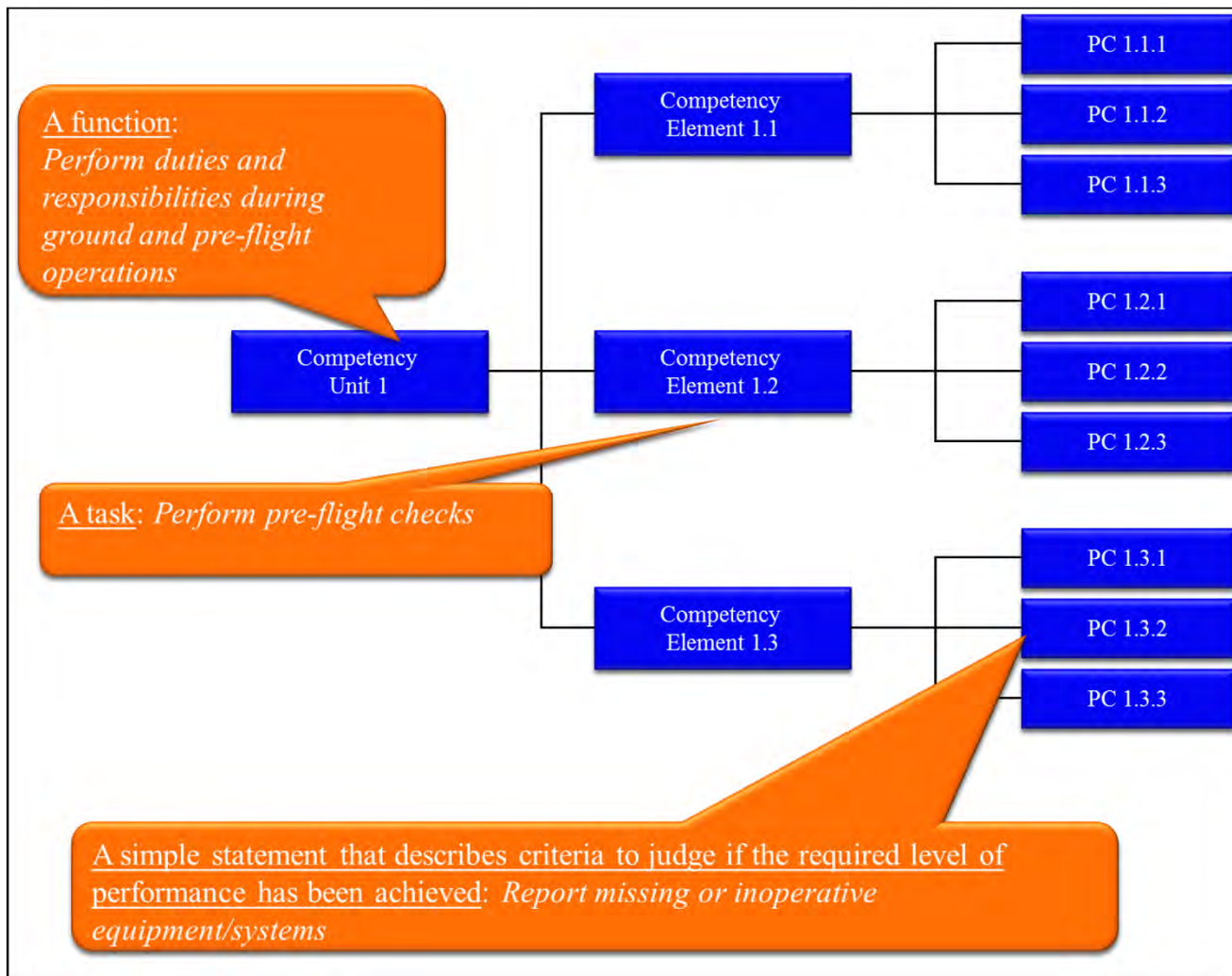- Example of competency element and guidance material
- Q&A

5 Pieces of Competency Framework

1. Normal Operations
2. Abnormal & Emergency Situations
3. Dangerous Goods
4. Cabin Health and First Aid
5. Security Threats

- Cabin crew skills
  1. Non-technical competencies

- Additional competencies:
  1. Cabin Crew Instructor
  2. Cabin Crew Examiner
  3. Training Programme Developer

Remember the Structure…

COMPETENCY FRAMEWORK FOR CABIN CREW DUTIES AND RESPONSIBILITIES DURING ABNORMAL AND EMERGENCY SITUATIONS

Competency unit: 1. Perform duties and responsibilities during an abnormal or emergency situation

The competencies described below relate to duties and responsibilities that are performed by a cabin crew member in the event of an abnormal or emergency situation.

Competency element	Performance criteria	I/C Duty	Reference
1.1 Apply fire fighting procedure	1.1.1 Detect and eliminate fire hazards		Operations Manual
	1.1.2 Locate source of fire		
	1.1.3 Identify the type of fire		
	1.1.4 Apply communication procedures		
	1.1.5 Use appropriate fire fighting equipment and protective equipment, as required		
	1.1.6 Fight fire		
	1.1.7 Manage passengers and cabin, as required		
	1.1.8 Apply post-fire fighting procedure		
	1.1.9 Complete the applicable documentation	X	

Structure of Competency Framework & Training Manual Structure

1. Competency unit
2. Competency element
3. Performance criteria
4. Reference material
   - needed during training
5. Duties which may assigned to I/C
   - in multi-crew operation

Guidance material provided on:

a) Conditions under which training should be conducted
   - classroom-based training
   - hands-on exercises
   - etc.

b) Performance standard
   - used to verify that performance criteria are met

c) Knowledge
   - that trainees must possess

d) Skills
   - to support competencies

Example of CE: Apply Fire Fighting Procedure

Performance Criteria	Performance Standard

1.1.1 Detect and eliminate fire hazards
1.1.2 Locate source of fire
1.1.3 Identify the type of fire
1.1.4 Apply communication procedures
…
	a) Cabin surveillance to identify/monitor potential sources of fire. This includes, but not limited to:
	    i. debris in ovens (e.g. oil spills, papers, inserts);
	    ii. electrical malfunctions (e.g. tripped circuit breakers, overheating IFE);
	    iii. lavatories (e.g. waste bins, panels);
	    iv. investigating abnormal smells; and
	    v. detecting smoke (e.g. coming from panels, due to electrical systems, etc.).
	…

Example of CE: Apply Fire Fighting Procedure

Performance Criteria	Performance Standard
1.1.1 Detect and eliminate fire hazards ...	a) Cabin surveillance to identify/monitor potential sources of fire. This includes…

Knowledge

a)   Understanding of fire prevention techniques. This includes, but is not limited to:

i.   monitoring smoking in the cabin and lavatories;

ii.   inspecting the integrity of automatic lavatory extinguisher;

iii.   checking that the lavatory waste bin cover flap is closed at all times;

iv.   preventing ignited materials from being discarded in trash carts; and

v.   identifying and eliminating hazardous flammable materials.

Example of CE: Apply Fire Fighting Procedure

Performance Criteria	Performance Standard
1.1.1 Detect and eliminate fire hazards ...	a) Cabin surveillance to identify/monitor potential sources of fire. This includes...

Skills

a) Communication;
b) Teamwork and leadership;
c) Error recognition and management;
d) Workload and time management;
e) Decision-making;
g) Planning and coordinating resources (for in-charge cabin crew); ...

Example of CE: Apply Fire Fighting Procedure

Reference

a) Operations manual

Conditions

a) Classroom & computer-based
b) Hands-on exercise:
   • on retrieving and operating fire fighting & protective equipment
c) Simulated fire fighting exercise:
   • in representative training device capable of reproducing appropriate environment/equipment characteristics
   • where cabin crew apply operator procedures & associated crew responsibilities for dealing with situation
d) Live fire fighting using fire fighting equipment:
   • e.g. extinguisher, PBE, gloves, axe, etc.

The 5 Pieces of the Cabin Crew Competency Framework

Normal Operations

- Competency units group by duties by phase of flight

- Competencies needed for safe operation of routine flight

- Competency elements include:
  - Duties & responsibilities to be performed (by phase of flight)
  - Management of pax and cabin environment
  - Operation of systems/equipment
  - Communication
    - With flight crew, other cabin crew, and pax
  - Management of abnormal/emergency situation
    - Described in separate framework

Abnormal & Emergency Situations

- Generic competency unit:
  - "Manage abnormal and emergency situations"

- Competency elements <u>not</u> specific to phases of flight

- Competency elements cover specific situations:
  - Fire fighting
  - Smoke removal procedures
  - Cabin pressurization problems and decompression
  - Anticipated and unanticipated emergency landing/ditching
  - Evacuation
  - Flight and cabin crew member incapacitation
  - Rapid disembarkation

Dangerous Goods

- Competency unit: 1. Safe transport of permitted DG in cabin
  - DG permitted by passengers and crew
  - Forbidden DG found on-board on ground
  - Forbidden DG found on-board during flight

- Competency unit: 2. DG incidents during flight
  - Fire involving DG
  - Fire involving a PED or stand-alone lithium batteries
  - Spillage or leakage involving DG

Cabin Health & First Aid

- Generic competency unit:
  - "Perform duties and responsibilities related to cabin health and first aid"

- Competency elements <u>not</u> specific to phases of flight

- Competency elements cover specific situations:
  - On-board medical events
  - Food safety and sanitation
  - Cabin disinsection

Security Threat Situations

- **Generic competency unit:**
  - "Perform duties and responsibilities related to unlawful interference"

- **Competency elements <u>not</u> specific to phases of flight**

- **Competency elements cover specific situations:**
  - Unruly passengers
  - Bomb threat in flight
  - Bomb threat on ground
  - Hijacking
  - Chemical/biological/radiological weapons

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About the Content...

- Content focuses on development of initial training
  - Recommended only

- For recurrent training, content may vary for:
  - Competency elements covered
  - Conditions used for training
  - Knowledge and skills assessed

- Content of performance standards presents examples
  - Not all items need to be covered like a checklist

- Some competency elements, associated performance criteria and performance standards are repeated
  - For completeness of competencies
  - Do not need to be covered multiple times during training

Points to Remember

- Pieces of competency framework
- How manual is structured to provide guidance

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