



LMQ PILOT COMPETENCIES

COM Communication	PRO Application of Procedures	LTW Leadership & Teamwork
<ul style="list-style-type: none"> Knows what, how, where, when, how much & with whom they need to communicate. Ensures receiver is ready & able to receive the information. Passes messages & information clearly, accurately, timely & adequately. Checks that the other person correctly understands important information. Listens actively, patiently & demonstrates understanding when receiving information. Asks relevant & effective open questions & offers suggestions. Uses appropriate body language, eye contact & tone, reads other people's correctly. Is receptive to other people's views & is willing to compromise. 	<ul style="list-style-type: none"> Follows SOP's unless a higher degree of safety dictates otherwise. Identifies & applies all operating instructions in a timely manner. Correctly uses aircraft systems, controls & instruments. Safely manages the aircraft to achieve best value for the operation, including fuel, environment, passenger comfort & punctuality. Identifies the source of operating instructions. Recognises the importance and value of SOPs. 	<ul style="list-style-type: none"> Agrees and are clear on the team's objectives and roles. Is friendly, enthusiastic, motivating, and considerate of others. Uses initiative, gives direction, and takes responsibility when required. Anticipates other crew members' needs and carries out instructions when directed. Is open and honest about thoughts, concerns, and intentions. Gives and receives both criticism and praises well, and admits mistakes. Confidently says and does what is important for safety. Demonstrates empathy, respect, and tolerance for other people, and is culturally aware. Involves others in planning and shares activities fairly, appropriate to abilities.
SAW Situational Awareness	WLM Workload Management	PSD Problem Solving & Decision Making
<ul style="list-style-type: none"> Is aware of the state of the aircraft and its systems. Is aware of where the aircraft is and its environment. Validates the accuracy of information and checks for gross errors Keeps track of time and fuel. Is aware of the condition of self and people involved in the operation including passengers. Recognises what is likely to happen, plans, makes pre-decisions and stays ahead of the situation. Develops "what if" scenarios and plans for contingencies. Identifies threats to the safety of the aircraft and people, and takes appropriate action. 	<ul style="list-style-type: none"> Is calm, relaxed, careful and not impulsive, and considers implications of actions. Plans, prepares, prioritises, and schedules tasks effectively. Manages time efficiently when carrying out tasks. Offers and accepts assistance, delegates when necessary and asks for help early. Monitors, cross-checks, and reviews actions conscientiously. Concentrate on one thing at a time, and ensure tasks are completed. Manages interruptions, distractions, variations, and failures effectively. 	<ul style="list-style-type: none"> Identifies and verifies why things have gone wrong and does not jump to conclusions or make uninformed assumptions. Seeks accurate and adequate information from appropriate sources. Perseveres in working through a problem and improvises when faced with the unusual without reducing safety. Uses and agrees an appropriate and timely decision-making processes. Agrees essential and desirable criteria and prioritizes. Considers as many options as practicable. Makes decisions when needed, reviews, and changes them if required. Considers risks but does not take unnecessary risks.
FPM Flight Path Management - Manual	KNO Application of Knowledge	FPA Flight Path Management – Automation
<ul style="list-style-type: none"> Controls aircraft manually with accuracy and smoothness appropriate to the situation. Detects deviations from the desired aircraft trajectory path and takes appropriate action. Contains the aircraft within the normal flight envelope. Controls the aircraft safely using the relationship between aircraft attitude, speed & thrust. Manages the flight path to achieve optimum operational performance. Manages the desired flight path during manual flight while managing other tasks and distractions. Selects appropriate mode of flight guidance systems considering phase of flight and workload. 	<ul style="list-style-type: none"> Demonstrates practical and applicable knowledge of principles of flight and energy management. Demonstrates practical and applicable knowledge of aircraft limitations and systems and their interaction. Demonstrates required knowledge of published operating Instructions. Demonstrates knowledge of the physical environment, the air traffic environment and the operational environment. Demonstrates appropriate knowledge of applicable regulations. Knows where to source required information. Demonstrates a positive interest in acquiring knowledge. 	<ul style="list-style-type: none"> Controls the aircraft using automation with accuracy & smoothness appropriate to the situation. Detects deviations from desired aircraft trajectory path & takes appropriate action. Contains the aircraft within the normal flight envelope. Manages the flight path to achieve optimum operational performance. Makes inputs into the automation promptly without hesitation and crosschecks inputs. Selects appropriate level of automation in a timely manner considering phase of flight and workload. Effectively monitors automation, including engagement & automatic mode transitions.