

# THE TAP AIR PORTUGAL EXPERIENCE IN IMPLEMENTING CBTA/EBT-C

EATS PORTUGAL

09.11.2023

 **AIR PORTUGAL**  
**Abraça o Mundo**

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## OUR JOURNEY

CBTA/EBT-C PROJECT DEFINITION

CBTA/EBT-C  
IMPLEMENTATION

CBTA/EBT-C PROJECT  
DEFINITION PHASE I

FACILITATION TECHNIQUES  
IMPLEMENTATION AND  
COACHING SESSIONS

CBTA/EBT -C  
INTERNAL TRAINING  
SESSIONS

CASE STUDIES  
DEFINITION AND  
SIMULATION

CBTA/EBT-C  
TRAINING FORMS

CBTA/EBT-C  
TRAINING THE  
TRAINERS

20  
21

20  
22

20  
23

20  
24

FACILITATION  
TECHNIQUES TRAINING

CBTA/EBT PROJECT  
IMPLEMENTATION  
PHASE II

INTERNAL COMMUNICATION  
AND COMPLIANCE  
IMPLEMENTATION

CBTA/EBT-C  
IMPLEMENTATION  
GO LIVE

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## OUR JOURNEY



CBTA/EBT-C PROJECT DEFINITION

CBTA/EBT-C IMPLEMENTATION

CBTA/EBT-C PROJECT DEFINITION PHASE I

FACILITATION TECHNIQUES IMPLEMENTATION AND COACHING SESSIONS

CBTA/EBT -C INTERNAL TRAINING SESSIONS

CASE STUDIES DEFINITION AND SIMULATION

CBTA/EBT-C TRAINING FORMS

CBTA/EBT-C TRAINING THE TRAINERS

20  
21

20  
22

20  
23

20  
24

FACILITATION TECHNIQUES TRAINING

CBTA/EBT PROJECT IMPLEMENTATION PHASE II

INTERNAL COMMUNICATION AND COMPLIANCE IMPLEMENTATION

CBTA/EBT-C IMPLEMENTATION GO LIVE

3

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## PROJECT DEFINITION PHASE I



DEVELOPMENT OF A CBTA IMPLEMENTATION PROJECT CONSIDERING EVIDENCE BASE TRAINING FOR CABIN CREW MEMBERS;

### EBT FC

- FC EBT IMPLEMENTATION BEST PRACTICES<sup>4</sup>

### DOC 10002

- ICAO DOC 10002 AND EASA DOCUMENTATION ANALYSIS

### IMPLEMENTATION

- STRATEGY AND TIMELINE OF IMPLEMENTATION

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## OUR JOURNEY

CBTA/EBT-C PROJECT DEFINITION

CBTA/EBT-C  
IMPLEMENTATION

CBTA/EBT-C PROJECT  
DEFINITION PHASE I

FACILITATION TECHNIQUES  
IMPLEMENTATION AND  
COACHING SESSIONS

CBTA/EBT -C  
INTERNAL TRAINING  
SESSIONS

CASE STUDIES  
DEFINITION AND  
SIMULATION

CBTA/EBT-C  
TRAINING FORMS

CBTA/EBT-C  
TRAINING THE  
TRAINERS

20  
21

20  
22

20  
23

20  
24

5

FACILITATION  
TECHNIQUES TRAINING

CBTA/EBT PROJECT  
IMPLEMENTATION  
PHASE II

INTERNAL  
COMMUNICATION AND  
COMPLIANCE  
IMPLEMENTATION

CBTA/EBT-C  
IMPLEMENTATION  
GO LIVE

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## FACILITATION TECHNIQUES TRAINING

IN-HOUSE TRAINING IN FACILITATION TECHNIQUES FOR ALL OUR CABIN CREW GROUND INSTRUCTORS:

- INSTRUCTION VS FACILITATION;
- FACILITATION BEST AND WORST PRACTICES;
- FEEDBACK TECHNIQUES;
- PRACTICAL EXERCISES.



# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## OUR JOURNEY



CBTA/EBT-C PROJECT DEFINITION

CBTA/EBT-C IMPLEMENTATION

CBTA/EBT-C PROJECT DEFINITION PHASE I

FACILITATION TECHNIQUES IMPLEMENTATION AND COACHING SESSIONS

CBTA/EBT -C INTERNAL TRAINING SESSIONS

CASE STUDIES DEFINITION AND SIMULATION

CBTA/EBT-C TRAINING FORMS

CBTA/EBT-C TRAINING THE TRAINERS

20  
21

20  
22

20  
23

20  
24

7

FACILITATION TECHNIQUES TRAINING

CBTA/EBT PROJECT IMPLEMENTATION PHASE II

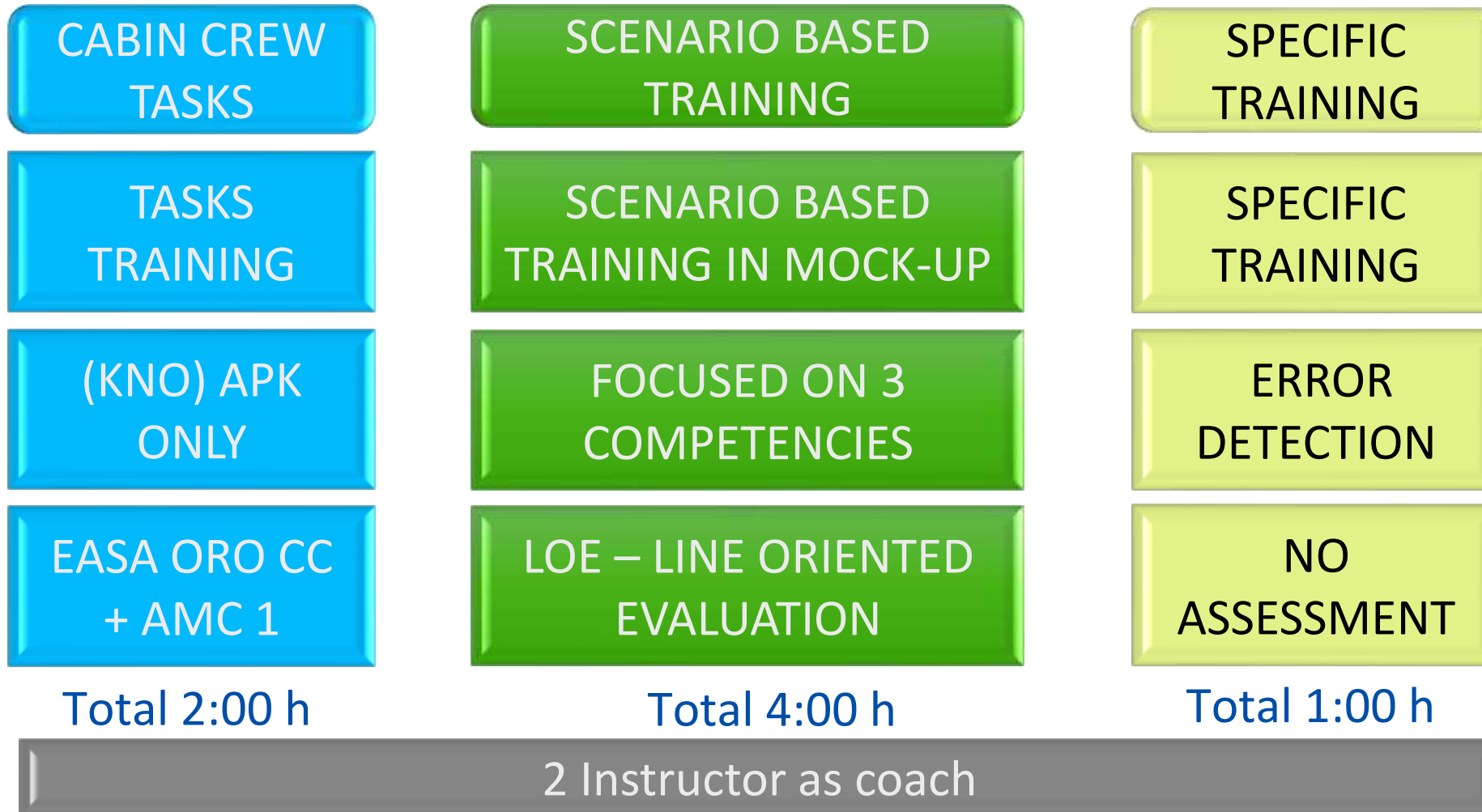
INTERNAL COMMUNICATION AND COMPLIANCE IMPLEMENTATION

CBTA/EBT-C IMPLEMENTATION GO LIVE

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## PHASE II

### EBT-C EXAMPLE OF IMPLEMENTATION





# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## PHASE II

### PRACTICAL ASPECTS OF EBT-C IMPLEMENTATION

#### TOPICS INCLUDED

(INDUSTRY +  
OPERATOR SAFETY  
AND TRAINING DATA)

NORMAL OPERATION

ABNORMAL AND EMERGENCY PROCEDURES

DANGEROUS GOODS

STANDARD OPERATING PROCEDURES

SECURITY PROCEDURES

MEDICAL HEALTH AND FIRST AID

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## EBT-C SPECIFIC IMPLEMENTATION

ORCA(A)



Classify



Assess  
or Evaluate



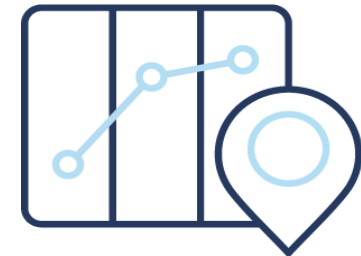
# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## EBT-C SPECIFIC IMPLEMENTATION

### ASSESS OR EVALUATE



Assess  
or Evaluate



11

#### Leadership & Teamwork (LTW)

- 5 The cabin crew led and worked as a team member very effectively, by always demonstrating all of the performance indicators to a high standard when required, which significantly enhanced safety, effectiveness and efficiency
- 4 The cabin crew led and worked as a team member effectively, by regularly demonstrating all of the performance indicators when required, which enhanced safety
- 3 The cabin crew led and worked as a team member adequately, by regularly demonstrating most of the performance indicators when required, which resulted in a safe operation
- 2 The cabin crew led and worked as a team member at the minimum acceptable level, by only occasionally demonstrating some of the performance indicators when required, but which did not result in an unsafe situation
- 1 The cabin crew did not lead or work as a team member effectively, by rarely demonstrating any of the performance indicators when required, which resulted in an unsafe situation

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## OUR JOURNEY

### CBTA/EBT-C PROJECT DEFINITION

### CBTA/EBT-C IMPLEMENTATION

CBTA/EBT-C PROJECT  
DEFINITION PHASE I

FACILITATION TECHNIQUES  
IMPLEMENTATION AND  
COACHING SESSIONS

CBTA/EBT -C  
INTERNAL TRAINING  
SESSIONS

**CASE STUDIES  
DEFINITION  
AND  
SIMULATION**

CBTA/EBT-C  
TRAINING FORMS

CBTA/EBT-C  
TRAINING THE  
TRAINERS

20  
21

20  
22

20  
23

20  
24

12

FACILITATION  
TECHNIQUES TRAINING

CBTA/EBT PROJECT  
IMPLEMENTATION  
PHASE II

INTERNAL  
COMMUNICATION AND  
COMPLIANCE  
IMPLEMENTATION

CBTA/EBT-C  
IMPLEMENTATION  
GO LIVE

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## CASE STUDIES

CASE STUDIES (SCENARIOS) DEVELOPED BY OUR GROUND INSTRUCTORS ACORDING TO DOC 10002 COMPETENCIES AND OBSERVED BEHAVIOURS AND OTHER INDUSTRY REFERENCES

COMPETENCY	DESCRIPTION	OBSERVABLE BEHAVIOUR
Situation awareness and management of information (SAW)	Perceives, comprehends and manages information and anticipates its effect on the operation.	OB 6.1 Monitors and assesses passenger and crew behaviour OB 6.2 Monitors and assesses the general environment, state of the aircraft and cabin systems as these may affect the operation OB 6.3 Validates the accuracy of information and checks for errors OB 6.4 Maintains awareness of the people involved in or affected by the operation and their capacity to perform as expected OB 6.5 Develops effective contingency plans based upon risks associated with threats and errors OB 6.6 Responds to indications of reduced personal situation awareness
Workload Management (WLM)	Maintains available workload capacity by prioritizing and distributing tasks using appropriate resources	OB 7.1 Plans, prioritizes and monitors tasks through the utilization of all available resources OB 7.2 Manages time efficiently when carrying out tasks OB 7.3 Offers and gives assistance OB 7.4 Delegates tasks OB 7.5 Seeks and accepts assistance, when appropriate OB 7.6 Monitors, reviews and cross-checks actions OB 7.7 Verifies that tasks are completed to the expected outcome OB 7.8 Manages and recovers from interruptions, distractions, variations and failures effectively while performing tasks OB 5.9 Demonstrates resilience when encountering an unexpected Event

appropriate to the circumstances



# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## OUR JOURNEY

CBTA/EBT-C PROJECT DEFINITION

CBTA/EBT-C  
IMPLEMENTATION

CBTA/EBT-C PROJECT  
DEFINITION PHASE I

FACILITATION TECHNIQUES  
IMPLEMENTATION AND  
COACHING SESSIONS

CBTA/EBT -C  
INTERNAL TRAINING  
SESSIONS

CASE STUDIES  
DEFINITION AND  
SIMULATION

CBTA/EBT-C  
TRAINING FORMS

CBTA/EBT-C  
TRAINING THE  
TRAINERS

20  
21

20  
22

20  
23

20  
24

14

FACILITATION  
TECHNIQUES TRAINING

CBTA/EBT PROJECT  
IMPLEMENTATION  
PHASE II

INTERNAL  
COMMUNICATION AND  
COMPLIANCE  
IMPLEMENTATION

CBTA/EBT-C  
IMPLEMENTATION  
GO LIVE

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## INTERNAL COMMUNICATION

CABIN CREW ENGAGEMENT

**APK** - APPLICATION OF PROCEDURES

**COM** - COMMUNICATION

**KNO** - KNOWLEDGE

**LTW** - LEADERSHIP AND TEAMWORK

**PMA** - PASSENGER MANAGEMENT

**PSD** - PROBLEM SOLVING AND DECISION MAKING

**WLM** - WORKLOAD MANAGEMENT

**SAW** - SITUATIONAL AWARENESS

**Competency Framework**  
for TAP Air Portugal Cabin Crew

Saiba mais  
na Intranet

**Application of Policies and Procedures**  
Competency for appropriate policies and procedures in accordance with published operating instructions and applicable regulations.

**Knowledge**  
Competency for demonstrating knowledge and understanding of relevant information, operating instructions, aircraft systems and the operating environment.

**Passenger Management**  
Competency for demonstrating effective passenger management techniques.

**Situation Awareness and Management of Information**  
Competency for perceiving, comprehending, and managing information and anticipating its effect on the operation.

**Communication**  
Competency for communicating through appropriate means in the operational environment, in both normal, abnormal and emergency situations.

**Leadership and Teamwork**  
Competency for influencing others to contribute to a shared purpose. Collaborates to accomplish the goals of the team.

**Problem Solving and Decision Making**  
Competency for identifying precursors, mitigates problems; and makes decisions.

**Workload Management**  
Competency for maintaining available workload capacity by prioritizing and distributing tasks using appropriate resources.

**CABIN TRAINING**

A STAR ALLIANCE MEMBER

TAP AIR PORTUGAL

The infographic features a central vertical path of icons (airplane, book, lightbulb, target, puzzle, eye, clock) connected by a blue line, with a QR code at the top right and a TAP Air Portugal logo at the bottom right.

# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## OUR JOURNEY

### CBTA/EBT-C PROJECT DEFINITION

### CBTA/EBT-C IMPLEMENTATION

CBTA/EBT-C PROJECT  
DEFINITION PHASE I

FACILITATION TECHNIQUES  
IMPLEMENTATION AND  
COACHING SESSIONS

CBTA/EBT -C  
INTERNAL TRAINING  
SESSIONS

CASE STUDIES  
DEFINITION AND  
SIMULATION

CBTA/EBT-C  
TRAINING FORMS

CBTA/EBT-C  
TRAIN THE  
TRAINERS

20  
21

20  
22

20  
23

20  
24

16

FACILITATION  
TECHNIQUES TRAINING

CBTA/EBT PROJECT  
IMPLEMENTATION  
PHASE II

INTERNAL  
COMMUNICATION AND  
COMPLIANCE  
IMPLEMENTATION

CBTA/EBT-C  
IMPLEMENTATION  
GO LIVE



# CBTA/EBT-C IMPLEMENTATION OVERVIEW

## TRAINING FORMS

### DEVELOPMENT OF TRAINING FORMS AND ITS IMPLEMENTATION

	TRAINING SYLLABI AND CHECKING PROGRAMES CABIN CREW RECURRENT TRAINING (REC)	02.02.04 PAGE 15																																
OPERATIONS MANUAL PART 2 CABIN CATCH																																		
NAME: _____	RANK: _____																																	
TAP NR: 000000	NB NW WB																																	
QUALIFICATION CYCLE: 0000-0000																																		
RECURRENT TRAINING EVIDENCE BASED TRAINING CABIN CREW																																		
1. FLIGHT PREPARATION - BRIEFING ITEMS																																		
2. SCENARIO BASED TRAINING																																		
3. COMMENTS																																		
<table border="1"> <thead> <tr> <th colspan="8">COMPETENCIES</th> </tr> <tr> <th>APK</th> <th>COM</th> <th>KNO</th> <th>LTW</th> <th>PM</th> <th>PSD</th> <th>SAW</th> <th>WLM</th> </tr> </thead> <tbody> <tr> <td colspan="4">NOT COMPETENT (*)</td> <td colspan="4">COMPETENT</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>(*) If at least one competence is graded 1.</p> <p>ADDITIONAL TRAINING REQUIRED      COMPETENT</p>			COMPETENCIES								APK	COM	KNO	LTW	PM	PSD	SAW	WLM	NOT COMPETENT (*)				COMPETENT				1	2	3	4	5			
COMPETENCIES																																		
APK	COM	KNO	LTW	PM	PSD	SAW	WLM																											
NOT COMPETENT (*)				COMPETENT																														
1	2	3	4	5																														
CREW MEMBER	CAPTAIN/PILOT-IN-COMMAND	TRAINING MANAGER																																
_____	_____	_____																																

COMPETENCIES							
APK	COM	KNO	LTW	PM	PSD	SAW	WLM
NOT COMPETENT (*)				COMPETENT			
1	2	3	4	5			

Include the 2 most relevant PI's/OB's where a grade different of 3 is given, e.g. **COM » 2 (a) (f)**.

(\*) If at least one competence is graded 1.

ADDITIONAL TRAINING REQUIRED      COMPETENT



TAYLOR MADE ADDITIONAL TRAINING


LINE ASSESSMENT

# QUESTIONS AND ANSWERS?





**TAP AIR PORTUGAL**  
**Abraça o Mundo**



MIGUEL ANASTÁCIO – CC.TI.FO@TAP.PT

JOÃO CUNHA-RÊGO – CC.TI.DEP.FT@TAP.PT