

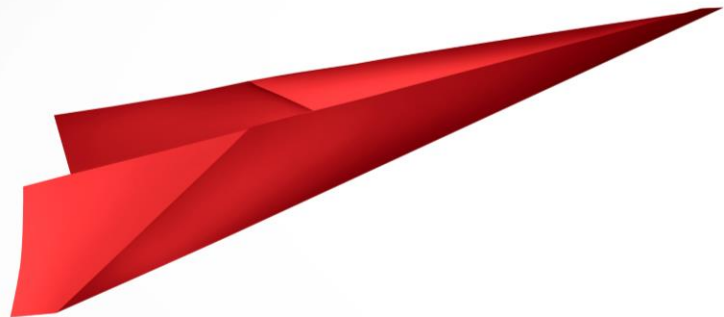
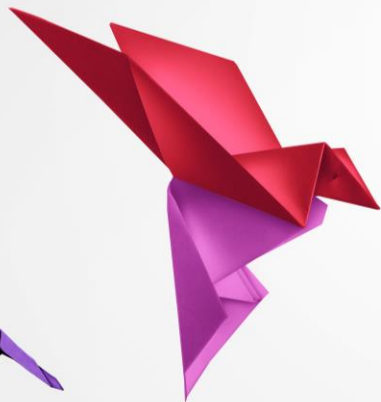


Shaping the dimensions of performance

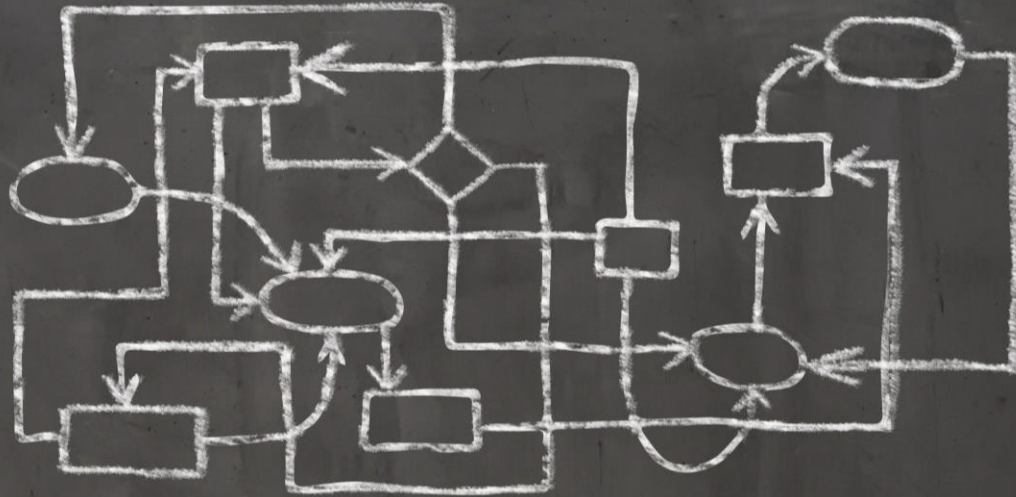
EATS 2024 Workshop

Birdy Raghoonundun Gunputh | Cedric Buch

Where are we now?



slido.com #1178567



CBTA implementation process

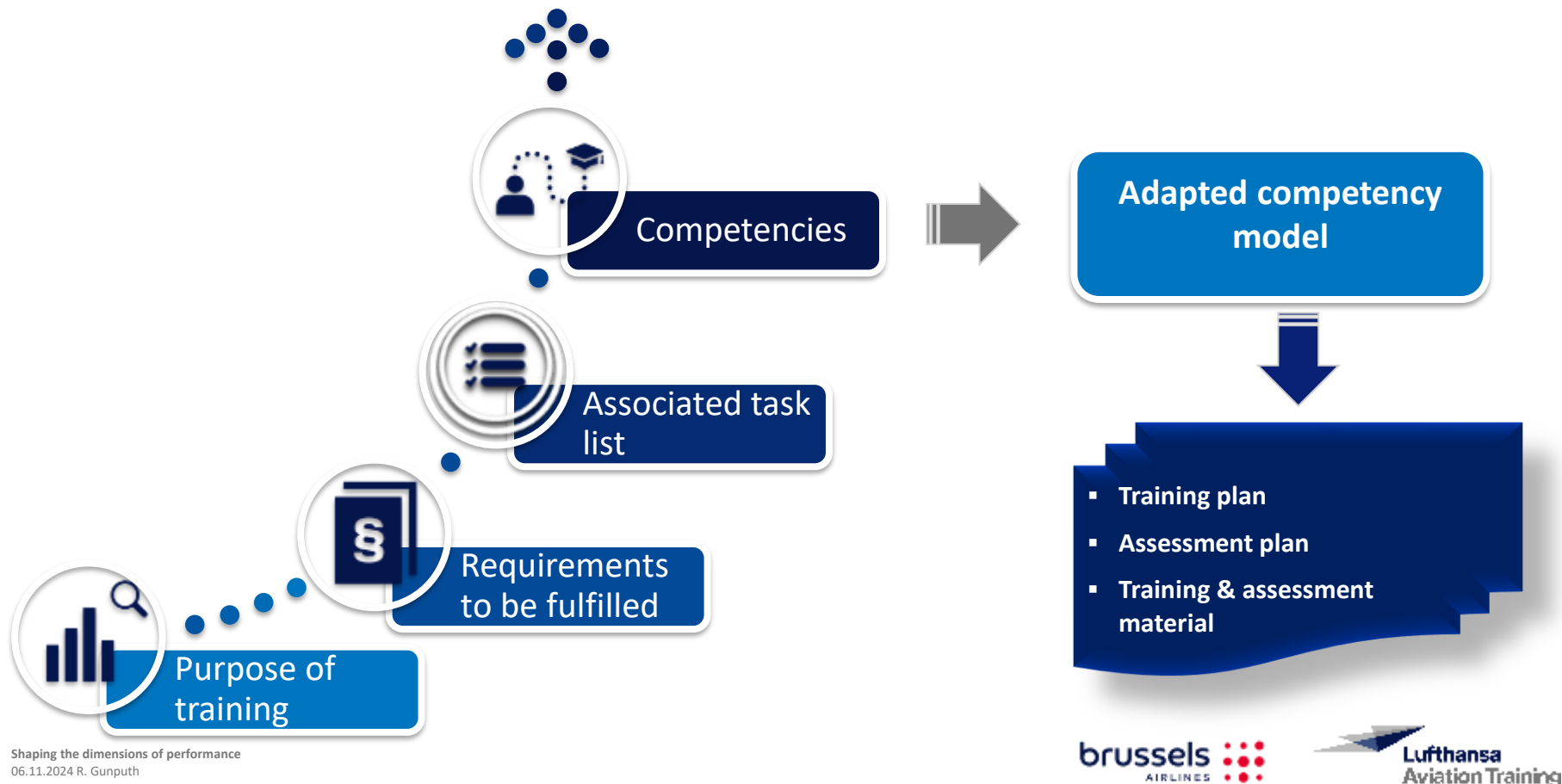


ICAO “ADDIE”

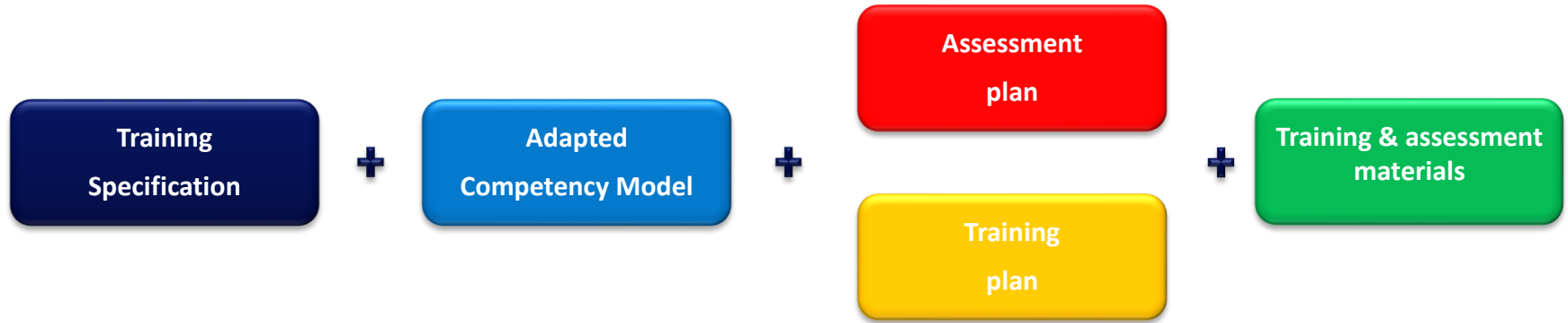
Nr	Component	Output
1	Analysis of the training need	Training specification
2	Design of the competency model including performance criteria	2.1. Competency model 2.2. Training assessment plans
3	Development of the training and assessment materials	Training materials, assessments,
4	Conduct of the course	Competent and confident cabin crew
5	Evaluation of the course including the assessment and training plans	Course report

Source: ICAO

Shaping the dimensions of performance



CBTA Programme Components



ICAO competency framework & adapted competency model

ICAO competency	Description	OB	Description	Performance criteria		
				OB	Competency assessment	
					Final Competency standard	Conditions
Competency 1	Description 1	OB 1	Description 1	OB 1		
		OB 2		OB 2		
		OB n		OB n		
Competency 2	Description 2	OB 1	Description 2	OB 1		
		OB 2		OB 2		
		OB n		OB n		
Competency 3	Description 3	OB 1	Description 3	OB 1		
		OB 2		OB 2		
		OB n		OB n		

Sample adapted competency model

Competency	Description	Observable behaviours (OB)	Performance criteria		
			Scenario based key Observable behaviours (OB)	Competency assessment Final competency standard	Conditions
Leadership and teamwork	<p>Influences others to contribute to a shared purpose.</p> <p>Collaborates to accomplish the goals of the team.</p>	<p>OB 3.1 Encourages crew participation and open communication</p> <p>OB 3.2 Demonstrates initiative and provides direction when required</p> <p>OB 3.3 Engages others in planning</p> <p>OB 3.4 Considers inputs from others</p> <p>OB 3.5 Gives and receives feedback constructively</p> <p>OB 3.6 Addresses and resolves conflicts and disagreements in a constructive manner</p> <p>OB 3.7 Exercises decisive leadership when required</p> <p>OB 3.8 Accepts responsibility for decisions and actions</p> <p>OB 3.9 Carries out instructions when directed</p> <p>OB 3.10 Identifies deviations and safety hazards and applies effective intervention strategies</p> <p>OB 3.11 Manages cultural and language challenges</p>	<ul style="list-style-type: none"> Participates actively into the tasks to be accomplished in protecting the passengers and preparing the cabin for the landing. Take own initiative where required to maintain safety. Engages others when deciding upon course of actions. Ensures a structural approach in accomplishing tasks and exercise appropriate leadership as required. Execute actions as instructed Identifies any safety hazards and issues and intervenes as required. Manage any cultural or language issues accordingly 	<p>Demonstrate leadership competencies & teamwork abilities in managing situations on board and coordinate measures within the crew to achieve a safe outcome and enhance survival.</p>	<p>In-flight situation with smoke evolution turning out to be uncontrollable resulting in SCCM incapacitation, impaired vision, breathing issues. Decision for an emergency landing at nearest airport followed by evacuation made by Capt. Electrical issue caused PA to be inoperative.</p>

Group Exercise & Task

Miro board link: https://miro.com/app/board/uXjVLML4gGY=
Password: EATS2024



Group task

Based on the video summarising the conditions of the scenario-based training, you are requested to discuss the scenario within your group and define the performance criteria you would perceive as important for the respective competency you have been allocated.

Use the provided template to describe the following for the competency allocated to your team:

- The conditions under which the scenario will take place;
- The final competency standard
- The performance criteria i.e. the scenario based key observable behaviours;
- A proposal for a rating scale for the respective competency

Sample adapted competency model

Competency	Description	Observable behaviours (OB)	Performance criteria		
			Scenario based key Observable behaviours (OB)	Competency assessment Final competency standard	Conditions
Leadership and teamwork	<p>Influences others to contribute to a shared purpose.</p> <p>Collaborates to accomplish the goals of the team.</p>	<p>OB 3.1 Encourages crew participation and open communication</p> <p>OB 3.2 Demonstrates initiative and provides direction when required</p> <p>OB 3.3 Engages others in planning</p> <p>OB 3.4 Considers inputs from others</p> <p>OB 3.5 Gives and receives feedback constructively</p> <p>OB 3.6 Addresses and resolves conflicts and disagreements in a constructive manner</p> <p>OB 3.7 Exercises decisive leadership when required</p> <p>OB 3.8 Accepts responsibility for decisions and actions</p> <p>OB 3.9 Carries out instructions when directed</p> <p>OB 3.10 Identifies deviations and safety hazards and applies effective intervention strategies</p> <p>OB 3.11 Manages cultural and language challenges</p>			

Sample adapted competency model

Competency	Description	Observable behaviours (OB)	Performance criteria		
			Scenario based key Observable behaviours (OB)	Competency assessment Final competency standard	Conditions
Leadership and teamwork	<p>Influences others to contribute to a shared purpose.</p> <p>Collaborates to accomplish the goals of the team.</p>	<p>OB 3.1 Encourages crew participation and open communication</p> <p>OB 3.2 Demonstrates initiative and provides direction when required</p> <p>OB 3.3 Engages others in planning</p> <p>OB 3.4 Considers inputs from others</p> <p>OB 3.5 Gives and receives feedback constructively</p> <p>OB 3.6 Addresses and resolves conflicts and disagreements in a constructive manner</p> <p>OB 3.7 Exercises decisive leadership when required</p> <p>OB 3.8 Accepts responsibility for decisions and actions</p> <p>OB 3.9 Carries out instructions when directed</p> <p>OB 3.10 Identifies deviations and safety hazards and applies effective intervention strategies</p> <p>OB 3.11 Manages cultural and language challenges</p>	<ul style="list-style-type: none"> Participates actively into the tasks to be accomplished in protecting the passengers and preparing the cabin for the landing. Take own initiative where required to maintain safety. Engages others when deciding upon course of actions. Ensures a structural approach in accomplishing tasks and exercise appropriate leadership as required. Execute actions as instructed Identifies any safety hazards and issues and intervenes as required. Manage any cultural or language issues accordingly 	<p>Demonstrate leadership competencies & teamwork abilities in managing situations on board and coordinate measures within the crew to achieve a safe outcome and enhance survival.</p>	<p>In-flight situation with smoke evolution turning out to be uncontrollable resulting in SCCM incapacitation, impaired vision, breathing issues. Decision for an emergency landing at nearest airport followed by evacuation made by Capt. Electrical issue caused PA to be inoperative.</p>

Rating scale

GRADE	GRADE DESCRIPTION	FOCUS WORDS	APP	COM	LTW	PSM	PSD	SAW	WLM
1	INSUFFICIENT	INADEQUATE / RARE DEMONSTRATION / RESULTING IN UNSAFE SITUATION	The crew member did not apply procedures correctly, by rarely demonstrating any of the knowledge / skills when required, which resulted in an unsafe situation.						
2	MINIMAL ACCEPTABLE	MINIMUM ACCEPTABLE / OCCASIONAL DEMONSTRATION / NOT RESULTING IN UNSAFE SITUATION							
3	STANDARD	ADEQUATE / REGULAR DEMONSTRATION / RESULTING IN SAFE OPERATION							
4	ABOVE STANDARD	EFFECTIVE / REGULAR DEMONSTRATION / ENHANCING SAFETY							
5	OUTSTANDING	EXEMPLARY / ALWAYS DEMONSTRATING / ENHANCING SAFETY AND EFFECTIVENESS AND EFFICIENCY							

Thank you
for your attention

