



CBTA IMPLEMENTATION

FOR CABIN CREW

EATS PORTUGAL

07.11.2024



CBTA IMPLEMENTATION FOR CABIN CREW

OUR JOURNEY



2021

- CBTA Project Definition Phase I
- Facilitation Techniques Training

2022

- CBTA Project Implementation Phase II
- Facilitation Techniques Implementation and Coaching Sessions

2023

- CBTA Internal Training Sessions
- Case Studies Definition and Simulation
- Internal Communication and Compliance Implementation

2024

- CBTA Training Forms
- CBTA Training The Trainers
- CBTA Implementation Go Live

 CBTA Project Definition

 CBTA Implementation

CBTA IMPLEMENTATION FOR CABIN CREW

PHASE II

| Cabin Crew Tasks | Scenario Based Training |
|----------------------|------------------------------------|
| Tasks Training | Scenario Based Training in Mock-up |
| (KNO) APK Only | Focused on 3 Competencies |
| EASA ORO CC + AMC 1 | LOE – Line Oriented Evaluation |
| Total 2:00 h | Total 4:00 h |
| 2 INSTRUCTORS | 3 INSTRUCTORS |

Competency Framework

for TAP Air Portugal Cabin Crew



Know more on the 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.



CBTA IMPLEMENTATION FOR CABIN CREW



GO LIVE

2024

Mar → Nov

- + **1 month implementation:** adjustment of training forms;
- + **3 months implementation:** the scenarios were improved and more oriented to CBTA philosophy;
- + **6 months implementation:** training forms were improved;

Cabin Crew Instructors on job training and coaching sessions since day 1.

Training survey analysis for the detection of further areas of improvement.



CBTA IMPLEMENTATION FOR CABIN CREW

CASE STUDIES

CASE STUDIES (SCENARIOS) WERE IMPROVED AFTER THE FIRST 3 MONTHS IMPLEMENTATION.

| 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 IMPLEMENTATION FOR CABIN CREW TRAINING FORMS

TRAINING FORMS ADJUSTMENT

| TP TAPPORTUGAL | | TRAINING SYLLABI AND CHECKING PROGRAMES | | 02.02.02 | |
|-------------------------------------|--|---|------------------|-------------------------------|--------------|
| OPERATIONS MANUAL PART 1 CABIN CREW | | CABIN CREW RECURRENT TRAINING | | PAGE: 00 30 JUN 22 Rev. 40 | |
| Applicant's Name: MIRA PIMENTEL | | TAP Number: 209619 | Date: 26-10-2024 | | Show No Show |
| Evaluator Name: JUNHA REGO | | TAP Number: 259886 | | | |

| DOOR TRAINER | DOOR EMERGENCY OPERATION (outside conditions are safe) | | | |
|--------------|---|-----------------------|-----------------------|----------------------------------|
| PO# | Description | Standard | Non-Standard | Non-applicable |
| 1 | Grasp frame assist handle | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 2 | Check slide armed | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 3 | Check outside conditions are safe | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 4 | Door control handle rapidly lift fully up and release | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 5 | Visual check that slide is deployed and inflated | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

| DOOR TRAINER | DOOR EMERGENCY OPERATION (power assist fails) | | | |
|--------------|---|-----------------------|-----------------------|----------------------------------|
| PO# | Description | Standard | Non-Standard | Non-Applicable |
| 1 | Grasp frame assist handle | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 2 | Check slide armed | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 3 | Check outside conditions are safe | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 4 | Door control handle rapidly lift fully up and release | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 5 | Door push to open | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 6 | Gust lock check engaged | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| 7 | Visual check that slide is deployed and inflated | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

| COMPETENCIES | | | | | | | |
|--------------|-----|-----|-----|----|-----|-----|-----|
| APK | COM | KNO | LTW | PM | PSD | SAW | WLM |
| | | | | | | | |

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

| NOT COMPETENT (*) | COMPETENT | | | | |
|-------------------|-----------|---|---|---|--|
| 1 | 2 | 3 | 4 | 5 | |
| | | | | | |

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

| | |
|-------------------------------------|------------------|
| ADDITIONAL TRAINING REQUIRED | COMPETENT |
|-------------------------------------|------------------|



Taylor Made Additional Training

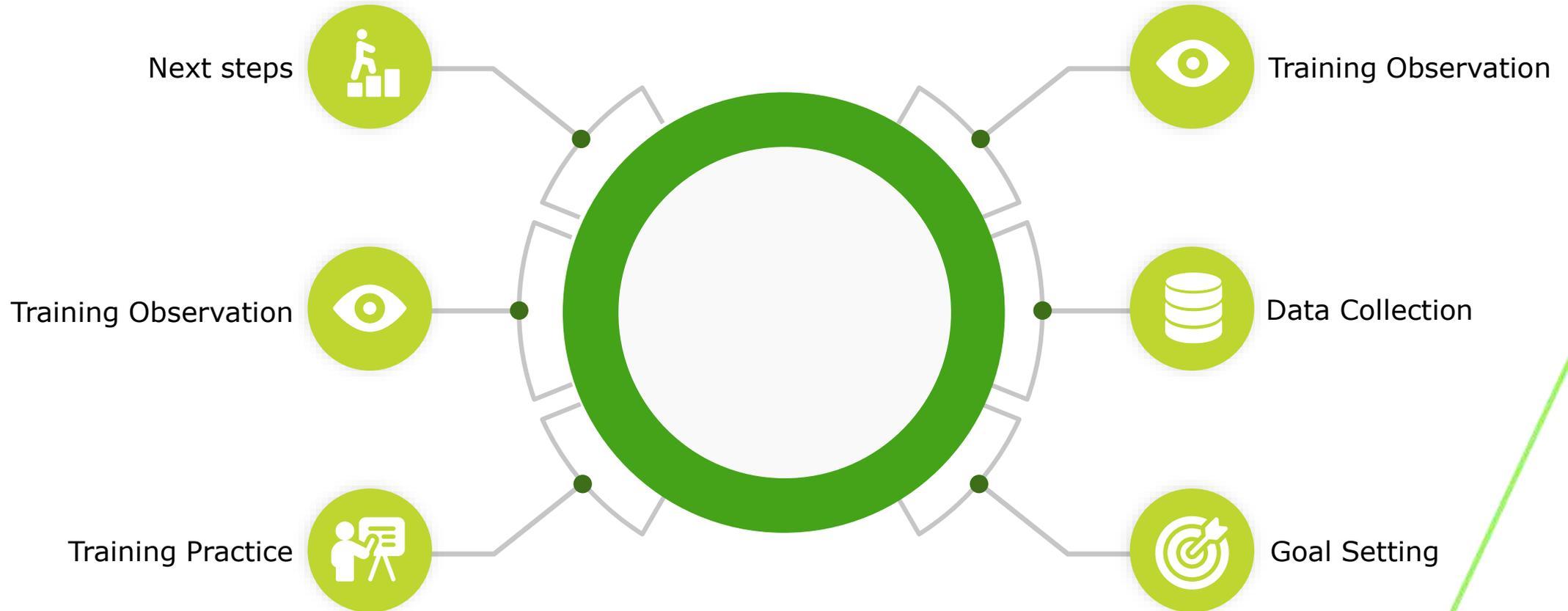


Line Assessment

CBTA IMPLEMENTATION FOR CABIN CREW

CBTA INSTRUCTORS

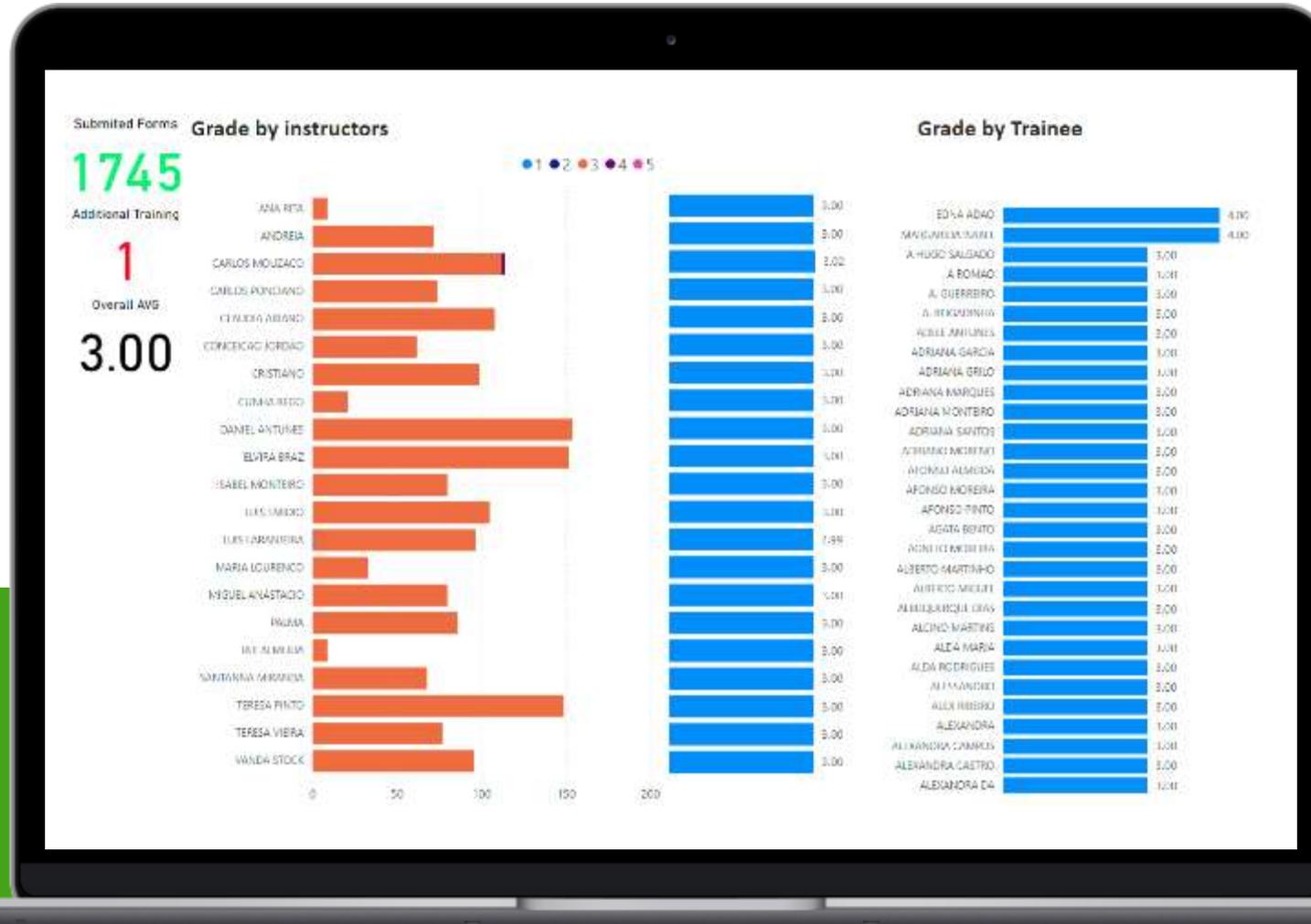
COACHING FOR IMPROVEMENT



CBTA IMPLEMENTATION FOR CABIN CREW

POWER BI

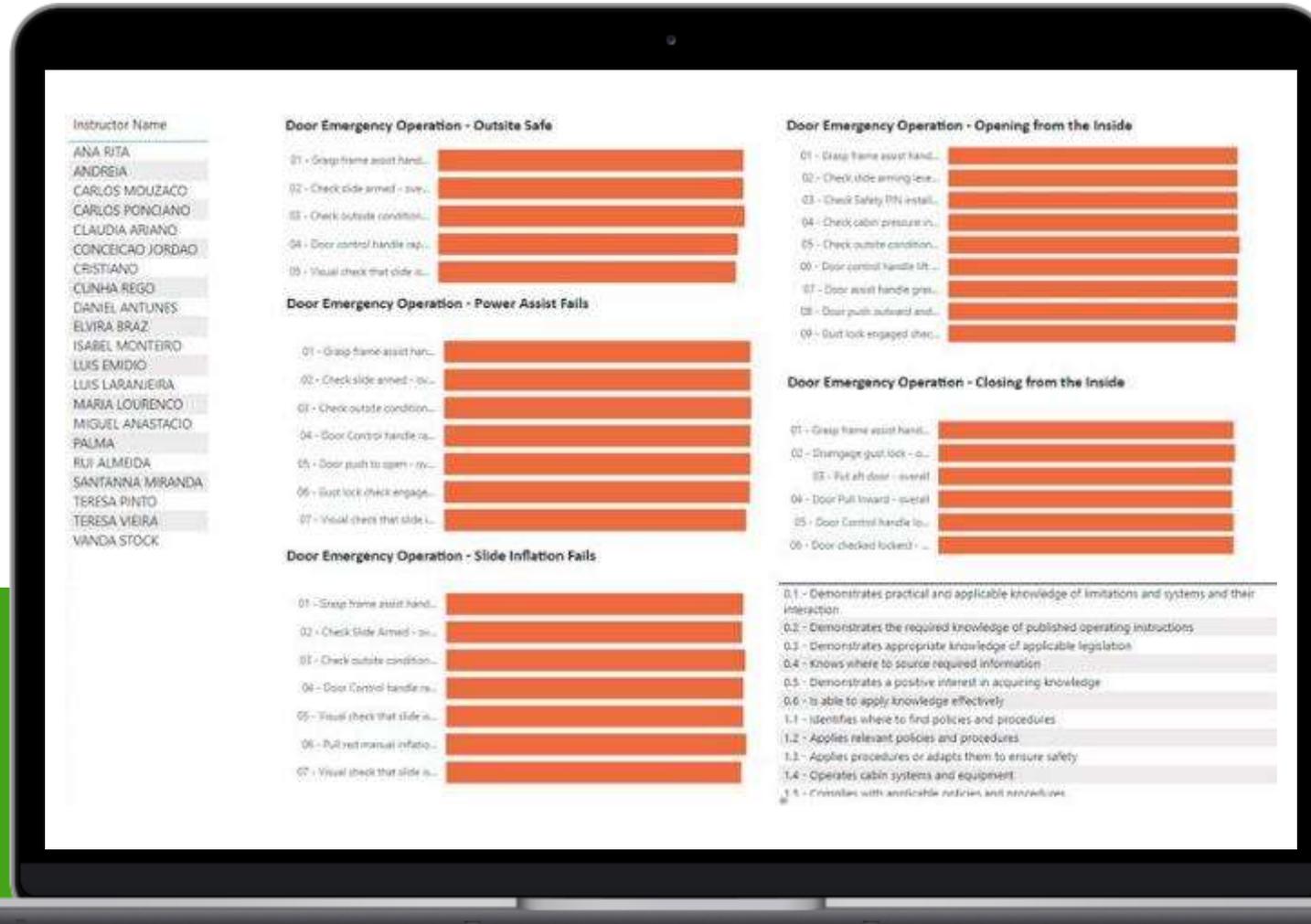
ON TIME RESULTS – (EXAMPLE)



CBTA IMPLEMENTATION FOR CABIN CREW

POWER BI

ON TIME RESULTS – (EXAMPLE)



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CABIN CREW FEEDBACK

WHAT OUR CABIN CREW SAY ABOUT CBTA

"New very effective and pedagogical method, thank you for the initiative, we learned a lot"

"I really liked the new recurrent training model, without a doubt an excellent evolution in crew training"

"I think this new training method is a great asset, based largely on each person's skills combined with everything else already learned by each of us"

"I would say that this type of training is very important to evaluate and improve our skills as crew members"

"Very realistic. More intense and complete dynamics, later analyzed with pedagogy"

"Friendliness, empathy and a lot of knowledge. I think it's super relevant and enriching for a refreshment like this to happen"



CBTA IMPLEMENTATION FOR CABIN CREW

PHASE III – ASSESSMENT FLIGHTS

| Cabin Crew Tasks | Scenario Based Training | ASSESSMENT FLIGHT* | |
|----------------------|------------------------------------|---------------------------|----------------------|
| Tasks Training | Scenario Based Training in Mock-up | | |
| (KNO) APK Only | Focused on 3 Competencies | | |
| EASA ORO CC + AMC 1 | LOE – Line Oriented Evaluation | | |
| <i>Total 2:00 h</i> | <i>Total 4:00 h</i> | | <i>1 Flight/Year</i> |
| 2 INSTRUCTORS | 3 INSTRUCTORS | | 1 INSTRUCTOR |

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*COMPETENCIES ASSESSMENT AND EVALUATION FLIGHT



QUESTIONS AND ANSWERS



THANK YOU!

JOÃO CUNHA-RÊGO

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