



CBTA IMPLEMENTATION

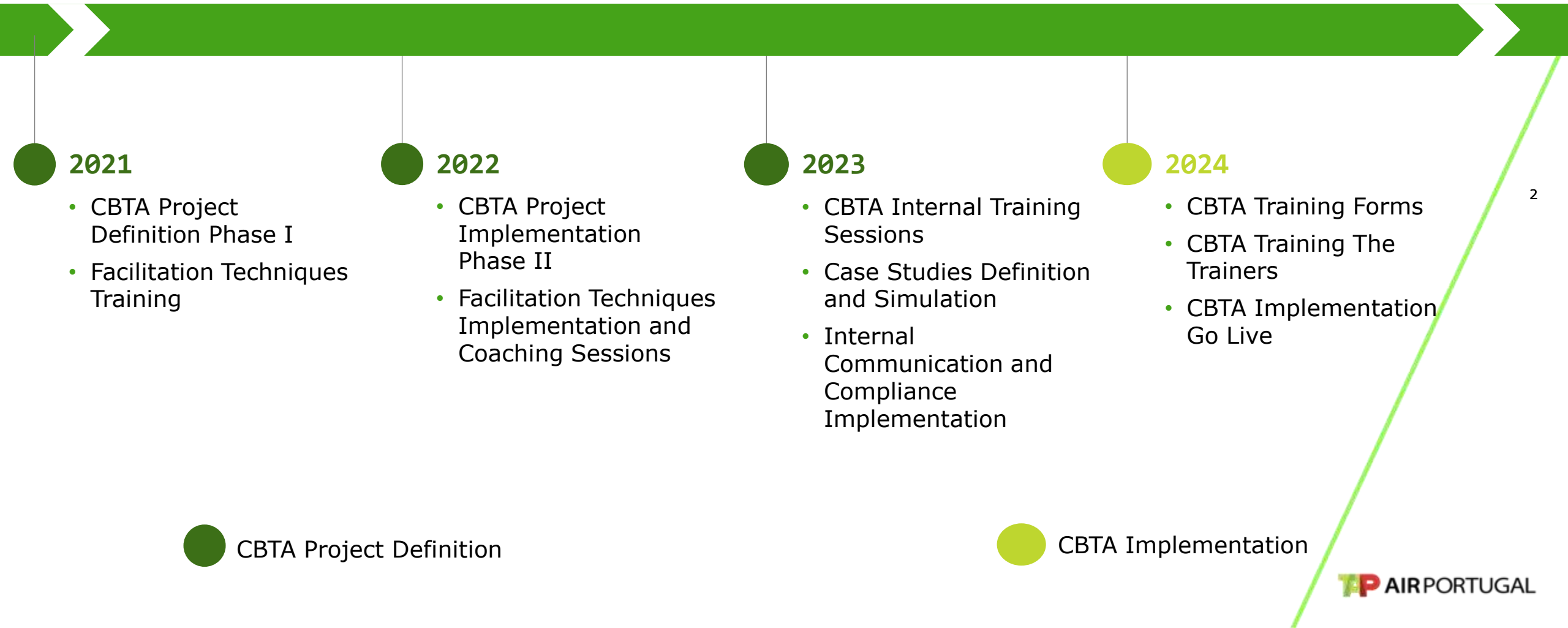
FOR CABIN CREW

EATS PORTUGAL

07.11.2024

CBTA IMPLEMENTATION FOR CABIN CREW

OUR JOURNEY



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.



A STAR ALLIANCE MEMBER

TAP AIR PORTUGAL

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 (SAWI)	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

TAP PORTUGAL
OPERATIONS MANUAL
PART 12 CABIN CREW

TRAINING SYLLABI AND CHECKING PROGRAMES
CABIN CREW
RECURRENT TRAINING

02.02.02
PAGE: 60
30 JUN 22 Rev. 40

Applicant's Name: MARIA PIMENTEL
TAP Number: 209619
Date: 26/10/2024
Show No Show

Evaluator Name: CUNHA REGO
TAP Number: 259666

POB	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"/>

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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
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Taylor Made Additional Training

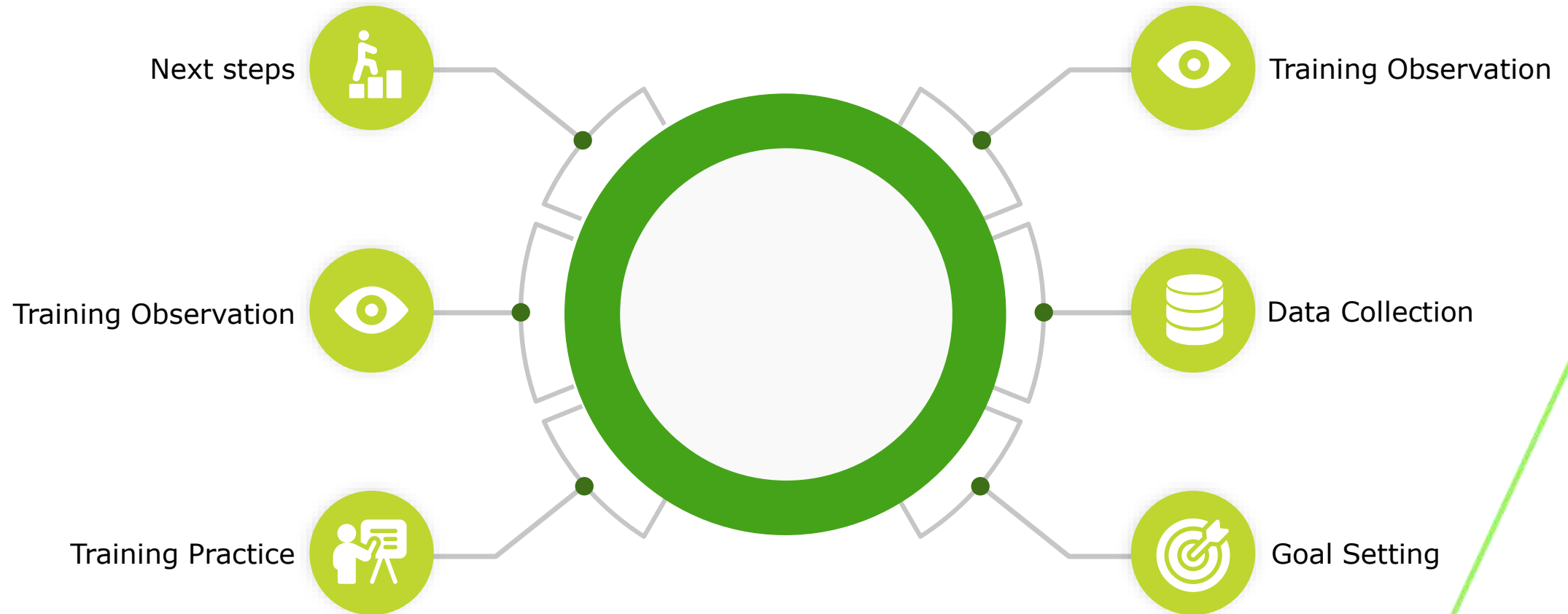


Line Assessment

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)

Instructor Name

ANA RITA
ANDREIA
CARLOS MOUZACO
CARLOS PONCIANO
CLAUDIA ARIANO
CONCEICAO JORDAO
CRISTIANO
CLINHA REGO
DANIEL ANTUNES
ELVIRA BRAZ
ISABEL MONTEIRO
LUIZ EMIDIO
LUIZ LARANJEIRA
MARIA LOURENCO
MIGUEL ANASTACIO
PALMA
RUI ALMEIDA
SANTANNA MIRANDA
TERESA PINTO
TERESA VIEIRA
VANDA STOCK

Door Emergency Operation - Outside Safe

01 - Grasp frame assist han...	
02 - Check slide armed - ove...	
03 - Check outside condition...	
04 - Door control handle rap...	
05 - Visual check that slide is...	

Door Emergency Operation - Power Assist Fails

01 - Grasp frame assist han...	
02 - Check slide armed - ov...	
03 - Check outside condition...	
04 - Door Control handle ra...	
05 - Door push to open - r...	
06 - Gуст lock check engage...	
07 - Visual check that slide is...	

Door Emergency Operation - Slide Inflation Fails

01 - Grasp frame assist han...	
02 - Check Slide Armed - ov...	
03 - Check outside condition...	
04 - Door Control handle ra...	
05 - Visual check that slide is...	
06 - Pull red manual inflato...	
07 - Visual check that slide is...	

Door Emergency Operation - Opening from the Inside

01 - Grasp frame assist han...	
02 - Check slide arming lea...	
03 - Check Safety PIN install...	
04 - Check cabin pressure in...	
05 - Check outside condition...	
06 - Door control handle lift...	
07 - Door assist handle gras...	
08 - Door push outward and...	
09 - Gуст lock engaged chec...	

Door Emergency Operation - Closing from the Inside

01 - Grasp frame assist han...	
02 - Disengage gуст lock - o...	
03 - Put aft door - overall	
04 - Door Pull Inward - overal	
05 - Door Control handle lo...	
06 - Door checked locked - ...	

- 0.1 - Demonstrates practical and applicable knowledge of limitations and systems and their interaction.
- 0.2 - Demonstrates the required knowledge of published operating instructions
- 0.3 - Demonstrates appropriate knowledge of applicable legislation
- 0.4 - Knows where to source required information
- 0.5 - Demonstrates a positive interest in acquiring knowledge
- 0.6 - Is able to apply knowledge effectively
- 1.1 - Identifies where to find policies and procedures
- 1.2 - Applies relevant policies and procedures
- 1.3 - Applies procedures or adapts them to ensure safety
- 1.4 - Operates cabin systems and equipment
- 1.5 - Complies with applicable policies and non-policies

CBTA IMPLEMENTATION FOR CABIN CREW

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*
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EASA ORO CC + AMC 1	LOE – Line Oriented Evaluation	
<i>Total 2:00 h</i>	<i>Total 4:00 h</i>	
2 INSTRUCTORS	3 INSTRUCTORS	1 INSTRUCTOR

*COMPETENCIES ASSESSMENT AND EVALUATION FLIGHT



QUESTIONS AND ANSWERS



THANK YOU!

JOÃO CUNHA-RÊGO

✉ cc.ti.fo@tap.pt

A STAR ALLIANCE MEMBER



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