AEROTEAM
Training Solutions

LEARNING EFFECT?

COMPETENCE BASED
TRAINING?

TECHNICAL TRAINING
– *"Not just a Tick Mark"*

Scenario-Based Training into the

Maintenance Environment

BY

SØREN SEINDAL AGNER

AEROTEAM Training Solutions

SIMULATIONS?

ASSESSMENT OF SKILLS

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Agenda:
A Short Introduction

Active Learning
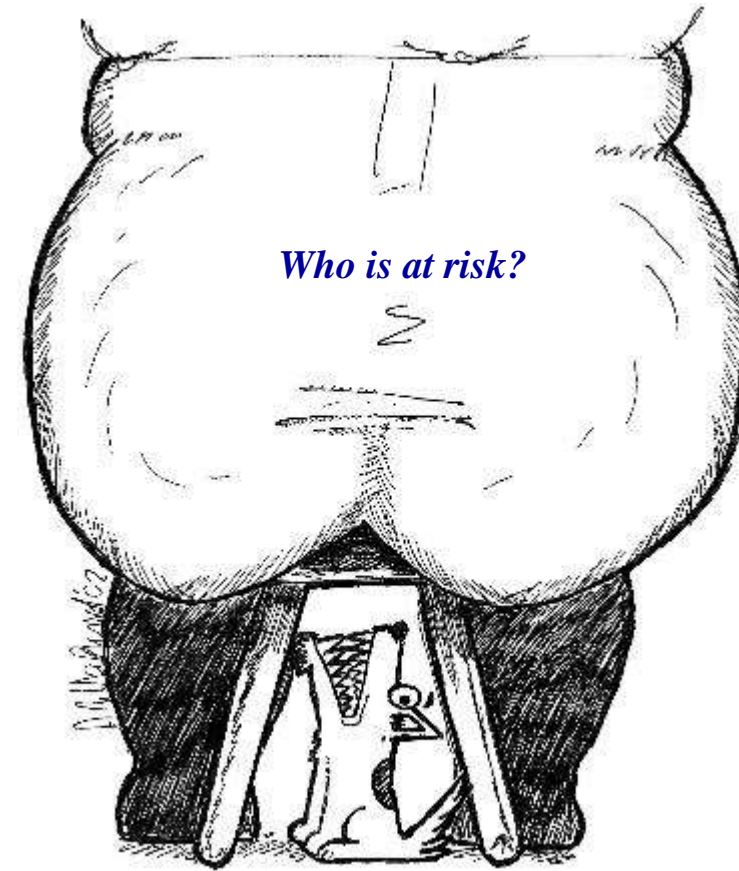
Scenario-Based Training

Assessments

Benefits

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Human Error Management Strategies

- **Understanding the nature and extent of error or risk**

- **Changing the conditions that induce the error**

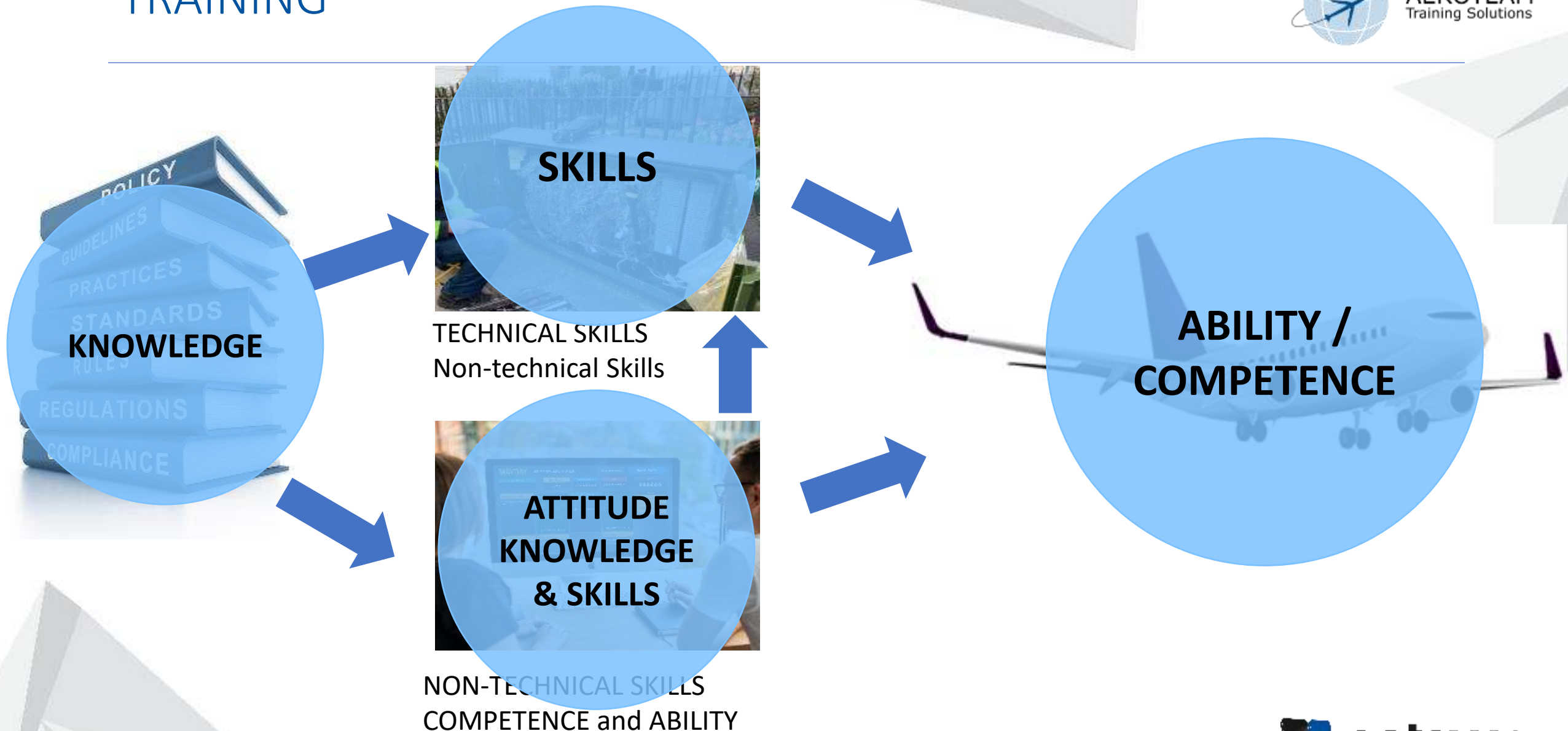- **Determining the behaviours that prevent or mitigate error**

Who is at risk?

TRAINING

TECHNICAL SKILLS
Non-technical Skills

NON-TECHNICAL SKILLS
COMPETENCE and ABILITY

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TRAINING

KNOWLEDGE

SKILLS

TECHNICAL SKILLS
Non-technical Skills

**ATTITUDE
KNOWLEDGE
& SKILLS**

NON-TECHNICAL SKILLS
COMPETENCE and ABILITY

**ABILITY /
COMPETENCE**

"Tell me and I forget,
teach me and I may
remember,
involve me and I learn"

- Benjamin Franklin

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ACTIVE LEARNING

INTERACTIVE LEARNING of SKILLS

- Learning by Doing in a Simulated Reality

- It is **SAFE** and there is **No Inherent Risks**

- Individual learning of Skills

    → in a dynamic social environment

- Observation of Behaviours

- Easy Assessment of Non-Technical Skills

FACILITATION – HOW DOES IT WORK?

- Realistic Training Scenarios →

- Dilemmas to Create Discussions

- Give a few solutions – All plausible for discussions

- Highlight Possible Consequences

- Define Focus Areas

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STAFF SELECTION

CERTIFYING STAFF

BO, 47

Bo has spent many years working for different companies on line stations at airports abroad. His basic work philosophy is: "If it flew in, it can fly out". He is always the one handing over jobs to the new shift.

CERTIFYING STAFF

CHARLOTTE, 38

Charlotte has been with the company since she was an apprentice. She is loyal and ambitious and rarely makes any mistakes. She recently divorced and is now a single mom.

DILEMMA

TASKS   **5**

THE PASSENGER SEAT

You are asked to contact a captain who has reported a problem with a cabin seat reclining mechanism. A repair normally takes 25 minutes. The aircraft has been boarded at full capacity. No spare aircraft are available.
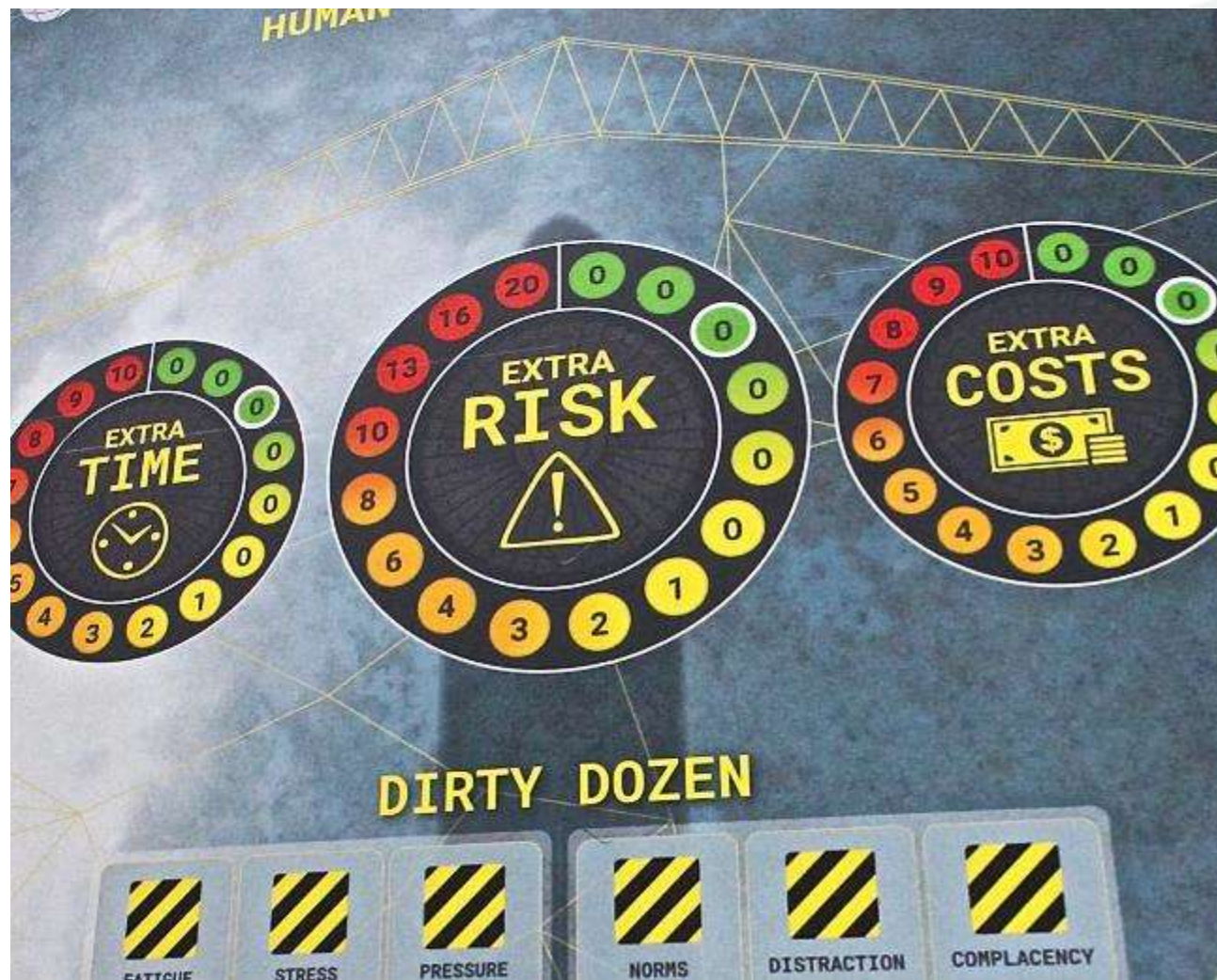
This is only a job for certifying staff

Option A
You replace the actuator straight away while the passengers wait in the aisle.

Option B
You ask the captain to send the passengers back to the terminal while you perform the repair job.

Option C
You inform the captain that you will defer the defect in accordance with the Minimum Equipment List.

CONSEQUENCES
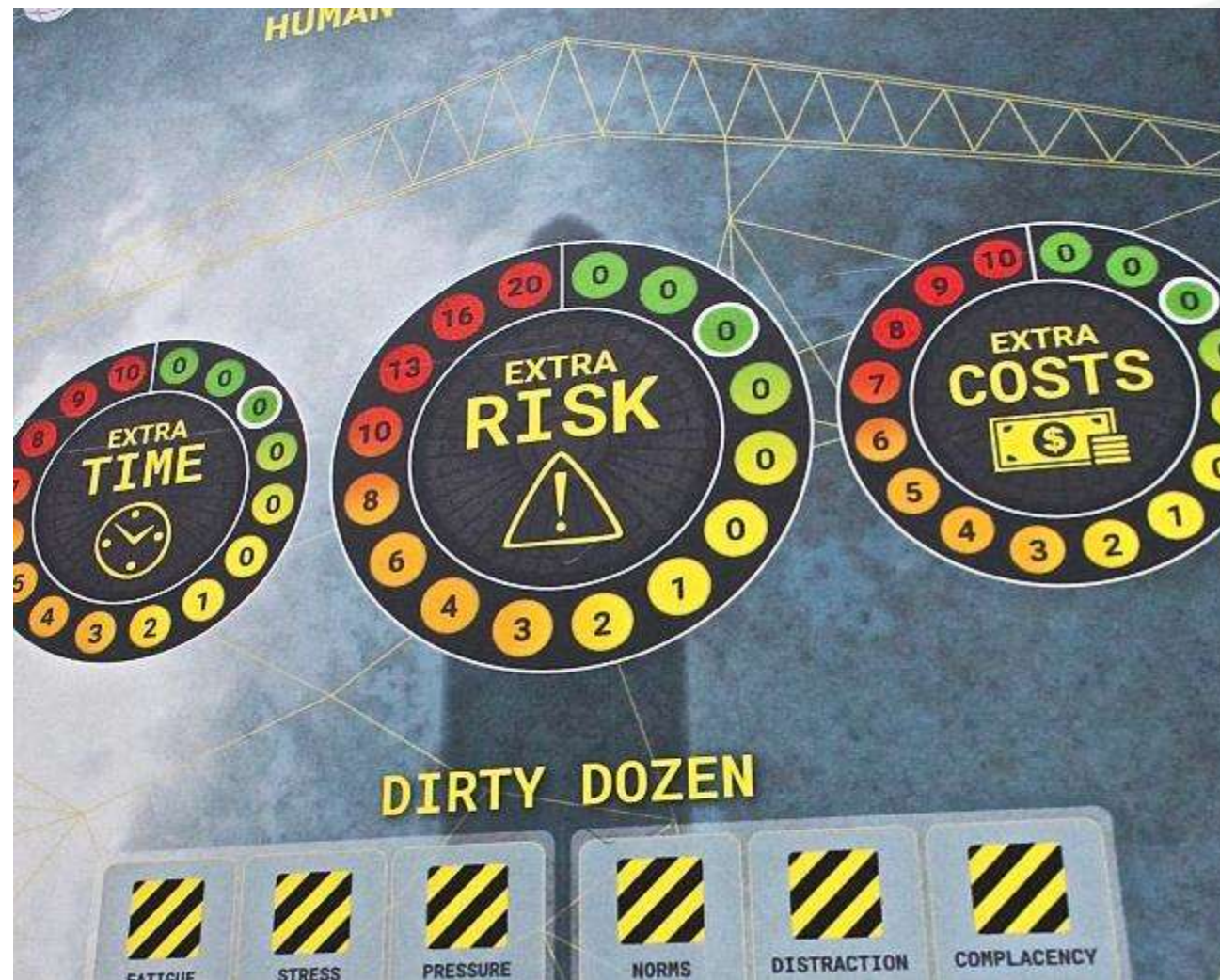
BEST PRACTICES

Discuss which of these Management tools that will help create a more robust SAFETY CULTURE.

Pick the 2 you think will help the most in your organisation!

How could they be implemented in your organisation?

❑ SAFETY SURVEY

❑ TOOLBOX MEETINGS

❑ TECHNICAL TRAINING

❑ MINIMUM STOCK LIST

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ANALOQUE or DIGITAL?

BONUS: Assessment of Non-technical Skills

ASSESSMENTS

"Your evaluation is based on the next 30 seconds. Go!"

Non-Technical Skills Categories

TEAMWORK

SITUATIONAL AWARENESS

COMMUNICATION

LEADERSHIP & MANAGERIAL SKILLS

WORKLOAD MANAGEMENT

DECISION MAKING SKILLS

THREAT & ERROR MANAGEMENT

SOCIAL SKILLS

COGNITIVE SKILLS

ASSESSEMENTS

FORMATIVE ASSESSMENT

- *Help students* identify their strengths and weaknesses and target areas that need work

- *Help faculty (Instructors)* recognize where students are struggling and address problems immediately and improve the training

SUMMATIVE ASSESSMENT

- *Evaluate student* **learning** at the end of an instructional unit by comparing against some standards or benchmark.

ASSESSMENTS in Practice

- It is behaviours that are observable and not the actual skills!

- Instructor knowledge of the NOTECHs Observable Behavioural markers is essential!

- Definition of effective Human factor behaviour is visible to the crew
  - Helps staff to compare own performance

- You **MUST** be *OBJECTIVE* in your assessment

OBJECTIVE versus SUBJECTIVE

OBJECTIVE	SUBJECTIVE
OBJECTIVE information is **FACTUAL** information based on **OBSERVATIONS** and **MEASUREMENTS**	**SUBJECTIVE** information is anything that is based on **PERSONAL OPNIONS, JUDGMENT, FEELINGS**, or **POINTS of VIEW**
VERIFIED with EVIDENCE	CANNOT be PROVED by EVIDENCE
UN-BIASED	BIASED
DOES NOT CHANGE	CHANGES depending on different PEOPLE

Benefits

- Engaging and motivating training

- Very high Learning Effect

- Assessment of non-technical skills in the classroom

- Value for money

  - High Return of Investment – also for the company

"*Education is NOT the learning of facts,*

It is the training of the mind to THINK!"

Albert Einstein

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WHO WAS THIS GUY?

Søren Seindal Agner, CEO – AEROTEAM Training Solutions®

- Tour Guide, Cabin Crew, Operations
- Pilot
  - Danish Air Transport (Short 7)
  - Scandinavian Airlines (MD 80)
- Ground Instructor – ATPL
- CRM and Human Factors Trainer / Examiner
- Multi Crew Course Instructor (MCCI)
- Training Manager EASA Part 147
- Member of The Danish Flight Safety Council since 2010
  - Human Factors in Civil Aviation
- INVENTOR of the MAYDAY Training Concept

PLEASE REMEMBER

ESSENTIALS OF RISK MANAGEMENT:

1. DON'T DO ANYTHING WRONG TODAY.
2. DON'T DO ANYTHING WRONG TOMORROW.
3. REPEAT.

CONTACT

Søren Seindal Agner

CEO

Training Manager Part 147

AEROTEAM Training Solutions®

P: +45 7950 8085

C: +45 2032 3676

ssa@aeroteam.dk

WWW.AEROTEAM.DK

THANK YOU FOR YOUR ATTENTION