

Nâng cao hiệu quả trong hoạt động Đánh giá trên không năm 2024

Tham luận của Trung tâm Huấn luyện bay

SMSM Rev03 TR02 03/10/2024

10.9.3 Principle of in-flight safety audit implementation

The results collected during in-flight safety audit are used to analyze and make statistics in order to **bring out corrective measures and improve the system**



TRAINING

Thông tư 09/2023/TT-BGTVT

3. Bổ sung Điều 14.037 quy định tại Phần 14 ban hành kèm theo Thông tư số 01/2011/TT-BGTVT như sau:

“14.037 CHƯƠNG TRÌNH HUẤN LUYỆN VÀ KIỂM TRA DỰA TRÊN BẢNG CHỨNG

a. Người huấn luyện và kiểm tra phải là nhân viên hàng không hoặc nhân viên kiểm tra được đào tạo và huấn luyện theo chương trình huấn luyện và kiểm tra do cơ quan chức năng thiết lập và giáo dục.

b. Huấn luyện và kiểm tra phải được thực hiện dựa trên các tiêu chuẩn phù hợp với quy định của cơ quan chức năng thiết lập và giáo dục, khai thác bay, giáo viên huấn luyện và kiểm tra.

c. Xem Phụ lục 1 Điều 14.037 các yêu cầu chính về huấn luyện và kiểm tra dựa trên bằng chứng và năng lực.”

CBTA

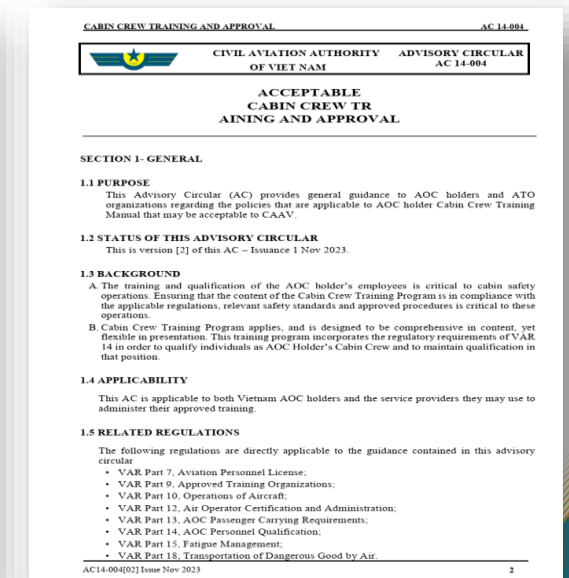
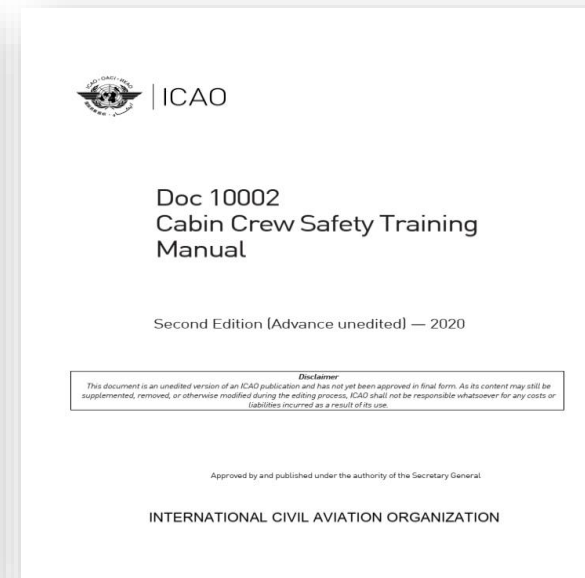
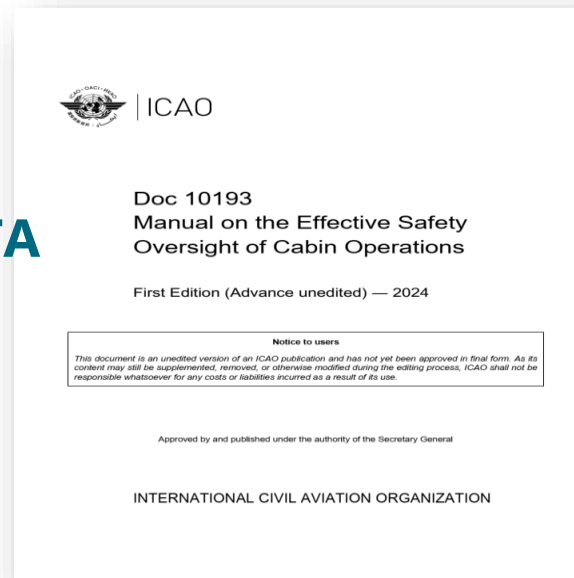
ICAO Doc 10193

Chapter 7 – Approval and Surveillance of Cabin Crew Competency-Based Training And Assessment Programmes

ICAO Doc 10193

- Guidance for the development and implementation of CBTA of cabin crew is found in ICAO Doc 10002 (Chapter 2) and AC 14-004 (Section 4)
- The guidance in Chapter 7 ICAO Doc 10193 focuses specifically on the approval and surveillance of cabin crew CBTA by the State.

An operator considering transitioning to a CBTA programme should have a fully implemented SMS



CBTA PROGRAMME APPROVAL PROCESS

- As part of the approval process, the CSI should work with the operator to review the documentation submitted and provide guidance across a phased approach for the implementation of a CBTA programme, specific to cabin crew.
- The approach should consist of five phases:
 - — Phase 1. Initiating the CBTA approval process
 - — Phase 2. CBTA curriculum development
 - — Phase 3. CBTA system implementation
 - — Phase 4. Initial CBTA implementation
 - — Phase 5. On-going CBTA implementation

Competency-Based Training & Assessment

Two key factors that contribute to the successful implementation of CBTA are

- The instructors; and
- Scenario-based training



The Instructors – WHY?

1. **Application of policies & procedures**
2. **Communication**
3. **Leadership & teamwork**
4. **Passenger management**
5. **Problem solving & decision making**
6. **Situation awareness & management of information**
7. **Workload management**

Technical
competencies

Non-Technical
competencies

AC14-004 – Appendix 3 to Section 4

The Instructors – WHY?

Cabin crew competencies:

- Technical performance standards (Technical competencies): Job requirements (CCOM, CCPM, Task cards, PHM, DGM, etc.)
- Non-technical performance standards (Non-technical competencies): what effective performers do.

Non-technical competencies, referred to as skills, are transportable across different areas of aviation (communication, teamwork and leadership, etc.). They can be broken down into observable and measurable actions. They are aimed at improving performance towards excellence (beginner to expert).

ICAO Cabin Crew Tasks

- 1. Cabin crew tasks during normal operations**
- 2. Cabin crew tasks during abnormal & emergency situations**
- 3. Cabin crew tasks related to dangerous goods**
- 4. Cabin crew tasks related to cabin health & first aid**
- 5. Cabin crew tasks related to unlawful interference**

ICAO Doc 10002 – Appendix to Chapter 4,5,6,8

Scenario-based Training

- **Why?**

- Simulate realistic flight conditions when human error occurs
- Look at chain of errors that can cause accidents
- Builds cabin crew confidence

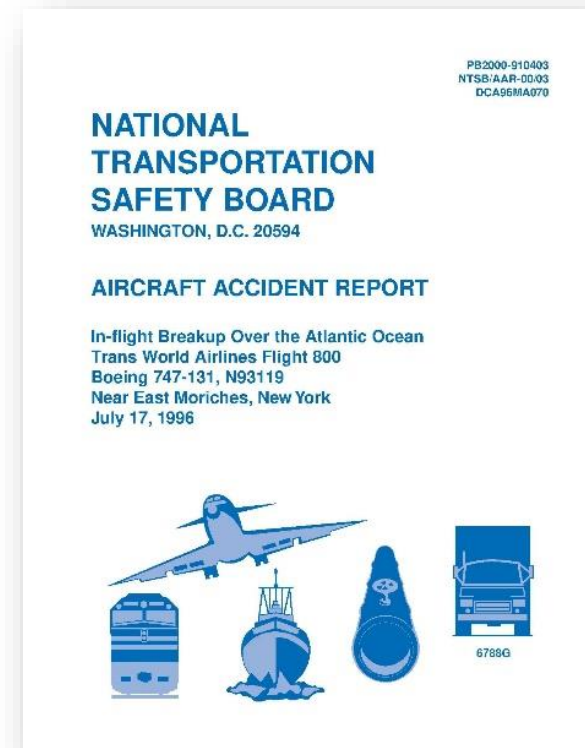
- **Integration of competencies**

- Performing as a team vs. an individual



Scenario-based Training

- **Operator should use its own occurrences to build scenarios**
 - Important link with SMS and data-driven approach
- **As an alternative, operator should look to occurrences from Industry**
 - Similar aircraft type
 - Occurrence location
 - Type of operation
 - etc.



Scenario banks

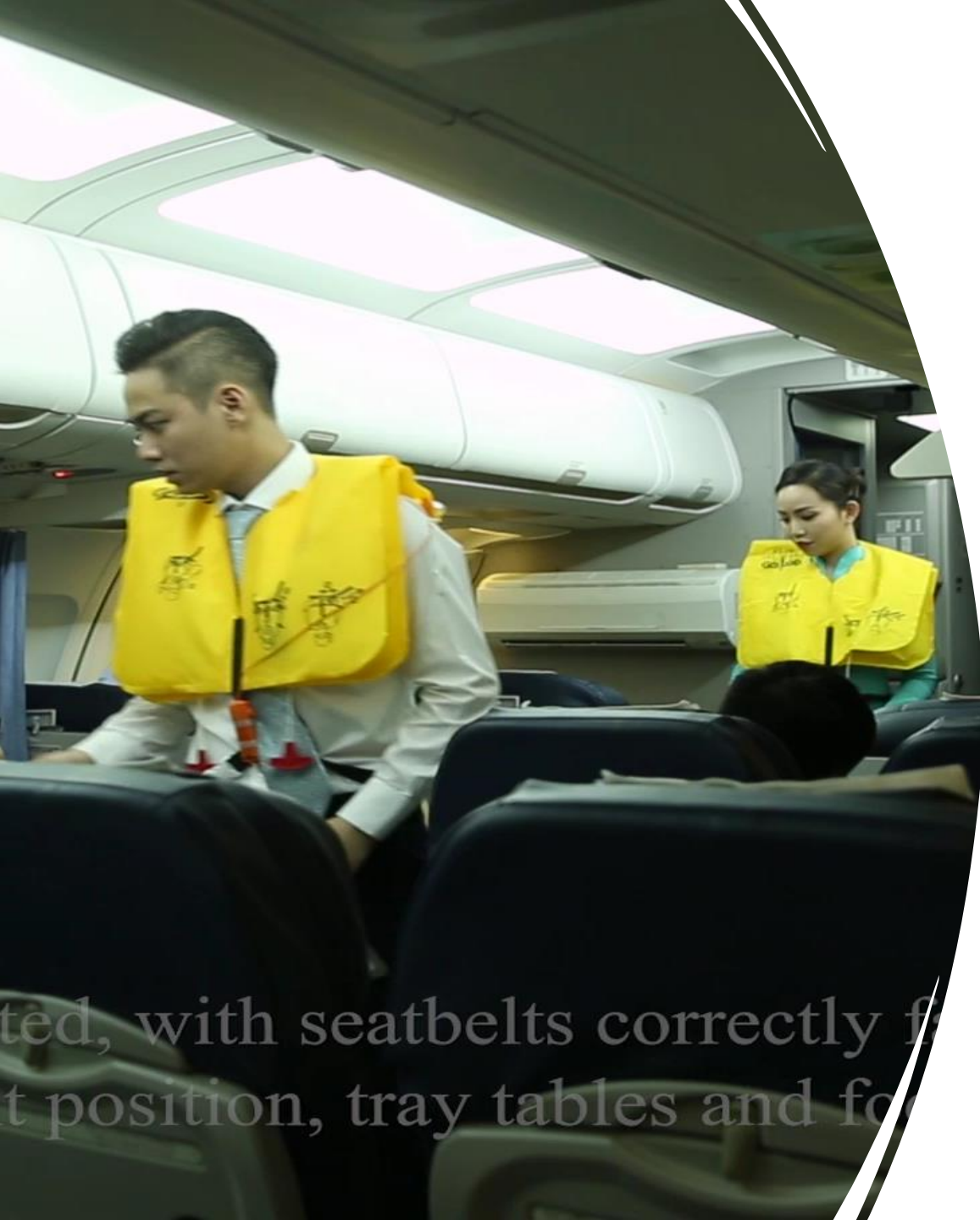
SUBJECT	NUMBER OF SCENARIO	
	For Pilot	For Cabin crew
Initial SEP training		10 scenarios
Initial DGR training	10 scenarios	10 scenarios
Initial FA training		20 scenarios
Initial AVSEC training	10 scenarios	10 scenarios
REC training	20 scenarios	

Scenario banks

Vietnam Airlines FLIGHT TRAINING CENTER		REC.1/P1
SCENARIO BANK	RECURRENT TRAINING SCENARIO 01	Issue 03.2023
PASSENGER FAIL TO FLY / FORBIDDEN DG FOUND ON BOARD ON GROUND		
Objectives	<p>Perform the following tasks:</p> <ol style="list-style-type: none"> Perform passenger boarding and pre-pushback tasks (Refer to SEP TM Chapter 4) <i>Apply the following competencies: (Refer to ICAO Cabin crew competency framework)</i> <ol style="list-style-type: none"> Communication; Passenger management; and Situation awareness and management of information. Apply procedure for the abnormal situation: passenger(s) fail to fly (Refer to SEC TM Chapter 5) <i>Apply the following competencies: (Refer to ICAO Cabin crew competency framework)</i> <ol style="list-style-type: none"> Application of policies and procedures; Communication; Leadership and teamwork; Passenger management; and Workload management. Apply procedures for forbidden dangerous goods found on board on the ground (Refer to DGR TM Workbook 3 – Section 2.5) Apply procedures for spillage or leakage of dangerous goods (Refer to DGR TM Workbook 3 – Section 3.4 / CCOM 8.2.1) <i>Apply the following competencies: (Refer to ICAO Cabin crew competency framework)</i> <ol style="list-style-type: none"> Application of policies and procedures; Communication; Leadership and teamwork; Passenger management; Problem solving and decision making; Situation awareness and management of information; and Workload management. 	
Training facility	Cabin Emergency Evacuation Trainer (CEET) A320	

Vietnam Airlines FLIGHT TRAINING CENTER		REC.1/P2
SCENARIO BANK	RECURRENT TRAINING SCENARIO 01	Issue 03.2023
Training aids	<ul style="list-style-type: none"> A tube with small plastic balls that simulate a broken thermometer Infant Ambu Sound that simulates the passenger noise Plastic bags Plastic gloves Towels, paper wipes 	
Conditions of the scenario	<ul style="list-style-type: none"> A321 aircraft At the boarding time Cabin crew members are in the aisle helping passenger boarding 	
Participation	<ul style="list-style-type: none"> Two pilot participants will be assigned as operating flight crew members Five (or six) cabin crew participants will be assigned as operating cabin crew members All other participants act as passengers including three participants in the role of passengers that will create the triggers and the distractor 	
Detail of the scenario	<p>Boarding time, the SGN-VDH flight VN2301, operating by A321:</p> <ul style="list-style-type: none"> Trigger 1: A passenger (participant 1) told the cabin attendant that he/she was received a sudden important information from family and could not continue to go on this flight. <i>After the operating cabin crew completely resolve the scenario of trigger 1:</i> Trigger 2: A passenger with a small child (participant 2 with Infant Ambu) has a thermometer in her baggage that inattentively passed the security screening. She wants to check if the child has fever or not. She carelessly breaks the thermometer so that the mercury inside is released forming 2 visible drops on the floor. Distractor: A passenger (participant 3) shout loudly that mercury is toxic & all other passenger (all other participants) turns in a mess trying to run away. 	
	<i>Crew response</i>	<i>Reference</i>

Vietnam Airlines FLIGHT TRAINING CENTER		REC.1/P3
SCENARIO BANK	RECURRENT TRAINING SCENARIO 01	Issue 03.2023
Desired crew response	<ol style="list-style-type: none"> Perform passenger boarding and pre-pushback tasks: <ol style="list-style-type: none"> Manage passenger boarding process Monitor cabin Check safe stowage of carry-on baggage Brief passengers at emergency exits Check that emergency exits/aisles are not obstructed Apply procedure for the abnormal situation – passenger(s) fail to fly: <ol style="list-style-type: none"> Monitor the cabin to identify the passenger doesn't want to fly Collect the information: Boarding pass, checked-in baggage, travel with... Notify Purser / flight crew member Keep contact with VNA representative/ Coordinator Apply security check procedure/skill in case passenger in the cabin Maintain to control the cabin Monitor the cabin for other threat Apply procedures for forbidden dangerous goods found on board on the ground <ol style="list-style-type: none"> Identify the item Assess restrictions Notify the flight crew/purser/ground personnel Apply procedures for spillage or leakage of dangerous goods <ol style="list-style-type: none"> Identify the item Three cabin crew members calm down the crowd, move passengers away from the area, manage passengers 	
		<p>SEP TM 4.7</p> <p>AVSEC TM 5.2.4.3</p> <p>DGR TM - Wb3 2.5</p> <p>DGR TM - Wb3 2.5</p> <p>CCOM 8.2.1</p>



CBTA for cabin crew: Phase 4

ted, with seatbelts correctly f
t position, tray tables and fo

PHASE 4: INITIAL CBTA IMPLEMENTATION

DOC 10193

- During Phase 4, the operator implements the training curriculum, delivered through a CBTA approach. The operator should run the training programme for a minimum duration of time (for example, 24 months)
- The operator should also conduct a complete evaluation of its CBTA programme, including cabin crew competence.
- After the first round of initial CBTA implementation, the CSI should conduct a joint CBTA programme review with the operator
- The operator should produce a report summarizing all the lessons learned during Phase 4
- Once the CSI approves the revisions, the operator may proceed to the final phase: on-going CBTA implementation.

PHASE 5: ON-GOING CBTA IMPLEMENTATION

DOC 10193

- The operator should apply the processes and procedures for the continuing operation of the cabin crew CBTA programme, including maintenance of curriculums, as per its implementation plan.
- The CSI should conduct periodic surveillance over the CBTA programme (as well as line operations)
- The operator should submit data on cabin crew competence for analysis purposes.
- Operator should identify any changes to the curriculum, training materials, facilities and equipment, and amend the training programme to mitigate any negative impact on crew competence.
- Based on the results of the evaluations, the CSI will grant or deny the final approval of the cabin crew CBTA programme, in consultation with relevant CAA stakeholders.



Ý KIẾN ĐỀ XUẤT

KIẾN NGHỊ



- 01** ĐTV định kỳ chuyển giao thông tin các vụ việc liên quan đến cabin safety: kết luận giảng bình, BCCB, báo cáo của TV, các tài liệu liên quan... cho TTHL để xây dựng scenarios training
- 02** B.ATCL xây dựng chương trình đánh giá, huấn luyện auditor đánh giá và thu thập dữ liệu đánh giá cabin crew competencies trong LOSA, chuyển giao thông tin cho TTHL để hoàn thiện CBTA phase 4 báo cáo Cục HKVN triển khai phase 5

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THANK YOU