



Session 10

Approval & Surveillance of CBTA Programmes



Overview

- General considerations
- CBTA programme approval process
- Phased approach to CBTA implementation
- Surveillance of CBTA programme

General Considerations

- Operator considering transitioning to CBTA should have fully implemented SMS
- State should make SMS prerequisite for CBTA
- Approach is data-driven
 - e.g. data from ops, training, auditing, etc.
 - all feed into training programme
- Need data sources to design training
 - that addresses operational issues
- CBTA relies on 2 SMS components: SRM & SA



Approval Process

- Transitioning to CBTA allows operator to customize training
 - to meet its specific needs & target ops issues
- State & operator should formally agree to implementation plan
 - containing series of steps to maintain regulatory compliance
- Remember CBTA is not “one size fits all” approach
 - each operator should develop its own specific CBTA programme
- Transition from traditional training to CBTA should be conducted with approval of (and in collaboration) with State



Phased Approach

- Phased-approach should consist of 5 phases:

- 1) Initiation of the CBTA approval process
- 2) CBTA curriculum development
- 3) CBTA system implementation
- 4) Initial CBTA implementation
- 5) On-going CBTA implementation



Phased Approach (2)

- **CSI should work with operator**
 - to review documentation submitted
 - provide guidance across phased approach
- **Each phase comprises specific deliverables**
 - that operator should submit to CAA for approval
- **CSI should grant approval, prior to it advancing to next phase**
 - documenting operator met all requirements of phase



Phase 1 – Initiation of Process

- **Begins with formal submission by operator**
 - expressing intent to implement CBTA for cabin crew
 - e.g. written application form
- **CSI should evaluate formal submission and verify:**
 - operator's proposed methodology for developing CBTA
 - operator's ability to successfully complete process
 - missing/incomplete information in submission



Phase 2 – Curriculum Development

- Operator should produce series of documents
 - which follow sequential order for CBTA development & implementation
- 5 documents to produce
 - 1) Training specification
 - 2) Adapted competency model
 - 3) Assessment plan
 - 4) Training plan
 - 5) Implementation plan
 - for both initial and on-going CBTA implementation



Training Specification

- Describes purpose of training
- Includes task list, derived from JTA
 - and list cabin crew tasks that are associated with purpose of training
- Describe all requirements that must be fulfilled when designing programme
 - operational, technical, regulatory and organizational requirements
- Include regulatory requirements comparison
 - indicates specifically requirements under national regulations
 - that would be replaced by training curriculums implemented via CBTA
- List all other documents used as inputs for training specification (e.g. CCOM)



Adapted Competency Model

Adapted competency	Description	Performance criteria		
		Observable behaviour (OB)	Competency assessment	
Adapted competency 1	Description 1	OB 1	Final competency standard	Conditions
		OB 2		
		OB n		
Adapted competency 2	Description 2	OB 1		
		OB 2		
		OB n		
Adapted competency n	Description n	OB 1		
		OB 2		
		OB n		

Assessment Plan

- Presents how operator will assess competence of cabin crew trainees
 - Process/tools to gather valid & reliable evidence at different stages of training
- Plan should include:
 - Final competency standard associated with final milestone
 - Interim competency standard associated with each milestone
 - List of assessments for each of the milestone(s)
 - When assessments should take place
 - Tools to be used to collect evidence during practical assessment
 - Pass marks for written exams, hands-on exercises and simulated exercises
 - Minimum number of formative assessments before starting summative assessments
 - Number of observations required to assess performance for interim & final competency standards



Points to Review in Assessment Plan

- Adapted competency model establishes clear performance criteria
 - to assess competence
- Integrated performance of competencies is observed
 - trainee should demonstrate all competencies and their interaction with each other
 - assessments should not evaluate competency in isolation
- Assessment plan requires evaluators to conduct multiple observations
 - to determine whether trainee has achieved interim/final competency standard
- All competencies in adapted competency model are assessed
 - sufficient evidence to ensure trainee achieves competency
- All evaluators reach same conclusion when performing assessment
 - acceptable level of inter-evaluator reliability
- Remediation strategy to address performance issues

Training Plan

- Plan enables development & delivery of training course
- Describes training required to achieve competencies
- Describes ISD methodology for CBTA
- Syllabus
 - incl. knowledge, skills and attitudes, milestones, lesson plans and schedules
- Training plan is used create training and assessment materials



Points to Review in Training Plan

- **Course composition & structure**
 - Composition = high-level description of what will be trained
 - Structure = how various elements of training relate to each other
- **Syllabus** – list of training objectives to be covered by end of course
- **Milestones** – training divided into cohesive pieces, learning units, or logical sequence
- **Modules, training events (e.g. simulated exercises) and delivery sequence**
 - includes modes of delivery
 - whether training will be for individuals or in groups
- **Course schedule** – description of how training events & assessments fit
 - into total course duration



Implementation Plan – In 2 Parts

- Contains schedule & associated milestones for transition to CBTA
- Part I:
 - Describes how operator proposes to implement CBTA for cabin crew
 - Specifies tentative schedule for phase 3 training evaluation
 - Describes how operator will evaluate effectiveness of performance measurement tools
 - Specifies how operator will evaluate training material, facilities/devices prior to small group trials
- Part II:
 - Describes how operator plans to operate CBTA programme under phases 4 & 5
 - Specifies strategies to maintain programme, including pairing of cabin crew members for scenario-based training
 - Presents requirements for cabin crew instructors & evaluators
 - Describes data management strategy, incl. reporting to State for surveillance

Phase 3 – CBTA System Implementation

- Develop all training & assessment materials
 - Have all resources available for CBTA implementation
 - Secure training facilities & devices
- Qualify instructors & evaluators for CBTA delivery
- To support practical assessments, develop:
 - Evidence guide - translates performance criteria from adapted competency model into practical examples of observations for instructors/evaluators
 - Competency checklist - to record achievements during each assessment
 - Competency assessment form - to summarize results of all assessments by trainee



Small Group Trials

- Conduct a series of small group trials (scenario-based training)
 - using actual cabin crew trainees, instructors & evaluators
- Evaluate suitability & efficiency of training programme
 - make revisions if needed
- Small group trials focus on training programme
 - not individual trainees involved in them
- Operator should give CSI with data on trainee performance & competence
- Based on lessons learned during this phase, operator may make improvements



Phase 4 – Initial CBTA Implementation

- Operator implements training curriculum through CBTA
- Operator should run programme for minimum duration of time
 - e.g. 24 months
- Operator should conduct complete evaluation of CBTA programme
- Focus of this phase is validation of CBTA curriculum
 - by collecting & analysing data on crew performance & competence
 - on lessons learned during course delivery

Finalization of Phase 4

- After 1st round CSI should conduct joint review with operator
 - Identify, recommend, and plan amendments to curriculum
- Operator should produce report
 - Summarizes lessons learned during phase 4
 - Amendments made on specific curriculums
- Once CSI approves revisions >> operator may proceed to final phase
- Granting of initial approval should be done by letter, indicating:
 - Specific curriculums & curriculum segments initially approved for conduct under CBTA
 - That initial approval is granted, including date of expiration for initial approval
 - Conditions affecting initial approval
 - Operator's responsibility for providing CAA with notification of scheduled training & assessment activities



Phase 5 – Ongoing Implementation

- Operator should apply processes & procedures for continuing operation of CBTA
 - as per implementation plan
- CSI should conduct periodic surveillance over programme
- Operator should submit data on cabin crew competence for analysis purposes
- Operator should identify any changes to programme
 - through SA processes of SMS
- Based on results of evaluations, CSI will grant or deny final approval



Surveillance

- Surveillance follows traditional approach
- CSI should conduct surveillance on operation of programme
 - and on results of data analysis (as in phase 4)
- CSI should hold regular meetings with operator
 - Review data collected through CBTA-related processes
 - Examine results of data analysis
 - Discuss any issues related to programme



Points to Remember

- Clear approval process needs to be defined
- Phased approach is recommended
- Clear deliverables for each phase
- Surveillance focused on data analysis & review





Session 11

Workshop Closure



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