



CREW RESOURCE MANAGEMENT

TAG Ground Courses

In accordance with UK and EASA regulations, Initial Training includes introduction and all three modules. Recurrent Training includes Introduction and the relevant module for the year.

COURSE DURATION FOR INITIAL TRAINING	1 Day
COURSE DURATION FOR RECURRENT TRAINING	4 Hours

SYLLABUS

Introduction

- Human Factors in Aviation
- General Instructions on CRM Principles and Objectives
- Human Performance and Limitations
- Threat and Error Management

Module 1

- Case Studies
- Human Error and Reliability
- Identification/Management of Pax HF, Crowd Control, Pax Stress
- Stress and Stress Management
- Workload Management
- Operators safety culture and Company Culture and SOPs
- Organisational Factors, factors linked to the type of operations
- Participation in Cabin Safety Incident/Accident Reporting
- Fatigue and Vigilance
- Medical Factors



Module 2

- Effective Communication & Co-ordination between all crew members including the flight crew as well as inexperienced cabin crew members
- Effective communication and coordination inside & outside the flight crew compartment
- Effective communication and coordination with other operational personnel and ground services
- Case Study
- Leadership, Cooperation, Delegation & Synergy
- Individual & Team responsibilities
- Personality Awareness
- Self-Assessment and Self critique
- Conflict Management
- Cultural Differences
- Decision Making & Actions
- Attitudes and Behaviours
- Assertiveness

Module 3

- Individual and Shared Information Acquisition and Processing
- Individual and Shared Situation Awareness
- Resilience development
- Surprise and Startle Effect
- Case studies
- Automation and Philosophy of the use of Automation
- Monitoring and Intervention

Throughout all modules there are in-depth analysis of case studies.

*Note: To meet operator requirements for Safety Culture and Company Culture and SOPs as per Table 1 ORO.FC.115 the operator must address in depth any organisational procedures specific for their type of operation.