

Chapter 7 - Assessment

Assessment of CRM skills is essential if standards are to be maintained, and improved

The dangers of inappropriate assessment are widely recognised and acknowledged

A number of methods of assessment based on behavioural markers have been developed

Chapter 7 cont'd

JAR-OPS requires that assessment
of CRM skills is carried out
ONLY
on the **LINE CHECK**

At all other stages of the training process,
CRM should be evaluated

Chapter 7 cont'd

Definitions:

ASSESS – to rate; to judge the worth or importance of

EVALUATE – to determine the value carefully; to find the value of

Chapter 7 cont'd

CRM Evaluation:

To identify requirements for retraining, and for improving the CRM system, by:

- Observing
- Recording
- Interpreting
- Measuring

(which includes self-critique and feedback)

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CRM Assessment:

CRM assessment should be tied to the assessment of technical issues

A check failure should not be recorded due to poor CRM, unless it is associated with a technical failure

A satisfactory check should not be recorded unless CRM performance meets company requirements

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2. IMPORTANT CAUTION FOR USE

The NOTECHS method is designed to be a guiding tool to look beyond a failure during recurrent checks or training, and help to diagnose possible underlying deficiencies in CRM competence in relation to technical failures.

NOTECHS is not intended to fail additional crew members during mandatory checks, or indeed on any other occasion, as Compared to the present situation. Non-technical skills cannot provoke a 'FAILED' condition out of the context of a related objective technical consequence leading to compromised flight safety in the short or long term

'Guidelines for the implementation of NOTECHS'

26/04/02

Chapter 7 cont'd

CRM Assessment Methodology:

Publish the accepted methodology in the OM

Train and standardise the trainers

Commence the assessment process (by 30/9/04 latest)

Initially assess by crew rather than by individual

Modify and improve the assessment system

Introduce individual assessment

Chapter 7 cont'd

Safeguards:

- Accepted methodology must be agreed, validated and reflect best practice
- Standards must be brief, clear, published and achievable
- Appropriate training must be provided (for crews and for trainers)
- Instructors and examiners must be qualified, accredited and standardised
- Procedures must be in place for crews who do not achieve the required standards