**Name: (BLOCK LETTER)** **EID:**

**Venue:** **Duration (hrs.):**

**A/C Type Qualified:**

**Course Attended:** Initial training for cabin crew

**CCE:** …………………………………………………….. **CCE Number:** ….……………………

**Grade:** ***“C”****: Competent (Pass)*

***“CNI”****: Competent Need Improve (Pass)*

***“NC”****: Not Competent (Fail)*

***“N/A”****: Not Applicable*

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| **CABIN CREW TASKS DURING NORMAL OPERATIONS** | | | | | | | | | | | |
| **Phase 1: Ground and pre-flight operations Check**  **Not check** | | | | | | | | | | | |
| **1.1 Perform planning tasks** | | | | **Application of policies and procedures** | | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | | | **Reference** |
| 1.1.1 Report for duty | | | Airline Manual |  | |  |  |  |  |  |  |
| 1.1.2 Obtain applicable information/documentation | | |  | |  |  |  |  |  |  |
| 1.1.3 Review documents required for the flight | | |  | |  |  |  |  |  |  |
| 1.1.4 Update documents required for the flight, if applicable | | |  | |  |  |  |  |  |  |
| **1.2. Participate in flight crew and cabin crew briefings** | | | | | | | | | | | |
| 1.2.1. Obtain flight crew briefing | | | Airline Manual |  | |  |  |  |  |  |  |
| 1.2.2. Conduct cabin crew briefing | | |  | |  |  |  |  |  |  |
| 1.2.3. Communicate all required information | | |  | |  |  |  |  |  |  |
| **1.3. Perform pre-flight check** | | | | | | | | | | | |
| 1.3.1. Communicate with ground personnel (if applicable) | | | Airline Manual |  | |  |  |  |  |  |  |
| 1.3.2. Check relevant documentation or system for cabin defects | | |  | |  |  |  |  |  |  |
| 1.3.3. Check equipment and systems | | |  | |  |  |  |  |  |  |
| 1.3.4. Report missing or inoperative equipment /system | | |  | |  |  |  |  |  |  |
| 1.3.5. Perform security checks | | |  | |  |  |  |  |  |  |
| 1.3.6. Update cabin crew on any additional information, if applicable | | |  | |  |  |  |  |  |  |
| **1.4. Perform passenger boarding and pre-pushback tasks** | | | | | | | | | | | |
| 1.4.1. Check minimum crew complement | | | Airline Manual |  | |  |  |  |  |  |  |
| 1.4.2. Manage passenger boarding process | | |  | |  |  |  |  |  |  |
| 1.4.3. Apply procedure for refueling with passengers on board, if applicable | | |  | |  |  |  |  |  |  |
| 1.4.4. Monitor cabin | | |  | |  |  |  |  |  |  |
| 1.4.5. Reconcile/count passengers, if applicable | | |  | |  |  |  |  |  |  |
| 1.4.6. Check safe stowage of carry-on | | |  | |  |  |  |  |  |  |
| 1.4.7. Brief passengers | | |  | |  |  |  |  |  |  |
| 1.4.8. Check that emergency exits/aisles are not obstructed | | |  | |  |  |  |  |  |  |
| 1.4.9. Secure galley | | |  | |  |  |  |  |  |  |
| 1.4.10. Secure cabin | | |  | |  |  |  |  |  |  |
| 1.4.11. Close aircraft door(s) procedures | | |  | |  |  |  |  |  |  |
| 1.4.12. Check flight deck door is closed/secure, if applicable | | |  | |  |  |  |  |  |  |
| **Phase 2. Pushback and taxi Check**  **Not check** | | | | | | | | | | | |
| **2.1. Perform pushback and taxi duties and checks** | | | | **Application of policies and procedures** | | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | | **Reference** | |
| 2.1.1. Arm aircraft door(s) | | Airline Manual | |  | |  |  |  |  |  |  |
| 2.1.2. Check aircraft door(s) status | |  | |  |  |  |  |  |  |
| 2.1.3. Apply sterile flight deck procedure, if applicable | |  | |  |  |  |  |  |  |
| 2.1.4. Check compliance with ordinance | |  | |  |  |  |  |  |  |
| 2.1.5. Perform safety demonstration | |  | |  |  |  |  |  |  |
| 2.1.6. Check cabin | |  | |  |  |  |  |  |  |
| 2.1.7. Check galley | |  | |  |  |  |  |  |  |
| 2.1.8. Check lavatory | |  | |  |  |  |  |  |  |
| 2.1.9. Check crew rest area, if applicable | |  | |  |  |  |  |  |  |
| 2.1.10. Take assigned station/seat for take-off and remain secure in required position | |  | |  |  |  |  |  |  |
| 2.1.11. Confirm "cabin readiness" for takeoff to the flight crew | |  | |  |  |  |  |  |  |
| 2.1.12. Comply with the pre-take-off signal | |  | |  |  |  |  |  |  |
| 2.1.13. Take appropriate safety seating position for take-off (including brace, if applicable) | |  | |  |  |  |  |  |  |
| 2.1.14. Perform silent review | |  | |  |  |  |  |  |  |
| **Phase 3. Take-off Check  Not check** | | | | | | | | | | | |
| **3.1. Perform take-off tasks** |  | | | | **Application of policies and procedures** | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | **Reference** | | | |
| 3.1.1. Apply sterile flight deck procedure | Airline Manual | | | |  |  |  |  |  |  |  |
| 3.1.2. Remain in appropriate safety seating position for take-off (including brace position, if applicable) |  |  |  |  |  |  |  |
| 3.1.3. Perform silent review |  |  |  |  |  |  |  |
| **Phase 4: Climb Check**  **Not check** | | | | | | | | | | | |
| **4.1. Perform climb tasks** |  | | | | **Application of policies and procedures** | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | **Reference** | | | |
| 4.1.1. Comply with ordinance signs and instructions from the flight crew | Airline Manual | | | |  |  |  |  |  |  |  |
| 4.1.2. Check passenger compliance with ordinance signs and instructions |  |  |  |  |  |  |  |
| 4.1.3. Monitor cabin |  |  |  |  |  |  |  |
| **Phase 5: Cruise Check  Not check** | | | | | | | | | | | |
| **5.1. Perform systems operations** |  | | | | **Application of policies and procedures** | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | **Reference** | | | |
| 5.1.1. Operate systems, as required | Airline Manual | | | |  |  |  |  |  |  |  |
| 5.1.2. Monitor operation of systems |  |  |  |  |  |  |  |
| **5.2**. **Perform cruise tasks** | | | | | | | | | | | |
| 5.2.1. Apply procedures in the event of turbulence | Airline Manual | | | |  |  |  |  |  |  |  |
| 5.2.2. Apply procedures for the safe use of service equipment |  |  |  |  |  |  |  |
| 5.2.3. Check passenger compliance with ordinance signs and instructions |  |  |  |  |  |  |  |
| 5.2.4. Monitor cabin |  |  |  |  |  |  |  |
| 5.2.5. Monitor galley |  |  |  |  |  |  |  |
| 5.2.6. Monitor lavatory |  |  |  |  |  |  |  |
| 5.2.7. Manage passengers |  |  |  |  |  |  |  |
| **5.3. Perform security procedures** | | | | | | | | | | | |
| 5.3.1. Apply flight deck access procedures | Airline Manual | | | |  |  |  |  |  |  |  |
| 5.3.2. Monitor cabin for security-related issues |  |  |  |  |  |  |  |
| **Phase 6. Descent and approach Check  Not check** | | | | | | | | | | | |
| **6.1. Prepare cabin for landing** |  | | | | **Application of policies and procedures** | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | **Reference** | | | |
| 6.1.1. Check compliance with ordinance signs | Airline Manual | | | |  |  |  |  |  |  |  |
| 6.1.2. Secure cabin |  |  |  |  |  |  |  |
| 6.1.3. Secure galley |  |  |  |  |  |  |  |
| 6.1.4. Check lavatory |  |  |  |  |  |  |  |
| 6.1.5. Check crew rest area, if applicable |  |  |  |  |  |  |  |
| 6.1.6. Check that emergency exits/aisles are not obstructed |  |  |  |  |  |  |  |
| 6.1.7. Comply with ordinance signs or instructions from the flight crew |  |  |  |  |  |  |  |
| 6.1.8. Take assigned station/seat for landing and remain secure in required position |  |  |  |  |  |  |  |
| 6.1.9. Confirm "cabin readiness" for landing to the flight crew |  |  |  |  |  |  |  |
| 6.1.10. Apply sterile flight deck procedure |  |  |  |  |  |  |  |
| 6.1.11. Comply with the pre-landing signal |  |  |  |  |  |  |  |
| 6.1.12. Take appropriate safety seating position for landing (including brace, if applicable) |  |  |  |  |  |  |  |
| 6.1.13. Perform silent review |  |  |  |  |  |  |  |
| **Phase 7. Landing Check  Not check** | | | | | | | | | | | |
| **7.1. Perform landing tasks** |  | | | | **Application of policies and procedures** | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | **Reference** | | | |
| 7.1.1. Apply sterile flight deck procedure | Airline Manual | | | |  |  |  |  |  |  |  |
| 7.1.2. Remain in appropriate safety seating position for landing (including brace, if applicable) |  |  |  |  |  |  |  |
| 7.1.3. Perform silent review |  |  |  |  |  |  |  |
| **Phase 8. Post flight operations Check  Not check** | | | | | | | | | | | |
| **8.1. Perform post-landing and post-flight tasks** |  | | | | **Application of policies and procedures** | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | **Reference** | | | |
| 8.1.1. Remain in assigned station/seat and remain secure in required position | Airline Manual | | | |  |  |  |  |  |  |  |
| 8.1.2. Comply with ordinance signs and instructions from the flight crew |  |  |  |  |  |  |  |
| 8.1.3. Check passenger compliance with ordinance signs and instructions |  |  |  |  |  |  |  |
| 8.1.4. Monitor cabin |  |  |  |  |  |  |  |
| 8.1.5. Disarm aircraft door(s) |  |  |  |  |  |  |  |
| 8.1.6. Check aircraft door(s) status |  |  |  |  |  |  |  |
| 8.1.7. Open aircraft door(s) procedures |  |  |  |  |  |  |  |
| 8.1.8. Manage passenger disembarkation process |  |  |  |  |  |  |  |
| 8.1.9. Perform security checks, if applicable |  |  |  |  |  |  |  |
| 8.1.10. Complete the applicable documentation |  |  |  |  |  |  |  |
| **8.2. Perform transit tasks** | | | | | | | | | | | |
| 8.2.1. Manage passenger disembarkation process | Airline Manual | | | |  |  |  |  |  |  |  |
| 8.2.2. Perform security checks |  |  |  |  |  |  |  |
| 8.2.3. Obtain flight crew briefing, if applicable |  |  |  |  |  |  |  |
| 8.2.4. Conduct cabin crew briefing, if applicable |  |  |  |  |  |  |  |
| 8.2.5. Check minimum crew complement |  |  |  |  |  |  |  |
| 8.2.6. Manage passenger boarding process |  |  |  |  |  |  |  |

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| **CABIN CREW TASKS DURING ABNORMAL AND EMERGENCY SITUATION** | | | | | | | | | |
| **1. Apply procedures for an anticipated emergency landing or ditching** | | | **Application of policies and procedures** | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | | **Reference** |
| 1.1. Recognize emergency signal from the flight crew | | Airline Manual |  |  |  |  |  |  |  |
| 1.2. Obtain briefing from the flight crew on the situation | |  |  |  |  |  |  |  |
| 1.3. Stow service-related items and stand-by | |  |  |  |  |  |  |  |
| 1.4. Brief cabin crew on the situation | |  |  |  |  |  |  |  |
| 1.5. Brief passengers (if applicable) | |  |  |  |  |  |  |  |
| 1.6 Don life jacket (in case of ditching) | | Airline Manual |  |  |  |  |  |  |  |
| 1.6. Assign, relocate and brief able-bodied passengers  (as required) | |  |  |  |  |  |  |  |
| 1.7. - Secure cabin;   * Check galley; * Check cabin; * Check lavatory; | * Check crew rest area; * Take assigned station/seat |  |  |  |  |  |  |  |
| 1.8. Confirm "cabin readiness" to the flight crew | |  |  |  |  |  |  |  |
| 1.9. - Perform silent review;   * Comply with signal from the flight crew; * Take brace position; * Shout brace commands | |  |  |  |  |  |  |  |
| 1.10. Comply with flight crew emergency communication | |  |  |  |  |  |  |  |
| ***Applicable regulation:*** APPENDIX 1 TO VAR14.085 c) and CCM- current version  ***Note:*** time limitation is 6 minutes for completed from the point 1.4 to 1.8 compliance with CCM | | | | | | | | | |
| **Remark:** | | | | | | | | | |

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| 1. **Evacuate aircraft with usable exit**   □*Scenario 1: Prepared emergency landing on land*  □*Scenario 2: Unprepared emergency landing on land*  □*Scenario 3: Prepared emergency ditching*  □*Scenario 4: Unprepared emergency ditching* | | **Application of policies and procedures** | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | **Reference** |
| 2.1.  - Obtain evacuation order or initiate evacuation;  - Shout evacuation commands | Airline Manual |  |  |  |  |  |  |  |
| 2.2. Operate emergency lighting systems |  |  |  |  |  |  |  |
| 2.3. Assess inside and outside conditions prior to opening exit |  |  |  |  |  |  |  |
| 2.4. Open exit (Time limitation is 7,5 seconds) |  |  |  |  |  |  |  |
| Applicable regulation: VAR, APPENDIX 1 TO 14.085 a), b) and CCM - current version | | | | | | | | |
| **Remark:** | | | | | | | | |

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| 1. **Evacuate aircraft with unusable exit**   □ *Scenario 5: Unusable exit due to unsafe outside condition*  □ *Scenario 6: Unusable exit due to total inflation failure*  □ *Scenario 7: Unusable exit due to high water level outside*  □ *Scenario 8: Unusable exit due to door jammed* |  | **Application of policies and procedures** | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** |
| **Task** | **Reference** |
| 3.1.  - Obtain evacuation order or initiate evacuation;  - Shout evacuation commands | Airline Manual |  |  |  |  |  |  |  |
| 3.2 Don life jacket, in case of unanticipated ditching |  |  |  |  |  |  |  |
| 3.3. Assess inside and outside conditions prior to opening exit |  |  |  |  |  |  |  |
| 3.4. Hold on to fixed part of the aircraft to prevent fall |  |  |  |  |  |  |  |
| 3.5 Control crowd/manage cabin |  |  |  |  |  |  |  |
| ***Applicable regulation:*** VAR, APPENDIX 1 TO 14.085 a), b) and CCM- Current version | | | | | | | | |
| **Remark:** | | | | | | | | |

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| **OVERAL RESULT** | |
| * ***Competent*** ☐ ***Not Competent*** | **CCE SIGNATURE:** |
| **Comments:** |

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| **Guidance to assess the training scenario:**   1. Instructor explains how to use the form to Crew Member.    1. Each of Crew Member must fill in his/her name, personnel number, rank, date of attending practical training and types of courses completed before return the form to the instructor.    2. Cabin crew must understand the process of practical assessment and the importance of the assessment. 2. Course Attended:    1. For normal operation, there are 08 phases to conduct: 3. Phase 1: Ground and pre-flight operations 4. Phase 2: Pushback and taxi 5. Phase 3: Take off 6. Phase 4: Climb 7. Phase 5: Cruise 8. Phase 6: Descent and approach 9. Phase 7: Landing 10. Phase 8: Post flight operations   Examiner must select the appropriate phase for the Crew Member performance by either putting ü for CHECK or ü NOT CHECK. If the phase are marked as “NOT CHECK”, this is considered to not perform the whole phase  Each task of each phase has a series of competencies associated to it (as shown below). Cabin crew should demonstrate these competencies while performing the tasks, as part of scenario-based training   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Phase of flight** | **Reference** | **Competencies** | | | | | | | | **Application of policies and procedures** | **Communication** | **Leadership and teamwork** | **Passenger management** | **Problem solving and decision making** | **Situation awareness and management of information** | **Workload management** | | 1.1 | AC-14[2]/Section 5 Normal Operations Training | √ |  |  |  |  |  | √ | | 1.2 |  | √ | √ |  |  |  | √ | | 1.3 | √ | √ |  |  | √ |  | √ | | 1.4 | √ | √ | √ | √ | √ | √ | √ | | 2.1 | √ | √ | √ | √ | √ | √ | √ | | 3.1 | √ | √ |  |  |  | √ |  | | 4.1 | √ |  |  | √ | √ | √ |  | | 5.1 | √ | √ | √ |  | √ | √ | √ | | 5.2 | √ | √ | √ | √ | √ | √ | √ | | 5.3 | √ | √ | √ |  | √ | √ |  | | 6.1 | √ | √ | √ | √ | √ | √ | √ | | 7.1 | √ | √ |  |  |  | √ |  | | 8.1 | √ | √ |  | √ | √ | √ |  | | 8.2 | √ | √ | √ | √ | √ | √ | √ |  * 1. For evaluation session, this shall apply to each task of phase of flight, examiner must put (C), (CNI) as Satisfied and (NC) as Unsatisfied in each competency performed by cabin crew.   **Competent/Pass (C)**: Minor deviations occur from the prescribed qualification standards that are recognized and corrected in a timely manner or performance remains well within the prescribed qualification standards. Individual or crew performance meets expectations. CRM skills are clearly effective.  This score does not require an individual debriefing to correct any issues  **Competent Need Improvement (CNI)**: Deviations occur from the prescribed qualification standards that are recognized and most corrected. Individual or crew performance meets expectations. CRM skills are effective.  This score requires trainee to be debriefed by evaluator/instructor to attain the expected standard  **Not Competent** **(NC):** Deviations from the prescribed qualification standards occur that are not recognized or corrected. Individual or crew performance could result in hull loss or loss of life or performance is safe but would be unsatisfactory if diminished by any amount. CRM skills are not effective.  This score considers failure   * 1. Examiner/Evaluator/Instructor should refer to competency check framework (AC14[2]) to comprehend the description of competency via observable behaviors (as details shown in the table below) which is applicable to normal operation and emergency operation. This is used as an evaluation tool to assist the examiner during running the scenarios. | | |
| **Competency** | **Description** | **Observable Behavior (OB)** | |
| Application of policies and  procedures | Identifies and applies appropriate policies and procedures in accordance with published operating instructions and applicable regulations. | OB 1.1 Identifies where to find policies and procedures  OB 1.1 Applies relevant policies and procedures  OB 1.1 Applies procedures or adapts them to ensure safety  OB 1.1 Operates cabin systems and equipment  OB 1.1 Complies with applicable policies and procedures | |
| Communication | Communicates through appropriate means in the operational environment, in both normal, abnormal and emergency situations | OB 2.1 Determines that the recipient is ready and able to receive information  OB 2.2 Selects appropriately what, when, how and with whom to communicate  OB 2.3 Conveys messages clearly, using designated common language (e.g. multilingual flight/cabin crew)  OB 2.4 Confirms that the recipient demonstrates an understanding of important information  OB 2.5 Listens actively and demonstrates understanding when receiving information  OB 2.6 Asks relevant and effective questions  OB 2.7 Uses appropriate escalation in communication to resolve identified deviations  OB 2.8 Uses and interprets non-verbal communication in a manner appropriate to the organizational and social culture  OB 2.9 Adheres to standard operator phraseology and procedures | |
| Leadership and teamwork | Influences others to contribute to a shared purpose.  Collaborates to accomplish the goals of the team. | OB 3.1 Encourages crew participation and open communication  OB 3.2 Demonstrates initiative and provides  direction when required  OB 3.3 Engages others in planning  OB 3.4 Considers inputs from others  OB 3.5 Gives and receives feedback constructively  OB 3.6 Addresses and resolves conflicts and disagreements in a constructive manner  OB 3.7 Exercises decisive leadership when required  OB 3.8 Accepts responsibility for decisions and actions  OB 3.9 Carries out instructions when directed  OB 3.10 Identifies deviations and safety hazards and applies effective intervention strategies  OB 3.11 Manages cultural and language challenges | |
| Passenger management | Demonstrates effective passenger management techniques | OB 4.1 Exhibits assertive behaviour, when applicable, e.g. during an evacuation  or ditching  OB 4.2 Identifies and manages conflict and disagreements between passengers  OB 4.3 Demonstrates conflict resolution techniques  OB 4.4 Informs and monitors passengers for compliance with operator policies, procedures and regulations  OB 4.5 Uses effective communication and tone of voice appropriate to the circumstances | |
| Problem solving and decision making | Identifies precursors,  mitigates problems; and makes decisions | OB 5.1 Identifies, assesses and manages threats and errors in a timely manner  OB 5.2 Seeks accurate and adequate information from appropriate sources  OB 5.3 Identifies and verifies what and why things have gone wrong, if appropriate  OB 5.4 Perseveres in working through problems while prioritizing safety  OB 5.5 Identifies and considers appropriate options  OB 5.6 Applies appropriate and timely decision-making techniques  OB 5.7 Monitors, reviews and adapts decisions as required  OB 5.8 Adapts when faced with situations where no guidance or procedure exists  OB 5.9 Demonstrates resilience when encountering an unexpected event | |
| Situation awareness and management of information | Perceives, comprehends and manages information and anticipates its effect on the operation. | OB 6.1 Monitors and assesses passenger and crew behaviour  OB 6.2 Monitors and assesses the general environment, state of the aircraft, cabin systems as it may affect the operation  OB 6.3 Validates the accuracy of information and checks for errors  OB 6.4 Maintains awareness of the people involved in or affected by the operation and their capacity to perform as expected  OB 6.5 Develops effective contingency plans based upon risks associated with threats and errors  OB 6.6 Responds to indications of reduced personal situation awareness | |
| Workload management | Maintains available workload capacity by prioritizing and distributing tasks using appropriate resources | OB 7.1 Plans, prioritizes and monitors tasks through the utilization of all available  resources  OB 7.2 Manages time efficiently when carrying out tasks  OB 7.3 Offers and gives assistance  OB 7.4 Delegates tasks  OB 7.5 Seeks and accepts assistance, when appropriate  OB 7.6 Monitors, reviews and cross-checks actions  OB 7.7 Verifies that tasks are completed to the expected outcome  OB 7.8 Manages and recovers from interruptions, distractions, variations and failures effectively while performing tasks | |
| 1. The Competency Check Completed    1. Crew Member must acknowledge the assessment result, to which, if necessary, the instructor gives a short briefing or recommendation.    2. Examiner themselves must concentrate to sign at the right bottom of the form to confirm the check is completed. | | | |