**You**

**Name: (BLOCK LETTER)** {t\_TraineeName} **EID:** {t\_TraineeID}

**Date**: {d\_date}

**Venue:** {t\_Venue} **Duration (hrs.):** {n\_Time}

**Rank:** {c\_Purser} Purser {c\_CabinCrew} Cabin Crew

**Course Attended:** {c\_Initial} Initial {c\_Recur} Recurrent {c\_PurUp} Purser Upgrade {c\_ReQua} Re-Qualification {c\_Other} Others {t\_OthersText}

**Position Attended:** {c\_PFA} Primary First Aider {c\_CFA} Communicator First Aider {c\_BFA} Back-up First Aider

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

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

***“NC”****: Not Competent (Fail)*

***“N/A”****: Not Applicable*

|  |  |
| --- | --- |
| **Scenarios** | |
| **Management of Illness** | {t\_MOIllness} |
| **Management of Injuries** | {t\_MOInjuries} |
| **Management of Altitude physiology** | {t\_MOAPhysiology} |
| **Refer Appendix ………………...**{t\_ReferAppendix} | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| CREW TASKS RELATED TO CABIN HEALTH AND FIRST AID | | | | | | | | |
| *Applicable to any phase of flight* | | | | | | | | |
| Manage on-board medical events.  **Check** {c\_CheckMed} **Not check** {c\_NotCheckMed} | | **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. Monitor the cabin to identify ill or injured passengers | Airline’s Manual - First Aid Training Manual | {s\_1A} | {s\_1C} | {s\_1L} | {s\_1Pa} | {s\_1Pr} | {s\_1S} | {s\_1W} |
| 1. Recognize an on-board medical event | {s\_2A} | {s\_2C} | {s\_2L} | {s\_2Pa} | {s\_2Pr} | {s\_2S} | {s\_2W} |
| 1. Determine if the event is life-threatening | {s\_3A} | {s\_3C} | {s\_3L} | {s\_3Pa} | {s\_3Pr} | {s\_3S} | {s\_3W} |
| 1. Respond immediately to a life-threatening on-board medical event | {s\_4A} | {s\_4C} | {s\_4L} | {s\_4Pa} | {s\_4Pr} | {s\_4S} | {s\_4W} |
| 1. Respond to other non-life-threatening events using appropriate first-aid techniques | {s\_5A} | {s\_5C} | {s\_5L} | {s\_5Pa} | {s\_5Pr} | {s\_5S} | {s\_5W} |
| 1. Perform CPR technique (if required) |  | {s\_6A} | {s\_6C} | {s\_6L} | {s\_6Pa} | {s\_6Pr} | {s\_6S} | {s\_6W} |
| 1. Assess and manage suspect cases of communicable disease | Airline’s Manual - First Aid Training Manual | {s\_7A} | {s\_7C} | {s\_7L} | {s\_7Pa} | {s\_7Pr} | {s\_7S} | {s\_7W} |
| 1. Apply communication procedures | {s\_8A} | {s\_8C} | {s\_8L} | {s\_8Pa} | {s\_8Pr} | {s\_8S} | {s\_8W} |
| 1. Apply procedures for seeking ground-based medical and/or on-board volunteerhealth professional assistance | {s\_9A} | {s\_9C} | {s\_9L} | {s\_9Pa} | {s\_9Pr} | {s\_9S} | {s\_9W} |
| 1. Use first-aid and medical equipment, as appropriate | {s\_10A} | {s\_10C} | {s\_10L} | {s\_10Pa} | {s\_10Pr} | {s\_10S} | {s\_10W} |
| 1. Manage assistance from an on-board volunteer health professional, if available | {s\_11A} | {s\_11C} | {s\_11L} | {s\_11Pa} | {s\_11Pr} | {s\_11S} | {s\_11W} |
| 1. Support the on-board volunteer health professional, as appropriate | Airline’s Manual - First Aid Training Manual | {s\_12A} | {s\_12C} | {s\_12L} | {s\_12Pa} | {s\_12Pr} | {s\_12S} | {s\_12W} |
| 1. Manage a death or presumed death on board | {s\_13A} | {s\_13C} | {s\_13L} | {s\_13Pa} | {s\_13Pr} | {s\_13S} | {s\_13W} |
| 1. Complete the applicable documentation | {s\_14A} | {s\_14C} | {s\_14L} | {s\_14Pa} | {s\_14Pr} | {s\_14S} | {s\_14W} |
| Apply procedures for food safety and sanitation.  **Check** {c\_CheckFood} **Not check** {c\_NotCheckFood} | |  |  |  |  |  |  |  |
| 1. Minimize or prevent the contamination of food and related service items | Airline’s Manual - First Aid Training Manual | {s\_15A} | {s\_15C} | {s\_15L} | {s\_15Pa} | {s\_15Pr} | {s\_15S} | {s\_15W} |
| 1. Ensure safe practices for food safety | {s\_16A} | {s\_16C} | {s\_16L} | {s\_16Pa} | {s\_16Pr} | {s\_16S} | {s\_16W} |
| 1. Advise passengers on disinsection procedures | {s\_17A} | {s\_17C} | {s\_17L} | {s\_17Pa} | {s\_17Pr} | {s\_17S} | {s\_17W} |
| 1. Complete the applicable documentation. | {s\_18A} | {s\_18C} | {s\_18L} | {s\_18Pa} | {s\_18Pr} | {s\_18S} | {s\_18W} |
| Apply procedures for cabin disinsection  **Check** {c\_CheckCab} **Not check** {c\_NotCheckCab} | |  |  |  |  |  |  |  |
| 1. Advise passengers on disinsection procedures | Airline’s Manual - First Aid Training Manual | {s\_19A} | {s\_19C} | {s\_19L} | {s\_19Pa} | {s\_19Pr} | {s\_19S} | {s\_19W} |
| 1. Carry out disinsection, as per operator procedures | {s\_20A} | {s\_20C} | {s\_20L} | {s\_20Pa} | {s\_20Pr} | {s\_20S} | {s\_20W} |
| ***Applicable regulation:*** VAR APPENDIX 1 TO 14.085 c), AC 14-004[2], DOC10002-chapter 8 | | | | | | | | |
|  | | | | | | | | |

|  |  |
| --- | --- |
| **OVERAL RESULT** | |
| *{c\_Com}* ***Competent*** *{c\_CNImp}* ***Competent Need Improve*** *{c\_NCom}* ***Not Competent*** | **INSTRUCTOR/ EVALUATOR ’S SIGNATURE:** |
| **Comments:** |

**Guidance to use Cabin Health and First Aid Training Competence Check form:**

1. Instructor explains how to use the form to trainee.
2. Each trainee must fill in his/her name, ID number, rank, venue, date of attending competence check and types of courses attended, position attended before submitting the form to the instructor.
3. Trainees must understand the process of competence check.
4. Course Attended:
5. Evaluator must assess the trainee’s performance during running the scenario according to the task list mentioned on the Competence Check Form by putting ✓ if Check, or X if Not Check and evaluate the overall performance by putting ✓ if Competent, Competent Need Improve or Not Competent.
6. The scenario must be filled, the evaluators brief and announce the result to the trainee after evaluation completed.
7. The Competence Check Completed.
8. The trainee must acknowledge the result and the comment of evaluator at the bottom of the form.
9. Evaluators themselves must concentrate on signing at the fight bottom of the form to confirm the training is completed.
10. Competence Framework
11. The competencies and observable behaviors in the table below are not listed according to any pre-defined priority. Observable behaviors may include, but are not limited to, the observable behaviors listed in the table.
12. Observable behaviors are performed to a criterion, e.g. accurately or correctly, generally not stated.
13. For evaluation session, this shall apply to each task of phase of flight, evaluator 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 trainees 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. Evaluator/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 evaluator 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 ofimportant 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 input 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 behaviors, 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 behaviors.  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 |