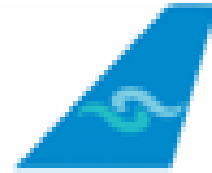


*Our Airline*



# Outline

- Who we are
- Outline of current NTS Program
- Challenges of the program
- Strengths of our program
- Future direction of NTS.

# Our Airline – Worlds Largest Airline\*

Based on # of aircraft per km<sup>2</sup> of country:

Lufthansa	1/503
Air France/KLM	1/1,096
Air New Zealand	1/2,000
Delta	1/13,208
QANTAS	1/56,505
Virgin Australia	1/81,487

**Our Airline**                      **1/10**

\*May be the smallest airline in the world based on every other measurable scale.

# Our Airline

- Owned by Nauru Air Corporation (NAC)
- Approx 60 staff
- Operate two B737s
- RPT and Charter.



# NTS Program

- CRM training conducted since 2000
- Transitioned to NTS in 2011
- Operates as part of the OA SMS
- NTS team consists of 3 primary members
- Program was redeveloped and greatly restructured following PACDEFF 2011.

# NTS Knowledge Training

- Flight crew
- Cabin Crew
- Operations staff
- Maintenance staff
- Managers
- Accounting
- Administration
- Everybody.....



# NTS Knowledge Training

## Core Elements:

- Situational Awareness & TEM
- Decision Making
- Communication
- Leadership and Teamwork
- Fatigue Management
- Stress Management.



# NTS Knowledge Training

## Non-Core Elements:

- The History of HF and CRM
- Workload Management
- Aviation Physiology and Health
- Information Processing
- Automation (Flight Crew Only)
- Role of the Captain (Command Upgrade Only).





# NTS Knowledge Training

## Courses:

- Initial - 2 days
- Annual Revalidation - 1 day
- Command Upgrade – 2 days



# NTS Skills Training

Training conducted:

- Line training
- Simulator training/checks
- Route checks



# NTS Skills Assessment

Skills assessed biannually:

- Behavioural Markers
- Observation of tasks and practical exercises
- Route checks and simulator checks



# Program Challenges

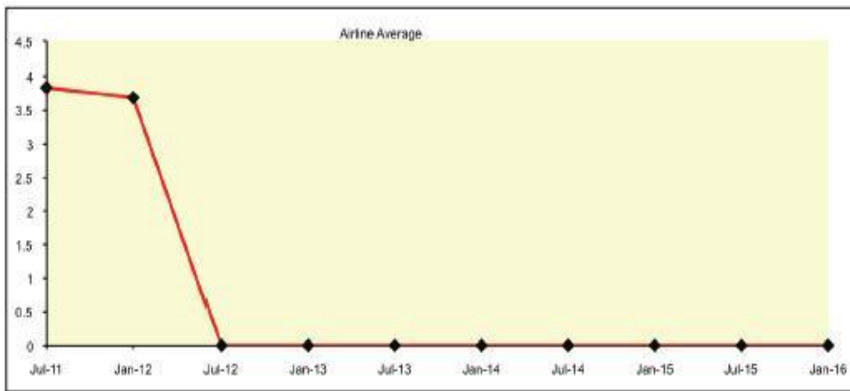
- Staff availability and company size
- Cultural and language barriers
- Balancing CASA and OA requirements
- Designing appropriate course complexity
- Training of TPPs – Domestic & International
- Skills assessment and training of non tech crew.

# Program Strengths

- Company size
- Staff enthusiasm and managerial support
- Record keeping/trend monitoring system

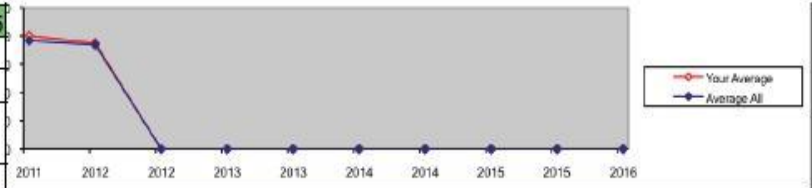
HF NTS Record																														
As at Date		Validity	Company																											
1-Jan-2012		1 Years	Pilots																											
Name	Company	Course	Core Modules Required									Refresher Modules Required									First	Last								
Course: FC/FCU/COC/CHOS/RI/R2/R3/M/T			3	5	6	7	8	9	10	11	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Completed	Completed
Andrew Johns	OA	FC	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	21-Sep-11	
Christopher Elliott	OA	FC	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	s	21-Sep-11	
Craig Smith	OA	FC	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	19-Oct-11	
Joanne Montgomery	OA	FC	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	21-Sep-11	
John Miller	OA	FC	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	28-Sep-11	
Michael Johnson	OA	FC	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	19-Oct-11	
Peter McDonald	OA	FC	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	21-Sep-11	
Robert Palmer	OA	FC	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	s	k	19-Oct-11	
Susan McCall	OA	FC	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	s	K	21-Sep-11	

### Our Airline Flight Crew Behavioural Marker Records



### Andrew Johns

Date	Jul-11	Jan-12	Jul-12	Jan-13	Jul-13	Jan-14	Jul-14	Jan-15	Jul-15	Jan-16
Communication										
Decision Making										
Situational Awareness & TEM										
Leadership & Teamwork										
Your Average CRM Result										
Average All Flight Attendants	3.8									



# Program Strengths

- Company size
- Staff enthusiasm and managerial support
- Record keeping/trend monitoring system
- Cross vocational interaction
- Course focus practical expertise rather than theoretical
- Company wide acceptance of NTS as an opportunity as opposed to a requirement.

# Future Direction of NTS at OA?

That's what we are here for...





# Future Direction of NTS at OA

- TPP and Maintenance
- Current operation complications
- BM examiner assist with NTS during check flights
- Continuous development of material, training and assessing techniques
- A more practical/useful course that challenges staff

# Future Direction of NTS at OA

- Improving utilization of BM results
- Shift focus from skills assessment to skills training
- Continue to develop a particular attitude and culture.



Photography provided by: Zach Sanders and Jemma Heatley