

PACDEFF

29-31 July 2014

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Cabin Crew Training for an Abnormal Situation

Some examples of an abnormal situation:

- ✓ *Unruly passenger behaviour before departure*
- ✓ *Rejected take-off*
- ✓ *Rejected landing*
- ✓ *In-flight turbulence*
- ✓ *Unruly passenger behaviour in-flight*
- ✓ *Depressurisation*
- ✓ *In-flight/onboard fire – oven, toilet waste bin*
- ✓ *Medical emergency*
- ✓ *Disembarkation – planned or unplanned*
- ✓ *Disembarkation – precautionary or evacuation*

Let's start at the very
beginning:

*“Recruitment of
suitable
individuals”*

Examples of recruitment Selection Criteria :

- ✓ *Is age a consideration?*
- ✓ *Previous professional experience*
- ✓ *Which professions could provide suitable candidates?*
- ✓ *Is previous airline experience a positive?*
- ✓ *Ability to demonstrate clear thinking*
- ✓ *Communication skills*

Next step in process :

*“Introduction to
airline operations”*

Some suggested criteria for introduction into aviation and airline operations:

- ✓ *Training development staff with appropriate operational experience & understanding*
- ✓ *Adequate consideration provided for generational learning needs – Gen Y?*
- ✓ *Trainers / Instructors with appropriate operational knowledge and expertise*
- ✓ *Suitable & Approved training environment*
- ✓ *Delivery of applicable factual information*

Training begins:

*Realistic expectations
resulting in a qualified
member of cabin crew*

‘Realistic’ expectations of a qualified member of cabin crew:

- ✓ *Understanding of safety role & responsibilities*
- ✓ *Ability to demonstrate practical competence*
- ✓ *Ability to implement learned skills*
- ✓ *Understanding of State regulatory structure*
- ✓ *Understanding of operator regulatory obligations*
- ✓ *Understanding of own regulatory obligations*

Macquarie Dictionary definition of *REALISTIC*

=

*“To represent things as
they really are”*

“The state of being real”

**What could be
representative of a
‘realistic’ & ‘practical’
training environment**



Macquarie Dictionary definition of *PRACTICAL*

=

“Adapted for actual use”

“Matter of fact”

*“Being such in practice or
effect”*

Macquarie Dictionary
definition

of *PRACTICE*

=

*“Repeated performance
or systematic exercise
for the purpose of
acquiring a skill”*

Some proposed tools necessary for realism in practical training:

- ✓ *Individual items of Emergency & Life Saving equipment*
 - *Smoke hood*
 - *Fire extinguisher*
 - *Oxygen cylinder*
 - *Life jacket & life raft in a water environment to readily assess proficiency of operation*



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Latest release : July 2014

Combined FAA & UK CAA training video:

Lithium Battery/Laptop fire fighting

<http://youtube/h05hn1nfe3M>





- ✓ *Accurate aircraft door for normal and emergency operation*
- ✓ *Slide & slide/raft available for descent from actual sill height and use in water*
- ✓ *Replication of typical cabin providing motion & movement*
- ✓ *Replication of actual cabin dimensions – that is – cabin layout of toilets, galleys, bulkheads, seat configurations*



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Cabin equipment replication & operation :

- ✓ *Oxygen system – fixed & portable*
- ✓ *CC seat/station & harness*
- ✓ *Door operation*
- ✓ *Interphone communication
system*
- ✓ *Emergency & safety equipment
stowage*



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Realistic non technical skills training:

*Some examples of 'necessary'
interpersonal communications skills to
manage normal and abnormal
situations -*

- ✓ *Ability to listen, understand & implement appropriate actions*
- ✓ *Ability to prioritise*
- ✓ *Ability to relay relevant information*

*What qualities & skills
could cause an
individual to
adequately manage an
abnormal situation*

?

Returning to the
fundamental element:

*“recruitment of
the suitable*

individual”

Training of Onboard Managers to manage an abnormal situation –

*Emphasis on non technical skills training and
'leadership' skills for ongoing development –*

- ✓ *Ability to openly & effectively
communicate with **all** operational staff*
- ✓ *Specific emergency/abnormal situation
training in the leadership role*

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CONT.

- ✓ *Separate annual re-current training*
- ✓ *Introduction of case studies for review*
- ✓ *Activities/exercises based upon actual interaction/communication with pilots*
- ✓ *Ability to manage downwards and upwards*

IN CONCLUSION :

As an aviation regulator –

“What measures are you implementing in order to comply with proposed ICAO recommendations contained within the:

***ICAO Cabin Safety Training Manual
DOC 10002
AN/502***

And

“What processes do you have in place to ensure airline operators are constantly reviewing and improving training programs to better prepare their Onboard Managers and Cabin Crew to manage and abnormal situation?”

As an airline operator –

What processes, procedures and training measures are you implementing to ensure you are best preparing your Onboard Managers and Cabin Crew to manage an abnormal situation?

Remember –

You can go ‘above and beyond’ your minimum State regulatory requirements to achieve more effective and competent crew members!

Question for airline operators:

“What price (\$’s) do you place on your Cabin Crew and Onboard Managers to manage an abnormal situation to ensure the optimum outcome?”

“Getting out Alive”

<http://www.youtube.com/watch?v=iNTqQHwf47A>

A recent documentary produced in Canada that represents cabin crew as ‘safety and survival professionals’.



Okay, Ralph let me 'splain it you again.
You're big, I'm little; BUT!!! you're dog, I'm
cat that makes me the boss. Got it ??

