

Annex to Decision 2015/023/R
‘AMC and GM to Part-CC – Amendment 1’

The Annex to Decision 2012/005/R¹ is hereby amended as follows:

The text of the amendment is arranged to show deleted, new or amended text as shown below:

1. deleted text is marked with ~~strike-through~~;
2. new or amended text is highlighted in grey; and
3. an ellipsis (...) indicates that the remaining text is unchanged in front of or following the reflected amendment.

The Annex to Decision 2012/005/R (Guidance Material (GM) to Part-CC) is amended as follows:

‘Acceptable Means of Compliance (AMC) and Guidance Material (GM) to Part-CC’

GM1 Appendix 1 to Part-CC(3) is replaced by AMC1 Appendix 1 to Part-CC(3) as follows:

~~GM1~~AMC1 Appendix 1 to Part-CC(3) Initial training course and examination

CREW RESOURCE MANAGEMENT TRAINING TABLE

The CRM training table recapitulates all elements relevant to CRM training for cabin crew, ~~indicating~~ specifying the following:

- (a) ~~those~~The elements of the introductory course on CRM ~~to be covered during~~ required for the cabin crew initial training course and the level to be attained; and, where ‘in-depth’ means a training that should be instructional or interactive in style taking full advantage of group discussions, team task analysis, team task simulation, etc., for the acquisition of knowledge, skills and attitudes.
- (b) ~~for information those~~The elements identified as ‘not required’ for the cabin crew initial training, ~~which should be~~ listed for information as they are covered during other training in accordance with the applicable requirements of Annex III (Part-ORO) ~~of~~ Commission Regulation (EU) No 965/2012.

¹ Decision 2012/005/R of the Executive Director of the Agency of 19 April 2012 on Guidance Material to Regulation (EU) No 1178/2011 of 3 November 2011 laying down technical requirements and administrative procedures related to civil aviation aircrew pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council (‘Guidance Material to Part-CC’).

CRM TRAINING TABLE		Introductory course on CRM
Training elements		
General Principles		
Human factors in aviation; General instructions on CRM principles and objectives; Human performance and limitations; Threat and error management.		In-depth
Relevant to the individual cabin crew member		
Personality awareness, human error and reliability, attitudes and behaviours, self-assessment and self-critique; Stress and stress management; Fatigue and vigilance; Assertiveness, situation awareness, information acquisition and processing.		In-depth
Relevant to the entire aircraft crew		
Error prevention and detection; Shared situation awareness, shared information acquisition and processing; Workload management; Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences; Leadership, cooperation, synergy, delegation, decision-making, delegation actions; Individual and team responsibilities, decision making, and actions; Resilience development; Surprise and startle effect; Cultural differences; Identification and management of passenger human factors: crowd control, passenger stress, conflict management, medical factors.		Not required (covered under CRM training required by Part-ORO)
Specifics related to aircraft types (narrow-/wide-bodieds, single-/multi-deck), flight crew and cabin crew composition and number of passengers		
Relevant to the operator and the organisation (principles)		
Company/Operator's safety culture and company culture, standard operating procedures (SOPs), organisational factors, factors linked to the type of operations; Effective communication and coordination with other operational personnel and ground services; Participation in cabin safety incident and accident reporting.		Not required (covered under CRM training required by Part-ORO)
Case studies		