



GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
TECHNICAL CENTRE, OPP SAFDURJUNG AIRPORT, NEW DELHI.

CIVIL AVIATION REQUIREMENTS
SECTION 7 - FLIGHT CREW STANDARDS
TRAINING & LICENCING

SERIES 'I' PART VIII

Issue I, Dated _____ 2012 **EFFECTIVE : FORTHWITH**

Subject: Criteria for approval of CRM Facilitators

1. INTRODUCTION

CRM encompasses a wide range of knowledge, skills and attitudes including communications, situational awareness, problem solving, decision making, and teamwork. The elements which comprise CRM may be seen as a management system which makes optimum use of all available resources - equipment, procedures and people - to promote safety and enhance the efficiency of flight operations.

CRM is concerned not so much with the technical knowledge and skills required to fly and operate an aircraft but rather with the cognitive and interpersonal skills needed to manage the flight within an organized aviation system. In aviation, as in other walks of life, these skill areas often overlap with each other, and they also overlap with the required technical skills. CRM training therefore, requires an approach which is different from instruction of technical subjects and it is necessary to stipulate requirements for personnel conducting CRM training. This Civil Aviation Requirement is issued under the Rule 133A of the Aircraft Rules 1937.

2. APPLICABILITY

This CAR prescribes the requirements for issuance of CRM Facilitator Approval for the personnel of Scheduled/Non-scheduled Operators, Type Rating Training Organizations (TRTO) and the conditions under which those approvals are exercised.

3. FUNCTIONS OF CRM FACILITATOR

To provide initial and recurrent CRM training as laid down in the Operations Manual to personnel engaged in operation of Scheduled/Non-Scheduled air transport operations and General Aviation.

4. ELIGIBILITY

To be eligible for approval as CRM Facilitator, a pilot or cabin crew shall possess the following qualifications -

- 4.1 Have current commercial air transport experience as a flight crew member in case of pilot CRM Facilitator or as cabin crew member in case of cabin crew CRM Facilitator. If not current, then the crew shall have had a minimum experience of 5 years as flight or cabin crew.
- 4.2 Have received instructions in training techniques to conduct CRM courses which shall include but not be limited to –
 - (a) The learning process;
 - (b) Elements of effective teaching;
 - (c) Student evaluation and testing;
 - (d) Course development;
 - (e) Lesson planning; and
 - (f) Classroom training techniques,
 - (g) Facilitation skills;
- 4.3 Have received instruction on Human Factors Performance Limitation (HPL),
- 4.4 Have received additional education in the fields of group management, group dynamics and personal awareness,

5. TRAINING REQUIREMENTS FOR APPROVAL AS CRM FACILITATOR

On fulfilling the eligibility requirements specified in Para 4 above, the trainee CRM Facilitator shall undergo following training:-

- 5.1 Have completed an Introductory CRM Course and the Operator's CRM training,
- 5.2 Have observed one Introductory CRM course conducted by a CRM Facilitator,
- 5.2 Have been supervised by suitably qualified CRM Facilitators when conducting first Introductory CRM course,
- 5.3 Have been supervised by suitably qualified CRM Facilitators when conducting at least two Joint CRM courses along with pilot/cabin crew CRM Facilitators before

undertaking Joint CRM training,

5.4 Undergo a satisfactory internal assessment by the Operator/Organization.

6. ISSUE OF APPROVAL

6.1 On satisfactory completion of requirements specified in Para 4 and 5 above, the operator/organization shall recommend the name of the candidate to FSD, DGCA.

6.2 The candidate shall be required to conduct a sample CRM training session attended by a DGCA Flight Operations Inspector. Based on satisfactory performance, approval will be issued by FSD, DGCA which shall be valid for a period of 3 years as long as the CRM Facilitator remains in the employment of the Operator/Organization.

7. RECENCY REQUIREMENTS/RENEWAL OF APPROVAL/RE-APPROVAL

7.1 To continue exercising the functions, a CRM Facilitator shall have conducted at least one CRM training session in the previous 6 months. If this requirement is not met, then the CRM Facilitator shall conduct one CRM training session under the supervision of a qualified CRM Facilitator prior to resuming CRM training.

7.2 The Operator/Organization shall apply for renewal of approval at least 3 months prior to expiry with records of CRM training carried out by the candidate.

7.3 Re-approval in case of change of Operator/Organization shall require training as per Para 5 of this CAR along with documents as stipulated on Para 7.1 and 7.2 above.

8. GENERAL

8.1 An Operator/Organization may utilize the services of a CRM Facilitator employed with another Operator/Organization subject to approval by FSD, DGCA. This shall require the CRM Facilitator to be conversant with the SOPs, type of operation and organizational culture.

8.2 Personnel currently approved to conduct CRM training shall apply for approval under this CAR by 01 Jul 2012.

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