



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

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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, Approved Training Organizations (ATO) 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 or as cabin crew member. 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 one Joint CRM course along with CRM Facilitators before undertaking Joint CRM training.

Note: Para 5.3 is not applicable to operators, which do not employ cabin crew

- 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 candidate shall be required to conduct a sample CRM training session attended by the post-holder training or his deputy.

- 6.2 Based on satisfactory performance, approval will be issued by the post-holder training, which shall be valid as long as the CRM Facilitator remains in the employment of the Operator/Organization.

7. RECENCY REQUIRMENTS/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 Re-approval in case of change of Operator/Organization shall require training as per Para 5 of this CAR followed by approval as in Para 6 above.

8. GENERAL

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.

Director General of Civil Aviation