



## Crew Resource Management (CRM) Assessment

### Objective

The course is intended to provide participants with adequate use of assessment skills, to be able to explain training contents and objectives.

### Content

The following subjects will be introduced during the course:

- Objective and standards of CRM and CRM assessment skills  
(Guidelines, specifications according to ORO.FC, company OM references)
- Technical / non-technical skills incl. JAR-TEL NOTECHS in detail  
(Optimum performance model with procedural skills, technical skills, non-technical skills, teamwork, communications, leadership and managerial skills, situation awareness and decision, making, elements, categories, cognitive skills and social skills)
- Behavioural Markers  
(explain type (person) related, habits, behavior, nature/attributes, invariable and situative observable)
- Assessment Mistakes / Errors  
(evaluation of assessment problems/ judgment, pre-judgment, judgment tendencies, perception distortion, avoidance of pre-judgment, tendencies and distortion)
- Measuring, Mistakes (Rating-) Scaling  
(explain differences during, initial academic training, initial flight training, line orientated training and line flying in regard to technical, non- technical and procedural skills, explain fault categories and explain (rating-) scale in regard to NOTECHS)

- Observation, Analysis, Assessment (Evaluation)  
(explain techniques for, observation, making notes, interpretation, assessment, during flight (or SIM) and as debriefing after flight (or SIM))
- Exercises  
(practical work on observation, analysis and assessment using JAR-TEL rating/ scaling)

### **Exam**

Pass mark: 75% or higher, course completion certificate will be issued.

### **Duration**

2 days / 14 hours

### **Amount of participants**

Minimum number of participants for each course: 5 persons

### **Course costs**

For price information please contact our Customer Service listed below.

### **Schedule**

For course dates please contact our Customer Services listed below.

### **Terms**

Please follow our most current and updated terms and conditions on [www.star-wings.com](http://www.star-wings.com). Those are binding for our contracts.

### **Additional courses**

For more information about our additional courses, please visit our website at [www.star-wings.com](http://www.star-wings.com) or contact our Customer Service listed below.