



**Instructions for Use:**

1. Check *OK* column if you determine the document or individual item conforms.
2. Check *Finding* column if you determine that the document or individual line item does not conform (put a marker tab in the manual with a short note opposite the non-conforming item).
3. Check *N/A* column if it is not applicable or you do not have adequate information to make a valid comment.
4. Check *N/C* if the item was not checked. Reasons should be given in remarks column.
5. Coordination is required between FOPS and PEL as necessary. The respective inspector shall sign on the last column after reviewing the item.
6. Use the remarks column at the end for overall remarks or observations. For detailed findings inspectors may also use the FSS-GEN-FORM 39: Audit Inspection Report Form. Attach to this checklist.

**EVALUATION OF CREW RESOURCE MANAGEMENT TRAINING  
PROGRAMME – FSS-OPS-FORM 019/14**

Activity Tracking Reference	Inspector's Name	Date Programme Submitted	Date Evaluation
Name of Operator/Applicant	Contact Person and Phone No.		

## EVALUATION OF CREW RESOURCE MANAGEMENT TRAINING PROGRAMME

Reference NAMCATS 121.03.3, 127.03.3, and 135.03.3

General		
1.	Are properly qualified instructors available to meet training objectives and needs?	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
	The course curriculum contains –	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
2.	Course Title	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
3.	Target group or duty position	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
4.	Prerequisites for the course	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
5.	Training aids/devices to be used	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
6.	A curriculum outline that includes the requirements of applicable NAMCATS	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
7.	Curriculum segments covering detailed syllabus including description or pictorial displays as applicable	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
8.	Total hours and segment hours	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
9.	Examinations and/or completion standards covering the requirements of the applicable NAMCATS	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
10.	Specimen record forms	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
11.	Document control details and provision for operator and regulator approval	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
12.	The CRM programme is customized to fit the operational needs of the organisation and participants	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
13.	Duration of course is adequate for the participants (see applicable NAMCATS)	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
	Curriculum includes the following:	
14.	Practical exercises	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
15.	Group discussions	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
16.	Accident examples and reviews	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
17.	Examples of effective CRM skills	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
<b>Specific CRM Training curriculum</b>		

	The specific CRM curriculum includes:	
18.	an initial indoctrination or awareness segment;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
19.	a method to provide recurrent practice and feedback;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
20.	a method of providing continuing reinforcement.	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
	The Curriculum topics contained the initial crew resource management training course include:	
21.	Statistics and examples of human factors related accidents	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
22.	communications processes including influences to interpersonal communication;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
23.	barriers to communication;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
24.	listening skills;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
25.	effective briefings and feedback;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
26.	inquiry, advocacy, and assertion training;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
27.	crew self-critique;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
28.	conflict resolution;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
	team building and maintenance;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
29.	Leadership, delegation and followership training;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
30.	interpersonal relationships and personality types;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
31.	Concept of threat and error management;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
32.	workload management and stress management;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
33.	situational awareness;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
34.	fatigue and vigilance;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
35.	distraction avoidance;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>
36.	Implication of automation on CRM;	N/A <input type="checkbox"/> OK <input type="checkbox"/> Finding <input type="checkbox"/> NC <input type="checkbox"/>

**INSPECTOR REMARKS & OBSERVATIONS**

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**Recommended for Approval/Not Recommended**

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**Inspector Name and Signature**

**Date**

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**Chief of Flight Operations Remarks**

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**Name and Signature**

**Date**

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