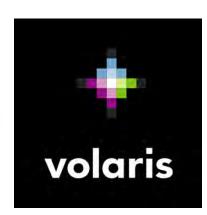


# ICAO Cabin Crew Competency-based Training Workshop







Welcome!



#### Session 1

Introduction
to the
ICAO Workshop
on
Cabin Crew Competency-based Training



## Objective

- To introduce ICAO workshop instructors and participants
- To introduce the workshop goals and contents



#### ICAO Workshop Instructor

Martin Maurino
Safety, Efficiency and Operations Officer
Air Navigation Bureau, ICAO



# Introduction of Participants

- The 5 W's
  - Who are you?
    - What is your preferred name in class?
  - Where do you work?
  - What is your job title, and
  - What are your main responsibilities?
  - Why are you attending this workshop?
    - Please define your expectations

### Workshop Goals

- Provide participants knowledge of:
  - ICAO Standards and Recommended Practices (SARPs) relevant to cabin crew and cabin safety and security
    - in Annexes 6, 8, 13, 18 and 19 and related guidance material
  - Cabin crew competency-based training concepts and associated guidance material
- Develop participants' knowledge to implement (operator/ATO) or approve and oversee (State) key components of cabin crew competency-based training programme
  - Based on ICAO Cabin Crew Safety Training Manual (Doc 10002)



DAY ONE	
08:30 - 09:00	Registry
00.00	
09:00 - 09:15	Workshop Opening
09:15 - 09:30	Session 1
	Introduction to Workshop
09:30 - 10:15	Session 2
	ICAO SARPs related to Cabin Safety
10:15 - 10:45	Break
10:45 – 11:15	Session 3
	ICAO Cabin Crew Safety Training Manual (Doc 10002)
11:15 – 12:00	Session 4
	Introduction to Competency-based Training and Assessment Concepts
12:00 – 12:30	Session 5
	ICAO Cabin Crew Competency Framework
12:30 – 13:30	Lunch Break
13:30- 15:00	Session 6
	Transitioning from Traditional to Competency-based training
15:00 – 16:30	Practical Exercise # 1
	Developing a scenario for competency-based training
16:30 – 16:45	Break
16:45 – 17:30	Practical Exercise # 1
	Presentations and Group Debriefing

	Day Two
09:00 - 09:30	Session 7
	Human Performance Training and Skills Development
09:30 - 10:30	Session 8
	Management Aspects of the Training Programme
10:30 - 11:00	Break
11:00 - 11:30	Session 9
	Training Facilities and Devices
11:30 – 12:15	Session 10
	Transitioning from Traditional to Competency-based Assessments
12:15 – 12:45	Session 11
	Oversight of the Competency-based Programmes
12:45 - 13:45	Lunch Break
13:45 – 15:15	Practical Exercise # 2
	Developing Competency-based Assessment
15:15 - 15:45	Break
15:45 – 16:45	Practical Exercise # 2
	Presentations and Group Debriefing

(Final Q & A, Evaluation by Participants, Closing Remarks)

**Workshop Closure** 

16:45 - 17:00



#### Documentation

- ICAO Cabin Safety website
  - www.icao.int/cabinsafety





# **Workshop Evaluation**

- A form for workshop evaluation will be provided the last day of the course
- You will be asked to complete this form to provide ICAO

feedback on:

- All workshop's activities
- The instructor(s)
- Ways to improve the training



