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DEVELOPING PILOT SKILLS IN CRM ASSESSMENT: AN EFFECTIVE TOOL FOR THE CHECK PILOT

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The European Joint Aviation Authorities eventually opted for making the check pilot responsible for CRM skills assessment. Along the way, several options were considered; NOTECHS, a version of LOSA, or even special tests for CRM skill demonstration.

Eventually, it was decided that CRM skills should not be evaluated outside of the pilot's flying environment (we believe quite rightly), and such skills, or behavioural markers should only be assessed during flight checks.

Thus, the problem was apparently solved. However, no provisions were made for the training of check pilots in CRM assessment, and no special training other than required in the ATP license syllabus was devised.

Therefore we found that pilots were being assessed in CRM skills by other pilots with no specific training in CRM, and more often than not, with little training in human factors at all, due to the generally high experience, old timer status of check pilots, who therefore obtained their licenses at a time when no provision or hardly any was made for the teaching of human factors.

In view of this situation, the CRM and human factors department at Iberia have designed, under my supervision and guidance, a program that specifically deals with the issue of CRM skills assessment training for instructors and check pilots. It is a highly condensed, very practical and participative syllabus of only 8 hours, in which we first demonstrate the difficulty of assessing interpersonal skills, then the disparity of evaluation criteria, and then show some techniques and procedures for accurate and standardized (as much as it can possibly be standardized) assessment. Finally we ask the students to assess a particular case (videotaped or occasionally role played) and we compare the distribution of scores with the one they did at the beginning of the class, thereby constantly evaluating our own effectiveness in teaching .

Indeed, we would like this syllabus to be of longer duration; however, due to the commercial pressure on Airlines, and given the lack of legislation requiring this particular training, we are quite satisfied with the adoption by Iberia of this measure , which guarantees check pilot's and instructors' awareness of the processes involved in human factors assessment.