

A PROFITABLE AIRLINE IS A SAFE AIRLINE

HOW COMPETENCY-BASED TRAINING AND ASSESSMENTS PLAY A
VITAL ROLE



INFLIGHT
INFLIGHT INSTITUTE

**A PROFITABLE
AIRLINE IS A SAFE
AIRLINE**





GENERATIONS TO COME - They don't need money

- Purpose and Meaning
- Work-Life Balance
- Social Impact
- Workplace Culture
- Feedback and Recognition
- Financial Stability
- Personal Time Off





IF I HAD A
MILLION DOLLARS

Incentive Programs to motivate crew

Simulators



Better software

Interesting Safety Awareness Programs

WHERE DO WE FIND THE MONEY?



YOU NEED THE DATA!



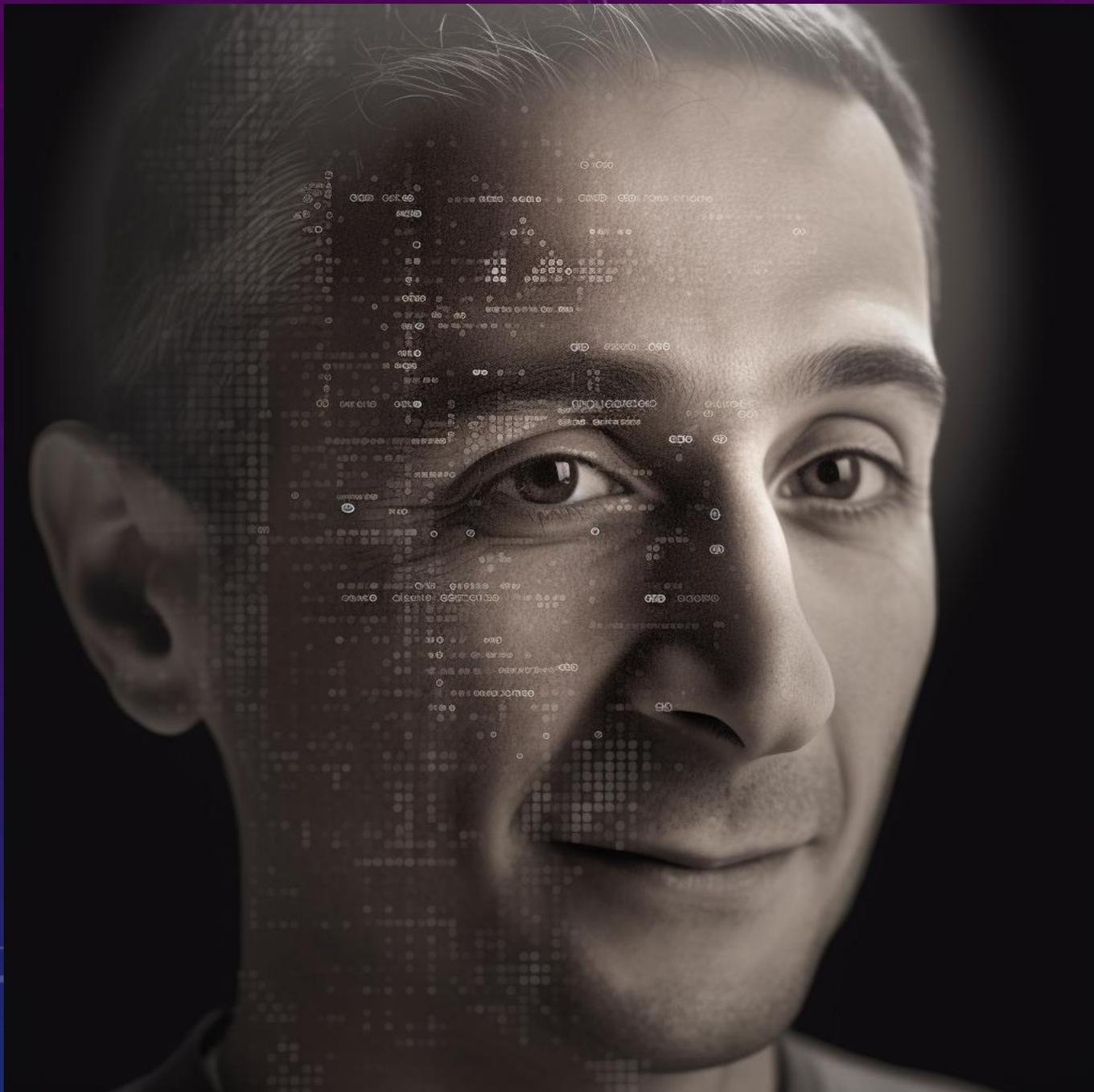
From the STREET to the JUMPSEAT

Recruiting
Advertising – Social Media
Interviews
Travel
Ground school
Instructors
Facilities
Simulators
Equipment
Familiarization flights
Uniforms
On and on and on.....

WHERE DO WE FIND THE EFFICIENCIES?

There are several ways / areas to look at to find efficiencies in any operation:

- Training Footprint
- Go See Rate
- Double Training
- Harnessing technology to do tasks efficiently



COMPETENCY-BASED TRAINING AND ASSESSMENTS

VERY IMPORTANT INFORMATION!

A B C D E F



How do you know
what you don't know
if you don't know you
don't know it?

This form will be available when you are not connected to internet. If you are disconnected or close this tab, either return to www.inflightinstitute.com or you can bookmark this page so you can quickly return to it later.

[Dismiss](#)

Novair Cabin Crew Line Check with Competencies

Issue 5 – 2022-04-01

ORO.CC 115(d) & AMC ORO.CC.115(d) (a) (3)

Flights

777

+

Flight Number

777

Date

2022-10-18

Route

ARN

Commander

Bostrom

A321

Cabin Crew

Caroline Fung

+

Position Worked

L1

Rank

Senior Cabin Crew Cabin Crew

Reason for Check

Initial Annual Special Reason Purser

Explanation of Grading

[Show Guide](#)

Fill

Preflight Briefing

1 2 3 N/A

1. Check in on time

✓ ✓ ✓ ✓

2. Start briefing on time

✓ ✓ ✓ ✓

ASSESSMENTS IN ACTION



ASSESSING YOUR PERFORMANCE

Let me introduce you to the Core Competencies:



Application of
Procedures



Communication



Leadership and
Teamwork



Passenger Management



Problem
Solving/Decision
Making



Situational
Awareness/Management of
information



Workload Management

Pre Take Off

1 2 3 N/A

20. Correct arming and reporting of doors



Comments

- minimize

Was distracted by a passenger

Core competencies & behavioural indicators



Workload management (WLM)

Manages available resources efficiently to prioritize and perform tasks in a timely manner under all circumstances.

- 9.1 Maintains self-control in all situations.
- 9.2 Plans, prioritizes and schedules tasks effectively.
- 9.3 Manages time efficiently when carrying out tasks.
- 9.4 Offers and accepts assistance, delegates when necessary and asks for help early.

Novair Cabin Crew Line Check

Issue 9 - 2017-06-09
010:00:15:58 & Avic CRJ COC (156) (4/3)

Flights

747

Flight Number Date

747 2021-06-15

Commander

Capt. Fly

A321

Cabin Crew

Per var Dresden (1429)

Position Worked Rank

BT Senior Cabin Crew Cabin Crew

Reason for Check

Initial Annual Special Reason Purser

Explanation of Grading

Full

Preflight Briefing

1. Check in on time
2. Start briefing on time
3. Increase responsibility in order
4. Did Cabin Crew review all latest CIB and Crew info?
5. Safety and Rest A/G questions
6. Mobile phones (if applicable) Alpha mode

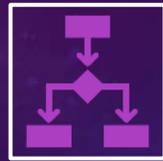
At Aircraft, Preflight

7. At aircraft on time before departure
8. Removal ID Cards
9. Cash tickets to flight 30 minutes
10. A321 - Check no boxes, correctly filled in

CORE COMPETENCIES

Competency= Knowledge + Skills + Attitude

HUMAN FACTORS



Application of
Procedures



Communication



Leadership and
Teamwork



Passenger Management



Problem
Solving/Decision
Making



Situational
Awareness/Management of
information



Workload Management

If we truly wish to realize the best outcomes, enhance training and safety we need to identify the underlying causes that attribute to performance.

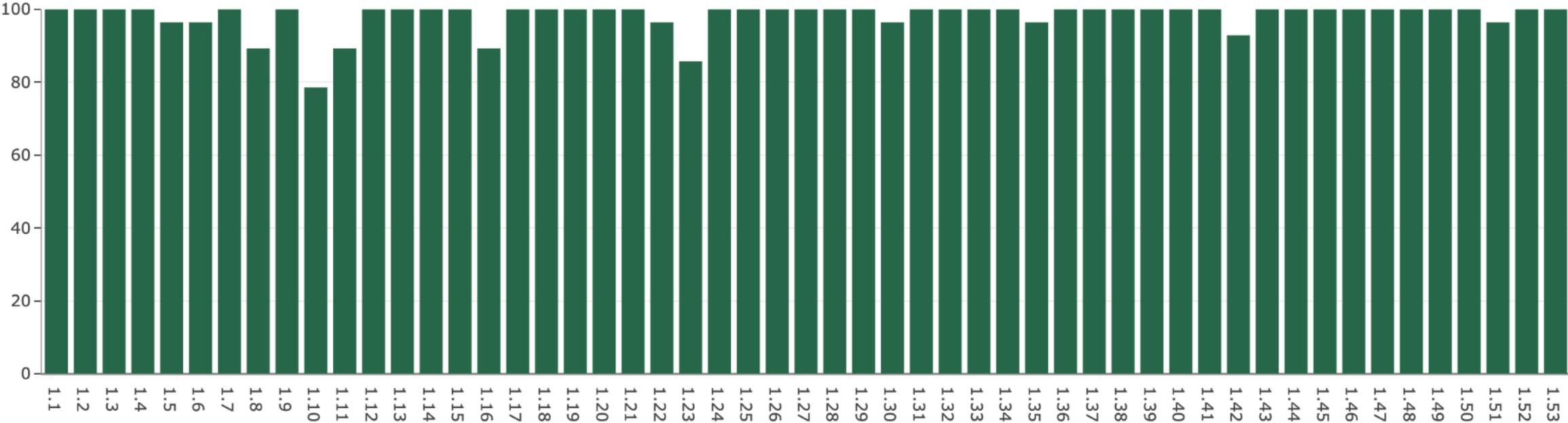
REDUCED ERRORS + EFFICIENCY = COST SAVINGS

ASSESSMENT ANALYSES

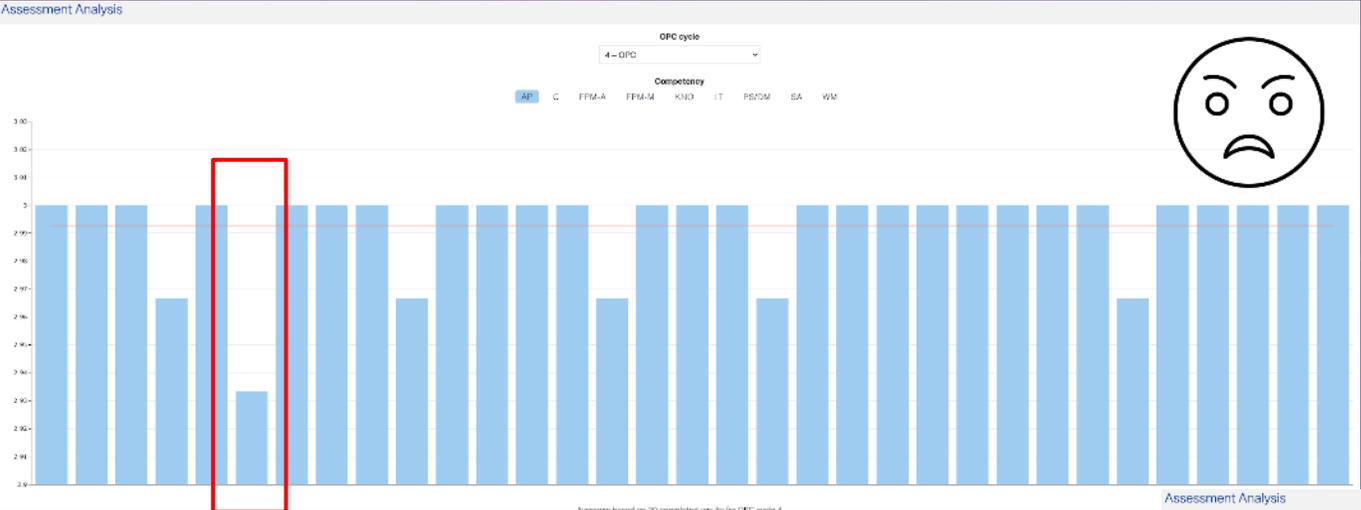
Assessment Analysis

Competency

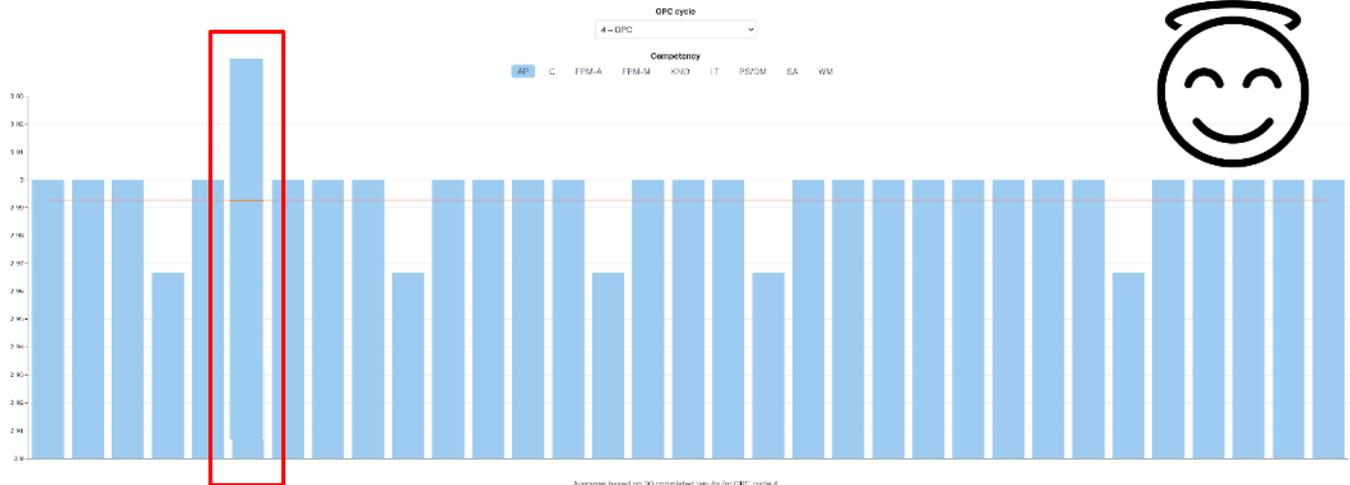
- All
- APK
- COM
- EM
- PM
- KNO
- LTW
- PSD
- SAW
- WLM**



EXAMINER CALIBRATION



Assessment Analysis



Assessment Analysis

So let's get back to the money...

Competency-Based Training and Assessments can:

- Help reduce your training footprint
- Improve consistency in training
- Identify gaps in knowledge
- Save time and money
- Improve safety



CABIN CREW COST SAVINGS CALCULATOR

Total Flight attendants needed each year

Your Current 'GO SEE' Rate (% that don't become Crew)

Total days per course

Trainer Annual Salary or Equivalent lost flying time

Hotel cost per Student

Meal allowance per day/Student

Transportation costs per day/Student

Cost of materials, Handouts, Equipment per day

Daily Wage cost allowance/component

Cost of Recruitment per Student

Total Students per Class

COST OF TRAINING A CABIN CREW

Current Cost
ANNUALLY



Reduce Go SEE by% Reduce Training Days by%

Slide the dots to see how much your operation can save!

TOTAL ANNUAL SAVINGS

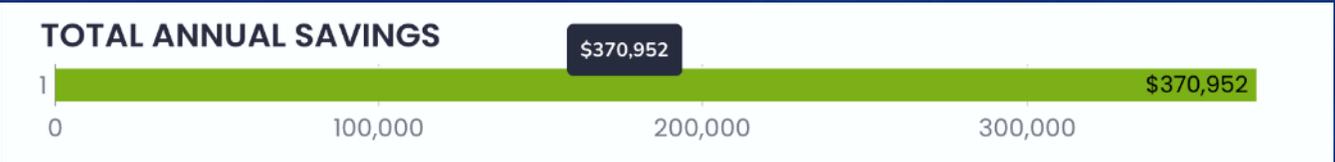
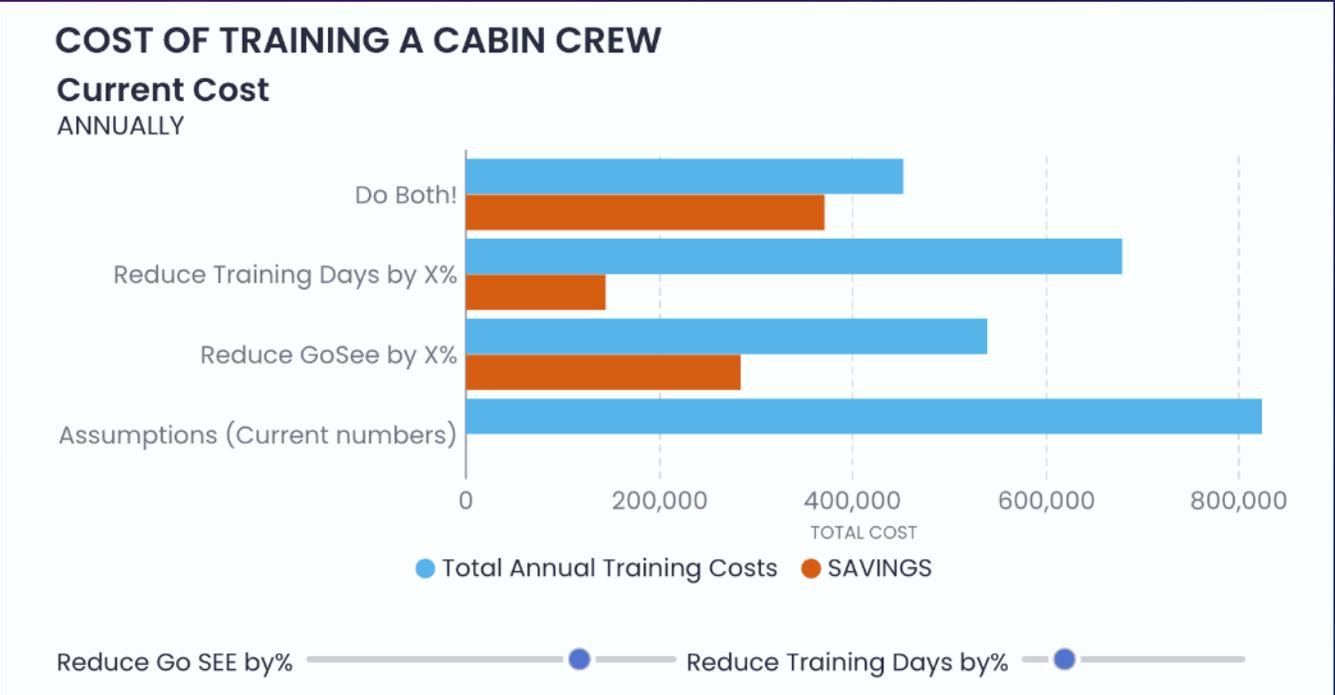


Small sample airline:

Number of crew needed per year = 65

Go see rate = 30%

Training days = 30



Optimizing Revenue while limiting negative social media exposure

The screenshot shows a tablet displaying a course page for the Inflight Institute. The page features the institute's logo, an 'Enroll Now!' button, and a title 'Introduction to Customer Service :: Value of Customers'. The main text introduces Mattias, a professional with 10 years of experience. It includes two images: one of Mattias in an airplane cabin and another of him holding a '2010 Inflight Sales Person of the Year' award. A video player at the bottom shows Mattias speaking in an airport terminal. The iPad interface includes a status bar at the top showing the time as 9:41 AM and a home button at the bottom.

INFLIGHT INSTITUTE **Enroll Now!**

Introduction to Customer Service :: Value of Customers

Allow us to introduce you to Mattias, a world leading onboard safety and sales professional. We will be hearing from him throughout the remainder of the program. Mattias has been working with his airline since 2001.



He takes great pride in his job and follows a personal philosophy when it comes to onboard safety but also onboard sales and customer service.

Mattias' sales concept is a combination of making the passengers feel at home, recognizing them as individuals and treating them well so they have a pleasant and safe journey. Couple that with product knowledge and a love for his chosen career and you have a winning strategy!



Inflight Sales Person of the Year 2010

In 2010, Mattias was not just top salesperson in his company, he also received the honour of attending "I spy" in London, England where he took part in further sales education as well as a competition with the top onboard salespeople from 86 global airlines. At the end of the training, he received the prestigious top award, "2010 Inflight Salesperson of the year". He knows of what he speaks, so let's listen in and learn more.



2:33

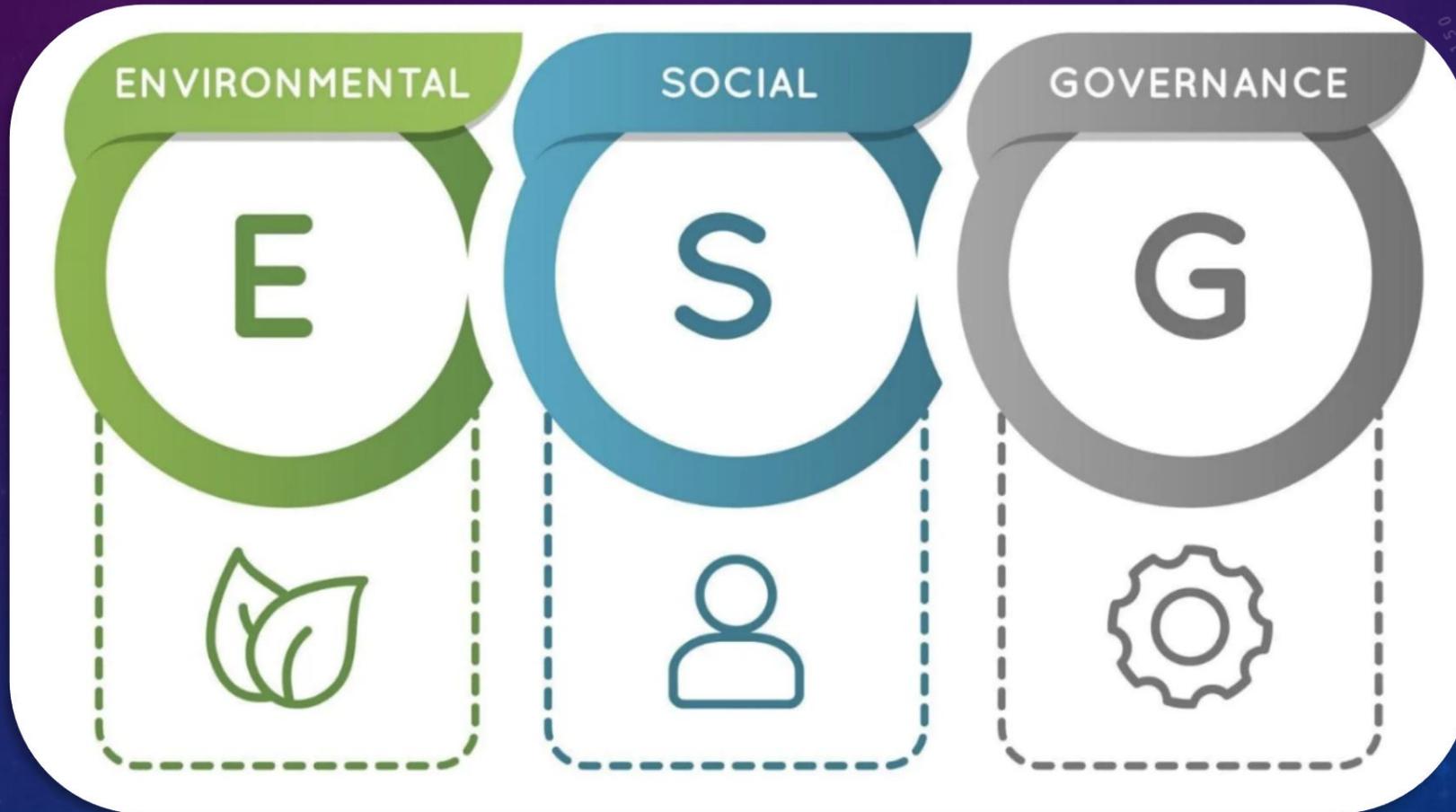
Supplemental Course SP411

Advanced Customer Service Training

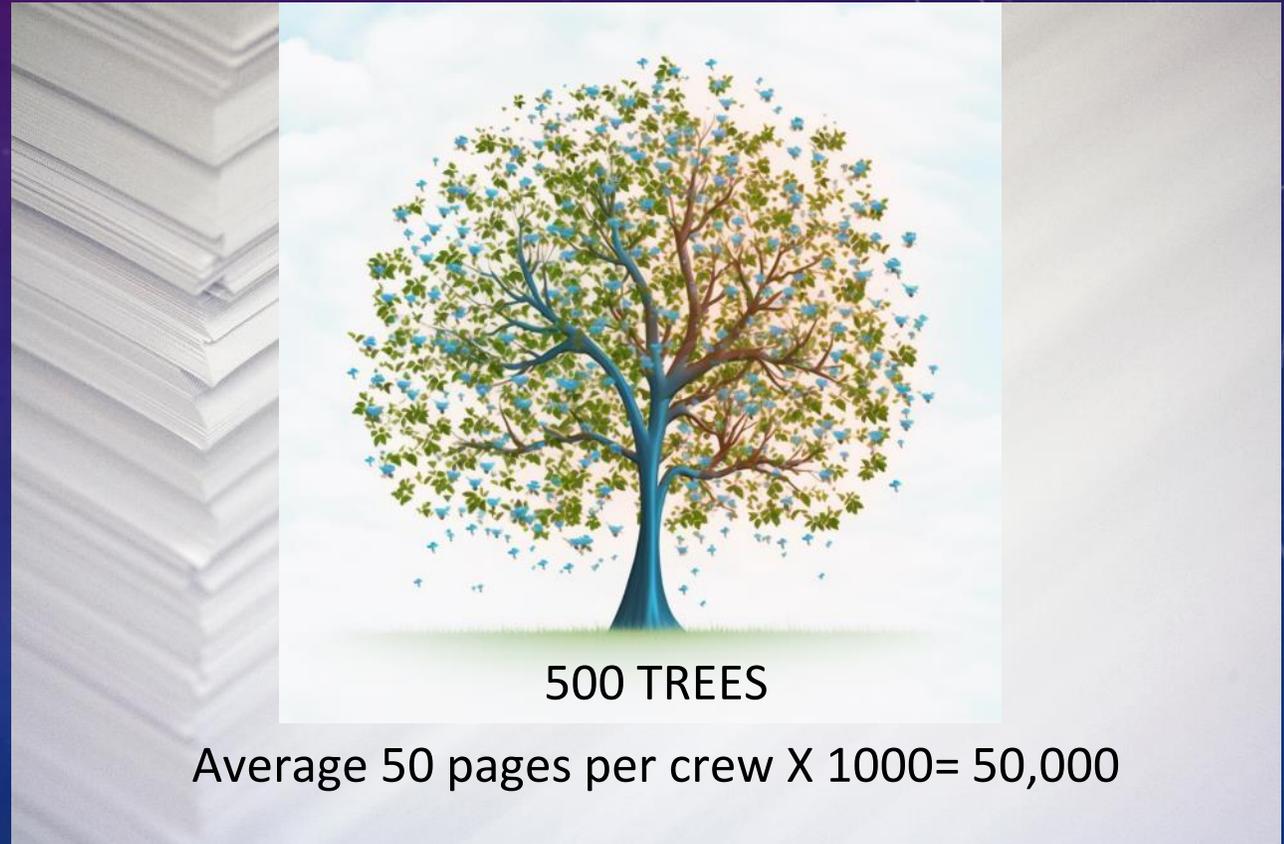
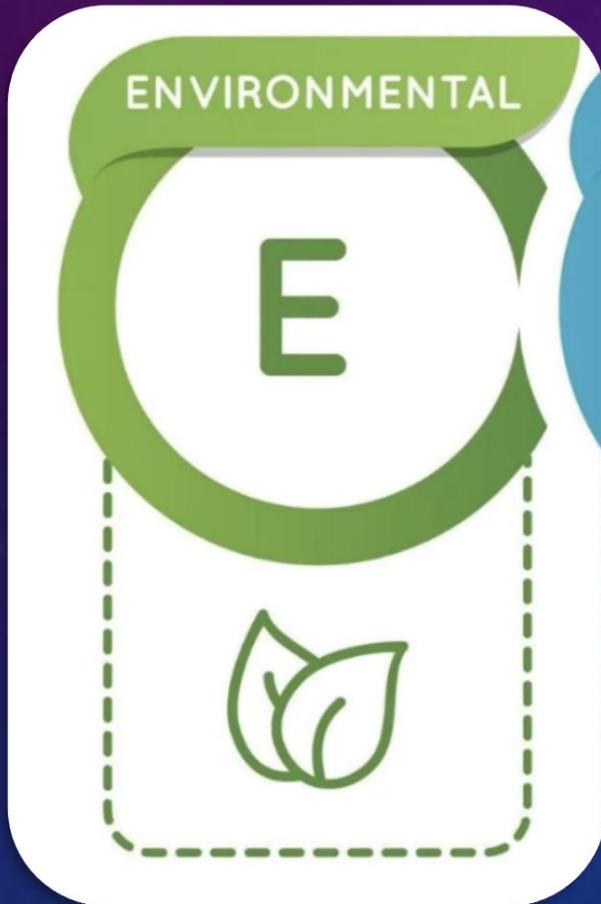
This exciting program will help you see things from the passengers' point of view and how to create positive, memorable customer service experiences which are vital to airlines.

Enroll Now **Details**

NOT always about the money



NOT always about the money



500 TREES

Average 50 pages per crew X 1000= 50,000

SASTAINABILITY

SAVINGS

SAFETY

STABILITY

SECURITY



We have an opportunity to create a continuous improving cycle where we have the flexibility and funding to enhance the worlds of the people around us.




Ivan Noël
President & Founder

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De-escalation Training

