

COMMUNICATION (COM)

Demonstrates effective oral, non-verbal and written communications, in normal and non-normal situations.

- A. Correctly prioritises what, how and who to communicate with
- B. Ensures recipient is ready and able to receive information
- C. Conveys messages and information clearly, accurately, timely and adequately using appropriate vocabulary and standard phraseology
- D. Confirms that the recipient correctly understands important information; resolves ambiguity
- E. Listens actively, patiently, and demonstrates understanding when receiving information
- F. Asks relevant and effective questions and offers suggestions
- G. Uses appropriate body language, eye contact and tone and correctly interprets non-verbal communication of others

WORKLOAD MANAGEMENT (WLM)

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

- A. Is calm, relaxed, methodical and not impulsive
- B. Plans, prepares, prioritises and schedules tasks effectively
- C. Manages time efficiently when carrying out tasks
- D. Offers and accepts assistance, delegates when necessary and asks for help when appropriate
- E. Reviews, monitors and cross-checks actions conscientiously
- F. Ensures tasks are completed
- G. Manages and recovers from interruptions, distractions, variations and failures effectively

SITUATIONAL AWARENESS (SAW)

Perceives and comprehends all the relevant information available and anticipates what could happen that may affect the operation.

- A. Is aware of the aircraft, its systems and projection of the status in the future
- B. Is aware of the aircraft flightpath, proximity to terrain/obstacles and the operational environment
- C. Keeps track of time and fuel
- D. Anticipates likely threats and events, plans and mitigates appropriately
- E. Is aware of the condition of people involved in or affected by the operation
- F. Develops "what if" scenarios and plans for contingencies
- G. Regularly reviews mental model, recognises and responds to indications of reduced situational awareness

KNOWLEDGE (KNO)

The information, understanding and skills that you gain through education, also both flight training and experience.

- A. Demonstrates practical and applicable knowledge of limitations and systems and their interaction
- B. Demonstrates required knowledge of published operating instructions
- C. Demonstrates knowledge of the physical environment, including ATC/airspace, wx, airports and operational infrastructure
- D. Demonstrates appropriate knowledge of applicable legislation
- E. Knows where to source required information
- F. Demonstrates a positive interest in acquiring knowledge
- G. Is able to apply knowledge effectively

APPLICATION OF PROCEDURES (PRO)

Identifies and applies procedures in accordance with published operating instructions and applicable regulations, using the appropriate knowledge.

- A. Follows SOPs unless a higher degree of safety dictates otherwise
- B. Identifies the source of operating instructions and applies all operating instructions in a timely manner
- C. Correctly uses aircraft systems, controls and instruments
- D. Disciplined in use of checklists, QRH and procedures
- E. Safely manages the aircraft to achieve optimum efficiency

FLIGHT PATH MANAGEMENT AUTOMATION (FPA)

Controls the aircraft flight path through automation, including appropriate use of flight management system(s) and guidance.

- A. Controls the aircraft using automation appropriate to the situation with accuracy and smoothness
- B. Detects deviations from the desired trajectory and takes appropriate action
- C. Manages the flightpath to achieve optimum operational performance
- D. Manages the flightpath using automation while managing other tasks and distractions
- E. Selects appropriate level and mode of automation in a timely manner considering phase of flight and workload
- F. Effectively monitors automation and maintains FMA awareness

FLIGHT PATH MANAGEMENT MANUAL (FPM)

Controls the aircraft flight path through manual flight, including appropriate use of flight management system(s) and flight guidance systems.

- A. Controls the aircraft manually appropriate to the situation with accuracy and smoothness
- B. Detects deviations from the desired trajectory and takes appropriate action
- C. Controls the aircraft safely using the relationship between attitude, speed and power
- D. Manages the flightpath to achieve optimum operational performance
- E. Manages the flightpath during manual flight while managing other tasks and distractions
- F. Selects appropriate level and mode of flight guidance systems in a timely manner considering phase of flight and workload
- G. Effectively monitors flight guidance systems

PROBLEM SOLVING AND DECISION MAKING (PSD)

Takes responsibility for own training with the attitude to achieve the very highest of standards.

- A. Identifies and verifies why things have gone wrong, does not jump to conclusions or make uninformed assumptions
- B. Seeks accurate and relevant information from appropriate sources
- C. Perseveres in working through a problem without reducing safety
- D. Uses appropriate, agreed and timely decision-making processes
- E. Applies essential and desirable criteria with effective prioritisation
- F. Makes decisions when needed, reviews and changes them if required
- G. Anticipates and manages risk effectively
- H. Improvises appropriately when faced with unforeseen circumstances to achieve the safest outcome

LEADERSHIP AND TEAMWORK (LTW)

Demonstrates effective leadership and team working.

- A. Leads by example with integrity and responsibility
- B. Creates a supportive and inclusive atmosphere of open communication and encourages team participation
- C. Uses initiative, gives direction and takes responsibility when required
- D. Anticipates other crew members needs and carries out instructions when directed
- E. Is open and honest about thoughts, concerns and intentions
- F. Encourages feedback, gives and receives both criticism and praises well, admits own mistakes
- G. Demonstrates empathy, respect and tolerance for other people
- H. Involves others in planning and allocates activities fairly and appropriately to abilities

MOTIVATION AND PROFESSIONAL ATTITUDE

Takes responsibility for own training with the attitude to achieve the very highest of standards.

- A. Arrives to training prepared, organised and enthusiastic
- B. Demonstrates drive to achieve personal goals
- C. Desire to set and maintain high standards
- D. Looks for opportunities to develop new skills and knowledge
- E. Professional attitude; calm, focused, disciplined and well presented
- F. Self aware and recognises strengths and weaknesses
- G. Actively seeks feedback and accepts developmental points
- H. Demonstrates motivation for continuous professional development

BRIEFINGS

Conducts effective briefings for departures, arrivals and non-normal events.

- A. Prepares for briefings, gathering information, programming/checking the FMS
- B. Uses appropriate times to conduct briefings
- C. Briefings are interactive, engaging, concise and structured
- D. Emphasis on Threat and Error Management
- E. Involves PM and listens to their inputs
- F. Sets effective gates for energy management and to empower PM to intervene
- G. Explains how they are planning to operate aircraft, modes, level of automation, etc
- H. Continues to operate the aircraft safely throughout briefing with appropriate automation and task sharing

PILOT MONITORING

Supports and Monitors Pilot Flying, challenges as appropriate, to enhance flight safety and operational efficiency.

- A. Maintains an active role throughout the operation
- B. Monitors, verbalises and reviews situation awareness, particularly regarding the tasks of other crew members
- C. Supports the PF by providing input to the tactical (short term) and strategic (long term) plan for the flight
- D. Monitors parameters not immediately apparent to the PF
- E. Monitors activities of the PF
- F. Provides back-up to the PF and intervenes effectively when the PF does not respond to cues or fails to ensure safety
- G. Makes call-outs of deviations from SOPs and/or limitations
- H. Performs tasks as defined by SOPs

ENERGY MANAGEMENT

Plans and executes successful descent profiles.

- A. Knows how to calculate the likely track miles
- B. Sets firm profile gates at briefing to enhance descent management awareness and empower PM
- C. Is able to constantly calculate the deviation from the ideal profile
- D. Can select the correct technique to regain the correct profile
- E. Can articulate any deviation - both as PF and PM
- F. Is able to generate options if regaining the profile is in doubt
- G. Knows when and how to trade potential with kinetic energy

GRADING OF COMPETENCIES

Grade	Behavioural Markers Delivered Correctly		Trainee feedback
	How many	How often	
1	All	Always	Exceptional
2	≥ 75%	Almost always	Standard for line flight
3	≥ 75%	Consistently	Above APS standard
4	≥ 75%	Normally	Minimum standard for APS
5	< 75%	Rarely	Below standard

GRADING OF MANOEUVRES

Grade	Competency Standard
1	Manoeuvre demonstrated to check standard with consistency and confidence
2	Manoeuvre performed to check standard, but more practice required to achieve consistency
3	Knowledge and technique understood. More practice required to develop to check standard
4	Instructor guidance required to ensure safe and/or correct completion
5	Manoeuvre introduced. No opportunity to evaluate at this stage