



PRINCIPLE

(OPS.15) Emergency and safety equipment instructor assessment

May 2024



Acknowledgement of Country

The Civil Aviation Safety Authority (CASA) respectfully acknowledges the Traditional Custodians of the lands on which our offices are located and their continuing connection to land, water and community, and pays respect to Elders past, present and emerging.

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Terminology

Acronyms and abbreviations

Table 1. List of acronyms and abbreviations

Acronym/abbreviation	Description
AMC	acceptable means of compliance
AOC	air operator's certificate
CASA	Civil Aviation Safety Authority
CASR	<i>Civil Aviation Safety Regulations 1998</i>
MOS	manual of standards
SMS	safety management system
SOPS	standard operating procedures
TCS	training and checking system

Definitions

Table 2. List of definitions

Term	Definition
instructor	A person who conducts safety and emergency equipment training and checking.

Reference to regulations

Unless specified otherwise, all subregulations, regulations, Divisions, Subparts and Parts referenced in this Principle are references to the *Civil Aviation Safety Regulations 1998* (CASR).

1. Assessment scope

Under Subpart 119.E (for air transport operators) and Division 138.B.5 (for aerial work operators), CASA must be satisfied that the operator has a sufficient number of suitably qualified, experienced and competent personnel to ensure that training and checking activities can be conducted safely and effectively.

It is the operator's responsibility to ensure persons nominated to conduct training and checking have completed a course of training and been assessed as competent for the activities they are required to perform.

Where a 121.010 approval is required for persons conducting training and checking involving safety and emergency equipment, the operator will make application to CASA. To issue a 121.010 approval, CASA must be satisfied that the person nominated is competent.

In the case of Parts 133, 135 and 138, an approval is not required; however, the regulations provide for CASA to test the nominated individual.

An assessment of the nominated instructor may consist of all or part of the following:

- desktop assessment
- test of knowledge
- test of skill
- test of competence.

This protocol suite has been designed to assist the inspector in the decision-making process as to:

- whether an assessment is required
- the form that assessment should take
- whether the person is competent for the role.

1.1 Part 121 approval

Regulation 121.475(4) (for flight crew) and regulation 121.640(3) (for cabin crew) require a person who conducts safety and emergency equipment training and checking to hold an approval under regulation 121.010. The approval will specify whether the person is approved to conduct training and checking for:

- flight crew
- cabin crew
- both flight and cabin crew.

The assessment conducted by the inspector will determine what the person is authorised to do.

1.2 Assessment worksheet user instructions

This principle provides guidance to the inspector when using the associated Worksheet (OPS.15) Emergency and safety equipment instructor assessment. The worksheet provides inspectors with a regulation-based tool for recording the outcomes of the assessment. It is set out as follows:

- user instructions
- assessment worksheets
- assessment summary
- approval data sheet.

2. Part A – Desktop assessment

2.1 Instructor qualifications and experience

The operator's training and checking system (TCS) should include a selection process designed to assess that the instructor's knowledge, capability and competency are suitable for the role and responsibilities to be undertaken.

As part of assessing the suitability of the instructor, the inspector should confirm the person nominated meets any minimum experience requirements and qualifications detailed in the operator's exposition/operations manual.

If the exposition/operations manual does not include sufficient information, the inspector may request further information from the operator in order to progress the application.

2.2 Instructor training and assessment of competence

The inspector should verify that the nominated instructor has completed the required training and been assessed as competent to carry out the tasks they are assigned in the TCS, in accordance with the operator's exposition/operations manual.

If the exposition/operations manual does not include sufficient information, and/or the nominated instructor has not completed the required training and assessment of competency, the application cannot be progressed. For CASA's assessment of the nominated instructor to continue, the operator will need to amend the exposition/operations to include the required details and ensure the instructor training and assessment of competency has been completed.

An operator may have a process for the internal assessment of their nominated instructor that includes a final check by a person authorised by the operator – such as a senior instructor. In this instance the inspector may determine that the assessment by CASA is not required. To be suitable, the inspector should confirm that there is a course of training and assessment for the role and that the operator's TCS authorises the person to conduct the final check of their new instructor.

2.3 Instructor suitability

In determining whether the nominated instructor is suitable for the role, the inspector should consider the following:

- record of compliance with regulatory requirements
- applicant's experience in aviation
- applicant's knowledge of the regulatory requirements
- other relevant matters relating to the suitability of the instructor to hold an approval (e.g. enforcement action).

2.4 Direction to undertake an assessment

To grant an approval under regulation 121.010 to conduct safety and emergency equipment training, regulation 11.035 provides for CASA to test or interview the nominated instructor. For Parts 133, 135 and 138, the respective MOS provides for CASA to test the nominated individual.

The decision to conduct the assessment will depend on the instructor's previous experience and the size and scale of the operations. The inspector should conduct the assessment to determine competency, unless the nominated instructor has held the equivalent position for another operator and is known to CASA, or CASA is satisfied that the operator's training and checking system has a robust process to train and check the instructor.

The inspector should consider the following:

- the quality of the training
- robustness of the assessment process
- maturity of the operator
- effectiveness of the operator's TCS (e.g. outcome of previous instructor approval applications)
- effectiveness of the operator's change management process in managing training and checking matters (e.g. turnover of personnel holding key and/or supervisory positions)
- whether the operator's TCS includes a process for senior safety and emergency equipment instructors (or similar), in accordance with AMC 121.475(4) and/or AMC 121.640(3).

CASA must give written notice of an assessment. The date, time and location of the assessment stated in a notice must be reasonable in the circumstances.

CASA must give the person a copy of the result of the assessment, including the inspector's assessment of the nominated instructor's competency for the role.

When the assessment indicates a lack of knowledge for the role, CASA may direct the nominated instructor undergo a course of training. The inspector will need to determine the deficiencies and provide the feedback to the nominee on what training is required.

3. Part B – Instructor assessment

3.1 Knowledge assessment

An assessment of the nominated instructor's knowledge of the safety and emergency equipment will be conducted as part of the practical assessment. This is an assessment of the nominated instructor's knowledge of the operator's training and checking system (TCS).

3.1.1 Organisation structure

The nominated instructor should be able to discuss the operator's TCS organisation structure and provide CASA with evidence that they know and understand the reporting lines. If the nominated instructor is to be contracted to the organisation, they should clearly define how they will maintain competency within the organisation.

3.1.2 Understanding Australian aviation legislation

The nominated instructor should be able to identify CASA's role as a safety regulator legislated under the *Civil Aviation Act 1988* (the Act).

The applicant should demonstrate their understanding of the following:

- an instructor is seen as supervisory position by CASA
- legislation requires sufficient supervisory personnel within the training and checking organisation to assure crew member operational proficiency is maintained
- their obligation to conduct training and checking duties as described in the exposition/operations manual
- the role of the instructor is approved by, or nominated to, CASA and remains within the AOC Holder's organisational structure
- the instructor approval/nomination is associated with the operator.

3.1.3 Role and responsibilities

The applicant instructor is not expected to repeat their responsibilities, obligations and duties, but should provide the CASA inspector with confidence that they have operational knowledge of their TCS and a clear understanding of their regulatory obligation to maintain a fair, safe and proficient operation.

The applicant instructor should be able to identify the training and checking requirements for a crew member to enter or re-enter the operator's TCS. It is acceptable for the applicant instructor to directly refer to the operator's exposition/operations manual.

The applicant instructor must understand and be able to explain the difference between training tasks and checking tasks.

The applicant instructor should refer to the policies and procedures detailed in the exposition/operations manual that ensure the operator's training and checking objectives and standards are achieved, and the application of risk mitigators within the training and checking environment (e.g. ensuring that equipment meets safety requirements).

3.1.4 Training and checking system

The applicant instructor should have a thorough understanding of the organisation's standards and grading system. For example, they should be able to effectively describe the use of word pictures and behavioural indicators, and where the operator has a repeat policy, the application of that policy.

The applicant instructor should be aware of the organisation's standardisation program within the TCS and its role in ensuring consistency in training and assessments conducted by instructors.

The applicant instructor should be able to describe how they evaluate crew member performance when determining proficiency and the process to be applied when a crew member is assessed as not proficient.

The applicant instructor should understand how to complete and issue the required training and checking documentation.

3.1.5 Safety management system

The applicant instructor should demonstrate operational knowledge of the organisation's safety management system (SMS), including how input from the SMS identifies areas where additional training could improve crew member proficiency, and the SMS should then provide feedback on the effectiveness of that training.

The applicant instructor should demonstrate an understanding of, and be an advocate by example for, just culture. They should satisfy CASA that just culture is actively applied within the organisation.

3.2 Practical assessment

3.2.1 Safety and emergency equipment training

1. The applicant instructor ensures training is conducted in a suitable and safe environment:
 - safe learning environments exist and are maintained (e.g. facilities, training devices, cabin simulator, firefighting facilities)
 - hazards are identified and managed
 - facilities are scheduled and adequate to meet the learning outcomes objectives
 - the physical environment is suitable for learning
 - facilities and conditions are adequate for the training objectives
 - training equipment is available, accessible and functional
 - approved training syllabus and/or checklists are followed.
2. The applicant instructor displays effective course management skills:
 - appropriate time management
 - understands lessons plans and timetables
 - manages situations that might disrupt a planned sequence of events.
3. The applicant instructor communicates effectively:
 - actively listens
 - encourages constructive discussion about the trainee's performance
 - speaks clearly, accurately and in a calm and measured manner
 - adjusts speech techniques to suit the instructional situation (e.g. conveying sense of urgency, speaks calmly)
 - adapts content of communication to the needs of the trainee (e.g. does not overload with too much information)
 - explains complex situations clearly (e.g. application of procedures, management of emergencies)
 - explains cognitive strategies clearly (e.g. how to analyse situations, prioritize, select a course of action)
 - documents objective, accurate and thorough notes/reports on the trainee's performance.
4. The applicant instructor provides instruction and facilitates learning during training:
 - demonstrates role model behaviour expected in the technical role being trained, according to the competencies, related knowledge and skills
 - sets the objectives for the session and clearly explains the required competency standards
 - ensures the trainee understands the situation prior to commencing a simulated exercise

- uses targeted training techniques to enable learning (e.g. talk aloud problem solving techniques, demonstration, immediate skill correction, trainee involvement, questioning techniques)
 - adapts training techniques and style to meet the needs of the trainee
 - appropriate timing of teaching opportunities
 - recognises and responds appropriately to the trainee's behaviour (e.g. stress, lack of confidence, overconfidence)
 - allows the trainee to make decisions appropriate to their level of competence and experience
 - confirms understanding of the trainee's intended actions and plans (e.g. using questioning techniques) and, when appropriate, trusts the trainee to try their own plans
 - remains calm when having to intervene
 - provides constructive and balanced feedback in a timely and appropriate manner
 - debriefs the trainee after the training session to review the performance, emphasising positive actions, areas to work on and strategies for improvement
 - allocates time appropriately on activities
 - adjusts time spent on activities to ensure that objectives are met
 - implements contingency plans for situations in which activities must be eliminated, reduced or replaced
 - clarifies any inadequate knowledge and/or misinterpretation of SOPs.
5. The applicant instructor acts with integrity:
- treats the trainee respectfully, fairly and objectively regardless of differences
 - answers questions truthfully without embellishment
 - maintains privacy and confidentiality when appropriate
 - manages professional relationships with appropriate role boundaries
 - remains objective and conducts each training session without prejudice or bias.
6. The applicant instructor demonstrates the required knowledge of operator's processes and procedures to deliver effective training:
- understands the operator's SOP
 - understands the operator's SMS
 - has relevant aircraft-specific (type) knowledge.
7. The applicant instructor is competent in the use of training aids, devices and equipment:
- ensures training aids, devices and equipment comply with safety requirements
 - training is conducted in a suitable and safe environment
 - use of training aids, devices and equipment is in accordance with the operator's exposition/operations manual.
8. The applicant instructor completes the required training documentation and administrative duties in accordance with the operator's exposition/operations manual.

3.2.2 Safety and emergency equipment checking

1. The applicant instructor ensures the check is conducted in a suitable environment:
- amenities and equipment are safe (e.g. facilities, training devices, cabin simulator, firefighting facilities comply with safety regulations)
 - hazards are identified and managed
 - environment and conditions are suitable for conducting the check
 - required equipment is available, accessible and functional.

2. The applicant instructor communicates effectively:
 - speaks clearly, accurately and in a calm and measured manner
 - adapts content of communication to ensure the trainee understands what is required
 - explains complex situations clearly
 - delivers difficult messages with tact and sensitivity
 - records objective and accurate details of the trainee's performance.
3. The applicant instructor acts with integrity:
 - treats the trainee respectfully, fairly and objectively regardless of differences
 - maintains privacy and confidentiality when appropriate
 - manages professional relationships with appropriate role boundaries
 - remains objective and conducts the assessment without prejudice or bias.
4. The applicant instructor accurately assesses competence:
 - evaluates the trainee in relation to the competency standards and objectives
 - provides clear and concise feedback to the trainee
 - gathers factual evidence for all the required competencies
 - applies consistent standards when assessing performance
 - determines if the evidence gathered supports a decision that the trainee is competent
 - when appropriate, analyses poor performance to determine root causes
 - determines remedial actions required to address (when appropriate) deficiencies in performance.

4. Revision history

Amendments/revisions for this principle are recorded below in order of the most recent first.

Table 3. Revision history table

Version No.	Date	Parts / Sections	Details
1.1	May 2024	All	Reformat to latest template
1.0	July 2022	All	First issue