SITUATIONAL AWARENESS

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

- Maintains awareness of the aircraft state, its systems, flight path and the environment.
- Keeps track of time and fuel.
- Maintains awareness of the people involved in or affected by the operation and their capacity to perform as expected.
- Anticipates accurately what could happen, plans and stays ahead of the situation.
- Awareness of Threats and Errors and talks through strategies to Avoid, Trap and Mitigate.
- Regularly reviews mental model to enhance crew situational awareness.
- Recognises and effectively responds to indications of reduced situation awareness.

EFFECTIVE COMMUNICATION

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

- Uses appropriate vocabulary, conveying message clearly and accurately and at appropriate times.
- Checks understanding of important information, resolves ambiguity and seeks clarification.
- Challenges appropriately with respect, assertiveness and at appropriate points.
- Influential and supports opinion with facts and information.
- Listens actively and demonstrates understanding when receiving information.
- Asks relevant and effective questions.
- Adheres to standard radiotelephone phraseology and procedures.
- Uses body language that is consistent with and supports verbal messages.

PROBLEM SOLVING AND DECISION MAKING

Accurately identifies risks and resolves problems. Uses the appropriate decision-making processes.

- Uses resources and time to fully diagnose and understand the problem.
- Uses a structured decision making process and allocates adequate time to complete this process.
- Perseveres in working through problems without reducing safety.
- Identifies and considers options effectively, considers alternatives clearly communicates decision made and assigns tasks.
- Monitors, reviews, and adapts decisions as required.
- Identifies and manages risks effectively, Avoid Trap, Mitigate.
- Improvises when faced with unforeseeable circumstances to achieve the safest outcome.

KNOWLEDGE AND APPLICATION OF PROCEDURES

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

- Correctly gathers required operational information.
- Follows SOPs unless a higher degree of safety dictates an appropriate deviation.
- Identifies and follows all operating instructions in a timely manner.
- Correctly operates aircraft systems and associated equipment.
- Demonstrates practical knowledge of aircraft technical systems and limitations.
- Complies with applicable regulations.
- Applies relevant procedural knowledge, SOP profiles and Standard Calls.
- Disciplined in use of checklists, QRH, and procedures.

LEADERSHIP AND TEAMWORK

Demonstrates effective leadership and team working.

- Leads by example with integrity and responsibility.
- Creates a supportive and inclusive atmosphere of open communication and encourages team participation.
- Uses initiative, gives directions and motivates others when required.
- Anticipates and responds appropriately to other crew members needs.
- Advocates own position and intervenes when appropriate.
- Encourages feedback and gives and receives feedback constructively.
- Demonstrates empathy and shows respect and tolerance for other people.
- Carries out instructions when directed and volunteers assistance.
- Engages others in planning and allocates activities fairly and appropriately according to abilities.
- Addresses and resolves conflicts and disagreements in a constructive manner.

WORKLOAD MANAGEMENT

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

- Remains methodical and focused in task management resisting impulsiveness.
- Plans, prioritises and schedules tasks effectively prioritising Fly, Navigate, Communicate.
- Manages time efficiently when carrying out tasks.
- Offers and accepts assistance, delegates when necessary and asks for help early.
- Uses all resources available to fulfill task completion.
- Reviews, monitors and cross-checks actions conscientiously.
- Manages and recovers from interruptions, distractions, variations and failures effectively.
- Awareness of stress, overload and fatigue and responds effectively to early signs to reduce workload and conserve capacity.

AIRCRAFT MANAGEMENT, AUTOMATION

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

- Controls the aircraft using automation with accuracy and smoothness as appropriate to the situation.
- Detects deviations from the desired aircraft trajectory and takes appropriate action.
- Contains the aircraft within the normal flight envelope.
- Manages the flight path to achieve optimum operational performance.
- Maintains the desired flight path during flight using automation whilst managing other tasks and distractions.
- Selects appropriate level and mode of automation in a timely manner considering phase of flight and workload.
- Effectively monitors automation, including engagement and automatic mode transitions.
- Maintains FMA awareness throughout the operation with an understanding of the active modes.

AIRCRAFT MANAGEMENT, MANUAL CONTROL

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

- Controls the aircraft manually with accuracy and smoothness as appropriate to the situation.
- Detects deviations from the desired aircraft trajectory and takes appropriate action.
- Contains the aircraft within the normal flight envelope.
- Controls the aircraft safely using only the relationship between aircraft attitude, speed and thrust.
- Manages the flight path to achieve optimum operational performance.
- Maintains the desired flight path during manual flight whilst managing other tasks and distractions.
- Selects appropriate level and mode of flight guidance systems in a timely manner considering phase of flight and workload.
- Effectively monitors flight guidance systems including engagement and automatic mode transitions.

AirlineReady® APS MCC
Pilot Competencies