

# Syllabus

## CRM Operator Change

(CRM-OC)

Revision (Date)	01 (31.01.2016)		
Content of Training			
Module		Initial	Recurrent
<b>Human error and reliability</b> - Error chain - Error prevention and detection	OV	X	Not applicable
<b>Communication and coordination</b> - Inside and outside the flight crew compartment	OV	X	
<b>Leadership and team behavior synergy</b>	OV	X	
<b>Automation</b> - Philosophy of the use of automation	ID	X	
<b>Case studies</b> - Incidents - Accidents	ID	X	
<b>Operator safety culture</b> - Operator policy - Compliance statement	ID	X	
<b>Standard Operating Procedures (SOPs)</b> - SOPs for normal operation - SOPs for abnormal and emergency situations	ID	X	
<b>Multi-crew concept (if applicable)</b>	ID	X	
<b>Checklist principles and philosophy</b> - Company normal checklist - A&E checklist	ID	X	

OV = Overview

ID = In-depth