

OBSERVABLE BEHAVIOURS

Application of procedures (PRO) Demonstrates the ability to identify and apply procedures in line with established operating instructions, utilizing the appropriate knowledge.	A. Follows SOP unless a higher degree of safety dictates otherwise B. Identifies and applies all operating instructions in a timely manner C. Correctly uses all aircraft systems, controls D. Safely manages the aircraft to achieve best value for the operation, including fuel, environment, passenger comfort and punctuality E. Identifies the source of operating instructions
Communication (COM) Demonstrates effective oral, non-verbal and written communication skills, in both normal and non-normal operation.	A. Knows what, how, where, when and how much and with whom he or she needs to communicate B. Ensures the recipient is ready and able to receive the information C. Conveys messages and information clearly, accurately, timely and adequately D. Confirms that the recipient correctly understands important information 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. H. Is receptive to other people's views and is willing to compromise
Flight path management Automation (FPA) Manages the aircrafts flight path using automation, ensuring proper use of the flight management system and guidance.	A. Controls the aircraft using automation with accuracy and smoothness as appropriate to the situation B. Detects deviations from the desired aircraft trajectory and takes appropriate action C. Contains the aircraft within the normal flight envelope D. Manages the flight path to achieve optimum operational performance E. Maintains the desired flight path during flight using automation whilst managing other tasks and distractions F. Selects appropriate level and mode of automation in a timely manner considering phase of flight and workload G. Effectively monitors automation, including engagement and automatic mode transitions
Flight path management Manual (FPM) Manually controls the aircraft's flight path, ensuring appropriate use of the flight management system and guidance.	A. Controls the aircraft manually with accuracy and smoothness as appropriate to the situation B. Detects deviations from the desired aircraft trajectory and takes appropriate action C. Contains the aircraft within the normal flight envelope D. Controls the aircraft safely using only the relationship between aircraft attitude, speed and thrust E. Manages the flight path to achieve optimum operational performance F. Maintains the desired flight path during manual flight whilst managing other tasks and distractions G. Selects appropriate level and mode of flight guidance systems in a timely manner considering phase of flight and workload H. Effectively monitors flight guidance systems including engagement and automatic mode transitions
Knowledge (KNO) The accumulation of facts, information and skills gained through experience and education, leading to a theoretical or practical understanding of a subject.	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, the air traffic environment including routings, weather, airports and the operating 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

Leadership and Teamwork (LTW) Demonstrates effective leadership skills and teamwork abilities.	A. Understands and agrees with the crew's roles and objectives B. Is approachable, enthusiastic, motivating and considerate of others 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. Gives and receives both criticism and praises well, and admits mistakes G. Confidently says and does what is important for safety H. Demonstrates empathy, respect and tolerance of other people I. Involves others in planning and allocates activities fairly and appropriately to abilities
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Norwegian Pilot Competencies - Observable Behaviors (18.09.2024)

Problem solving & Decision making (PSD) Accurately identifies risks and resolves issues, while demonstrating good decision making skills.	A. Identifies and verifies why things have gone wrong and does not jump to conclusion or make uninformed assumptions B. Seeks accurate and adequate 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 and prioritizes F. Considers as many options as practicable G. Makes decisions when needed, reviews and changes them if required H. Considers risk but does not take unnecessary risks I. Improvises appropriately when faced with unforeseen circumstances to achieve the safest outcome
Situation Awareness (SAW) Perceives and understands all relevant information, anticipating potential development that could impact operation.	A. Is aware of the state of the aircraft and its systems B. Is aware of where the aircraft is and its environment C. Keeps track of time and fuel D. Is aware of the condition of people involved in the operation including passengers E. Develops "What if" scenarios and plans for contingencies F. Identifies threats to the safety of the aircraft and people, and takes appropriate action
Workload management (WLM) Effectively manages available resources to prioritize and complete tasks in a timely manner, regardless of the circumstances.	A. Is calm, relaxed, careful and not impulsive B. Plans, prepares, prioritizes and schedules tasks effectively C. Manages time efficiently when carrying out tasks D. OMers and accepts assistance, delegates when necessary and asks for help early E. Reviews, monitors and cross-checks actions conscientiously F. Ensures tasks are completed G. Manages interruptions, distractions, variations and failures effectively

ORCA PROCESS	
OBSERVE	Observe Crew performance during evaluation or training
RECORD	Record effective and ineffective performance
CLASSIFY	Classify the recorded observations to OBs to determine the relevant competency / competencies
ASSESS	Assess the classified observed performance using the VENN methodology • Assess and assign the Proficiency Rating (PR) for each task when required and applicable.

VENN METHOD				
HOW WELL	HOW OFTEN	HOW MANY	TEM OUTCOME	GRADE
Exemplary	Always	All	Enhanced Safety, Effectiveness and Efficiency	5
Effective	Regularly	All	Enhanced safety	4
Adequate	Regularly	Most	Safe Operation	3
Minimum acceptable	Occasionally	Some	Not an unsafe situation	2
Ineffective	Rarely	Few	Unsafe Situation	1

WORD PICTURES FOR GRADING				
1	2	3	4	5
Ineffective performance by rarely demonstrating any of the OBs when required, which resulted in an unacceptable reduction in safety margin	Minimum acceptable performance by only occasionally demonstrating some of the OBs when required, which did not result in an unsafe situation	Adequate performance by regularly demonstrating most of the OBs when required, which resulted in safe operation	Effective performance by regularly demonstrating all the OBs when required, which enhanced safety	Exemplary performance, efficiency, and effectiveness, by always demonstrating all the OBs when required, which significantly enhanced safety
IN TPMS REPORT OBs: Required Comments: Required	IN TPMS REPORT OBs: Required Comments: Required	IN TPMS REPORT OBs: Optional Comments: Optional	IN TPMS REPORT OBs: Optional Comments: Optional	IN TPMS REPORT OBs: Required Comments: Optional

Anvend dette skema til første grading:

RMK ? Application of Procedures (PRO)	1 2 3 4 5	1 2 3 4 5
RMK ? Communication (COM)	1 2 3 4 5	1 2 3 4 5
RMK ? Flight Path Management - Automation (FPA)	1 2 3 4 5	1 2 3 4 5
RMK ? Flight Path Management - Manual Control (FPM)	1 2 3 4 5	1 2 3 4 5
RMK ? Knowledge (KNO)	1 2 3 4 5	1 2 3 4 5
RMK ? Leadership and Teamwork (LTW)	1 2 3 4 5	1 2 3 4 5
RMK ? Problem Solving and Decision Making (PSD)	1 2 3 4 5	1 2 3 4 5
RMK ? Situation Awareness (SAW)	1 2 3 4 5	1 2 3 4 5
RMK ? Workload Management (WLM)	1 2 3 4 5	1 2 3 4 5

Anvend dette skema til anden grading:

RMK ? Application of Procedures (PRO)	1 2 3 4 5	1 2 3 4 5
RMK ? Communication (COM)	1 2 3 4 5	1 2 3 4 5
RMK ? Flight Path Management - Automation (FPA)	1 2 3 4 5	1 2 3 4 5
RMK ? Flight Path Management - Manual Control (FPM)	1 2 3 4 5	1 2 3 4 5
RMK ? Knowledge (KNO)	1 2 3 4 5	1 2 3 4 5
RMK ? Leadership and Teamwork (LTW)	1 2 3 4 5	1 2 3 4 5
RMK ? Problem Solving and Decision Making (PSD)	1 2 3 4 5	1 2 3 4 5
RMK ? Situation Awareness (SAW)	1 2 3 4 5	1 2 3 4 5
RMK ? Workload Management (WLM)	1 2 3 4 5	1 2 3 4 5