This is to confirm that the

"Crew Resource Management (CRM) Recurrent Training v01"

provided by infoWERK Medien & Technik GmbH, setup on the LMS Training Portal

contains the following training topics as required by:

AMC1 ORO.FC.115&215 Crew resource management (CRM) training

Human error and reliability, error chain, error prevention and detection
- Operator safety culture, standard operating procedures (SOPs), organisational factors
- Stress, stress management, fatigue & vigilance
- Information acquisition and processing situation awareness, workload management
- Decision making
- Communication and coordination inside and outside the flight crew compartment
- Leadership and team behaviour synergy
- Automation, philosophy of the use of automation (if relevant to the type)

Training topics are divided to meet a three year recurrent training cycle.

All requirements and updates are documented in infoWERK's internal Quality

Management System.

The following topics are not included:

Specific type-related differences
Case studies

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