



Australian Government
Civil Aviation Safety Authority



Practice Makes Perfect

Research into Skills Retention

Perfect Practice Makes Perfect

‘USE MAKES PERFECT’

What does the research say?

There are a number of sources of information, today we have chosen 2 that refer specifically to cabin crew:

1. 2008 study by Mahoney et al – retention of CPR skills
 - 33 of 35 failed to use the bag-mask correctly
 - 18 performed chest compressions at the wrong site
 - 22 had the incorrect compression depth
 - 10 incorrectly placed the defib pads

What does the research say?

2. 2016 researcher Zakariah Bani-Salameh found 'lack of preparedness and decay of expertise among flight attendants

- Should be less than 12 month intervals
- Use of simulation
- Described the findings as *'calls for help by the flight attendants and they should be attended to immediately'*

Strategies – not all, but some

- Simulation
- Extensive and deliberate practice to create automaticity
- Review and tests

Do crew have the opportunity to practice?

Yes!!

Examples

- Use of equipment in the crew room
- Scenario based training opportunities
- CBT – for mental review

What else can you think of – think outside the square?



Example of why this is so important

Lion Air Accident 2013 – aircraft missed the runway and ended up in the sea

Remember

Perfect practice makes perfect!

Merely having access to equipment/videos etc. may not be meeting your needs

Consider what and how you provide opportunities to practice



Some things to ask yourself

Do you know if your training is effective? How do you know if it is effective?

Some things to ask yourself

Is your training tailored to the needs your employees
(the tasks they perform)?

Some things to ask yourself

When was the last time you conducted a TNA or gap analysis between your current training and what the needs are for training?

Some things to ask yourself

Do you assess the knowledge and the skills you have presumably “trained” to see if they have been acquired?

Some things to ask yourself

What type of assessment do you use? It is recognition or recall and what is best for what you've taught and the timeframe you expect them to retain that information?

Some things to ask yourself

What is the approach taken to your ongoing training?
Do you do it all in one go (massed) or spaced over time
to facilitate practice (spaced) or a combination
(hybrid)?

Questions?

Reference Material

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