

**BY ORDER OF THE COMMANDER
AIR FORCE RESERVE COMMAND**



AIR FORCE INSTRUCTION 11-290

**AIR FORCE RESERVE COMMAND
Supplement 1**

5 MARCH 2004

FLYING OPERATIONS

**HQ AFRC/ COCKPIT/CREW RESOURCE
MANAGEMENT TRAINING PROGRAM**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This supplement implements and extends the guidance of Air Force Instruction (AFI) 11-290, *Cockpit/Crew Resource Management Training Program*, 11 April 2001. The AFI is published word-for-word without editorial review. Air Force Reserve supplementary material will be displayed in the integrated publication by the tag (AFRC). This supplement describes Air Force Reserve Command (AFRC) procedures to be used in conjunction with the basic instruction. Upon receipt of this integrated supplement discard the Air Force Basic.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

This revision updates/refines the definition of crewmember (paragraph **1.**), adds a requirement to track CRM currency in ARMS (paragraph **8.3.2.**), adds a "NOTE" dealing with AFRC C-130 CRM training requirements (paragraph **8.3.3.1. (Added)**), adds guidance for AFRC FAP pilots (paragraph **8.9. (Added)**), add guidance on inspections (paragraph **9.2. (Added)**), and adds a AFRC CRM Self-Inspection Checklist to aid units in ensuring they are complying with CRM guidance (**Attachment 3 (Added)**).

1. AFRC defines crewmember as an aircrew member who is on aeronautical orders, flies in a designated crew position, and has a related AFSC with a prefix of K, Q, or X – to include aero-medical evacuation, para-rescue, combat Rescue Officer (CRO), aerial gunner, and AWACS mission aircrew members.

5. **MAJCOM CRM Programs.** This supplement describes the specific requirements of the AFRC CRM Training. It contains essential guidance on how to implement annual CRM training and specifies what training is required for each specific AFRC Mission Design Series (MDS).

5.2.3. (Added) The HQ AFRC program manager will host a CRM Conference every one and a half to every two years to discuss new ideas and directions for AFRC CRM training. Notification will be provided to AFRC units no later than three months prior to the conference dates.

5.2.3.1. (Added) The following AFRC members are required to attend the AFRC CRM Conference:

5.2.3.1.1. (Added) HQ AFRC program manager (Chair).

5.2.3.1.2. (Added) Numbered Air Force (NAF) CRM program managers.

5.2.3.1.3. (Added) Individual AFRC unit program managers.

5.2.3.1.4. (Added) Contractors providing AFRC CRM training materials.

5.2.3.2. (Added) The following individuals are invited to the AFRC CRM Conference:

5.2.3.2.1. (Added) HQ USAF/XOOT CRM action officer.

5.2.3.2.2. (Added) Other MAJCOM CRM program managers.

5.2.3.2.3. (Added) HQ AFSC/SEFF representative.

5.2.3.2.4. (Added) HQ AFFSA/XOFD representative.

5.2.3.2.5. (Added) AFMOA/SGOO CRM action officer.

5.2.3.2.6. (Added) AFRL/HE representative.

5.2.3.2.7. (Added) Other technical advisors as required.

5.2.3.2.8. (Added) HQ AFRC/SEF representative.

5.2.3.3. (Added) AFRC CRM conference items include, but are not limited to:

5.2.3.3.1. (Added) Developing consolidated command positions on issues presented before the USAF CRM Steering committee.

5.2.3.3.2. (Added) Making recommendations to maximize commonality between various CRM training programs.

5.2.3.3.3. (Added) Determining future training, focusing on common CRM refresher training.

5.2.3.3.4. (Added) Reviewing status of CRM program procurement and contract change proposals.

5.2.3.3.5. (Added) Recommending course content for weapons systems and undergraduate crewmember CRM training.

5.2.3.3.6. (Added) Reviewing individual unit CRM training, highlighting its strengths and weaknesses.

5.3. (Added) **NAF CRM Program Manager.** The NAF CRM program manager is the NAF Chief of Stan/Eval or other individual designated by the NAF/DO.

5.4. (Added) **Civilian Contractors.** Civilian contractors develop AFRC CRM training materials and tailor them to each specific MDS.

8.3.2. Recurring CRM continuation training will be accomplished annually (once each training cycle year) at a minimum. When using the AFRC CRM training program outlined in paragraph **8.6. (Added)**, CRM continuation training will be accomplished quarterly. In both cases, accomplishment of training will be recorded in ARMS.

8.3.3. (Added) The CRM annual training requirement can be fulfilled by attending an AFI 11-2 MDS Specific, Volume 1, directed simulator training session where CRM is part of the curriculum or by participating in the AFRC CRM training program outlined in paragraph **8.6. (Added)**

8.3.3.1. (Added) AFRC crewmembers who are required by the appropriate AFI 11-2 *MDS Specific* Volume 1 to attend a simulator or ground training session where CRM is part of the curriculum will fulfill the annual CRM training requirement by participation in the directed simulator/ground training for the training cycle year in which the training was received.

NOTE: AMC-gained C-130 aircrew members who attend the simulator and receive CRM Mission Oriented Simulator Training (MOST) cannot take credit for the academic refresher CRM training.

8.3.3.2. (Added) AFRC crewmembers who are not provided the opportunity to attend a simulator or ground training session where CRM is part of the curriculum will fulfill their annual CRM training requirement by participating in the AFRC CRM training program outlined in paragraph **8.6. (Added)** as administered by the flying unit.

8.3.3.3. (Added) When only a portion of a crew complement attend a directed simulator/ground session where CRM training is provided, the crewmembers not attending will utilize the AFRC CRM training outlined in section 8.6. of this supplement to fulfill their annual training requirement.

8.3.3.4. (Added) Crewmembers who have a directed simulator/ground training session where CRM training is provided every 1 ½ to 2 years will utilize the AFRC CRM training outlined in section 8.6. of this supplement to fulfill their annual training requirement for those training cycle years which do not include the directed simulator/ground training session.

8.3.3.5. (Added) Crewmembers who receive CRM training during a directed simulator/ground session should supplement this training with the AFRC CRM training outlined in section 8.6. of this supplement to support aircrew members or mission crew members who do not receive CRM training in the simulator sessions. This practice will reinforce behaviors associated with good CRM practices and acknowledges operational issues which require inputs from all crew positions inputs to ensure increased mission effectiveness.

8.5.1. (Added) Each AFRC unit will assign a CRM program manager. Unless the OG/CC selects another individual, the operations group chief of Stan/Eval will serve as unit CRM program manager. The CRM program manager is required to supervise the unit CRM training.

8.5.2. (Added) Unit CRM training must be administered by a trained CRM facilitator. A CRM program manager should receive and complete CRM facilitator training. Any trained unit CRM facilitator may administer unit CRM training and can train other unit crewmembers to become facilitators – adding to the crewmembers available to administer CRM training. CRM training should be administered by different unit trained CRM facilitators to get an enhanced perspective on issues and ideas.

8.5.3. (Added) Information on how AFRC crewmembers can attend CRM facilitator training can be found at <http://www.cti-crm.com/crm/afrc/>.

8.6. (Added) **AFRC CRM Training Program.** This CRM training program facilitates the refresher training of AFRC aeromedical, AWACS, bomber, C-130, fighter, Special Operations, and KC-135 aircrew members as well as those aircrew members associated with helicopters, KC-10s, and strategic airlift who do not receive academic CRM training during simulator sessions AFRC CRM training consists of two elements initiated by a quarterly HQ AFRC and/or NAF Special Interest Item (SII) based on a theme derived from one of the six core CRM curriculum listed in Section C, paragraph 6 of AFI 11-290. The first

element is an operational scenario which highlights one or more human behaviors listed on the AF Form 4031 or in AFI 11-2 MDS specific Volume 2 (if CRM criteria is not incorporated in the grading areas). The second element is a Power-Point presentation based on the theme for that quarter. AFRC-hired contractors will provide the training materials via the Internet

(<https://wwwmil.afrc.af.mil/hq/do/dot/CRM/default.htm> for .mil access; or <http://www.cti-crm.com/crm/afrc/> for residential access). HQ AFRC and/or NAF Stan/Eval functions will distribute the quarterly SII via existing means.

8.6.1. (Added) Each weapon system will have training materials provided that emphasize the CRM concepts and behaviors specific to their mission.

8.6.2. (Added) The contractor will provide the AFRC and/or NAF program managers a copy of the upcoming quarterly CRM presentation for review one month prior to the beginning of the next quarter.

8.6.3. (Added) The quarterly CRM presentations:

8.6.3.1. (Added) Cover one of the core CRM curriculum listed in Section C, paragraph 6 of AFI 11-290.

8.6.3.2. (Added) Are delivered by a unit instructor or CRM program manager during a formal ground training block.

8.6.3.3. (Added) Are updated quarterly, covering all CRM core concepts over the course of 1 ½ years.

8.6.3.4. (Added) Are developed to be 15-20 minutes in duration.

8.6.4. (Added) In addition to the quarterly presentation, the contractor will provide one to three effective and ineffective skill scenarios a month via the Internet (same address as above) as they relate to the current AFRC CRM SII. These scenarios:

8.6.4.1. (Added) Are provided to use during daily flying operations briefings.

8.6.4.2. (Added) Are on a specific CRM behavior listed on AF Form 4031, 11-2 *MDS Specific* Volume 2 (if CRM criteria is incorporated in the grading areas) or another weapons specific behavior list as approved by HQ AFRC.

8.6.4.3. (Added) Are specific to each MDS.

8.6.5. (Added) The AFRC CRM Internet site has a Critical Incident Reporting (CIR) link. This feature allows aircrew to report operational or training scenarios, which exhibited either positive or negative for CRM Lessons Learned. This information will be incorporated in future quarterly presentations or skill scenarios and will allow aircrew to share CRM experiences. All inputs will be gathered directly by the CRM contractor. Individuals providing the information will be kept anonymous. Additionally all information linking the scenario to a unit will be removed.

8.6.6. (Added) Use of any materials generated by the AFRC-hired CRM contractors are not restricted to the program described above. Units may tailor these materials to meet unit requirements (e.g., a complete review of quarterly SIIs and associated skill scenarios can be provided newly assigned aircrew members to address specific CRM LIMFACs identified during training and flying operations.

8.7. (Added) **AETC-Gained AFRC Crewmembers.** All AETC-gained AFRC crewmembers follow guidance as outlined by AFI 11-290, AETC supplement 1 for your CRM training requirements.

8.8. (Added) **AFRC First Standards Aviation Flight Crewmembers.** All AFRC First Standards Aviation Flight Crewmembers receive their annual CRM training as provided by the Federal Aviation Administration.

8.9. (Added) **Fighter Associate Program (FAP) Fighter Pilots.** All AFRC Fighter Associate Program (FAP) fighter pilots attached to an active duty squadron will be provided CRM training by the active duty IAW guidance outlined in the active duty MAJCOM supplement to AFI 11-290. All active duty FAP fighter pilots attached to an AFRC squadron follow the AFRC CRM training program as outlined in this supplement.

9.1. (Added) **CRM Evaluated.** All crewmembers are evaluated on CRM during all periodic flight evaluations. AF Form 4031 or CRM specified grading areas from the appropriate 11-2 *MDS Specific* Volume 2 (if CRM criteria is incorporated in the grading areas), are the assessment tools used for CRM during periodic evaluations. Unit Stan/Eval sections will consolidate any CRM trend information and highlight any CRM trends identified for immediate incorporation into their unit CRM training. The unit's program manager will pass along the consolidated trends at the end of each quarter to the NAF CRM program manager. A negative reply to the NAF CRM program manager is not required if there are not any trends to pass along. The NAF CRM program manager consolidates the CRM trends at their level and passes them along to the HQ AFRC CRM program manager. The HQ AFRC CRM program manager will pass along identified trends to the appropriate contractor and ensures they are incorporated into AFRC CRM training materials.

9.2. (Added) **AFRC Unit CRM Program Reviews.** AFRC unit CRM programs will be reviewed by AFRC Numbered Air Forces (NAFs) during Staff Assistance Visits and by Active Duty NAFs during Aircrew Standardization/Evaluation visits. An HQ AFRC CRM self-inspection checklist (attachment one) is provided to ensure compliance with the AFRC CRM program.

10. **Forms Prescribed.** If CRM behaviors are incorporated into the affected AFI 11-2 *MDS Specific* Volume 2 or in unit developed form 8 grading sheets, use of AF Form 4031 is not required.

Attachment 3 (Added)

CREW RESOURCE MANAGEMENT CHECKLIST

HQ AFRC STANDARDIZATION/EVALUATION			
<p>CREW RESOURCE MANAGEMENT CHECKLIST (IAW AFI 11-290/AFRC Sup 1 (1 Dec 2003))</p>			
Unit:		Date Inspected:	
AFRC CRM PROGRAM FOR AIRCREW NOT ATTENDING SIMULATORS (AFI 11-290/AFRC Sup 1)		YES	NO
1. Are CRM skills integrated into flight briefings and debriefings? (AFI 11-290/AFRC SUP 1, par. 2.3.1.)			
2. Are CRM skills integrated into new and existing training syllabi where applicable? (AFI 11-290/AFRC SUP 1, par. 2.3.2.)			
3. Are CRM skills evaluated during initial and recurring evaluations? (AFI 11-290/AFRC SUP 1, par. 2.3.3. and 9.1. (Added))			
4. Are crewmembers provided the HQ AFRC approved CRM continuation training program quarterly? (N/A if CRM academic training is accomplished at a simulator session) (AFI 11-290/AFRC SUP 1, par. 8.3.2.)			
5. Is CRM training currency tracked in ARMS quarterly/annually as applicable?			
6. Has the wing CRM program manager (Chief of Stan/Eval or other individual) been identified by the OG/CC? (AFI 11-290/AFRC SUP 1, par. 8.5.)			
7. Has the wing/squadron appointed CRM program manager attended CRM facilitator training? Who provided the training: _____			
8. Is human factor data being collected (i.e. using Form 8, AF Form 4031 or unit-developed form), is it retained for six months and is it forwarded to the AFRC CRM Program Manager through the NAF CRM program manager? (AFI 11-290/AFRC SUP 1, par. 9.1. (Added))			
9. Is the HQ AFRC and/or NAF Stan/Eval provided quarterly Special Interest Item being posted?			
AFRC Units with CRM material presented in a Simulator Training			
10. Are crewmembers attending simulator training and receiving credit for CRM training? (AFI 11-290/FRC SUP 1, par. 8.8. (Added)) (NOTE: AMC-Gained C-130 units cannot take credit for academic CRM training during their simulator sessions)			

11. If so, is the simulator training annual? If not, is the squadron utilizing the AFRC CRM training program as outlined in paragraph 8.6 of AFI 11-290/AFRC SUP 1 for their annual training? (HQ AFRC/DO message, DTG 291509z Oct 99.		
Comments:		

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