**Feedback from crew to the Training Department**

This summer has been tough for the company, but for our front line crew, 3 subjects were consistently brought up to the union reps as problem areas for them. Unite carried out a survey of all its members to gather data on the 3 issues and we now hope that we can present the data to the relevant people within easyJet and work proactively together to address the crews concerns. One of the areas that has increased pressure on crew performance this summer is new entrants.

“…for crew who have previous experience there has generally been few issues, new crew have stuggled on sops and general duties as they miss the one to one that is impossible for CMs and FAs to give when operating as a normal crew…”

So it is important to crew that they operate well, and to do this they need 4 effective team members. But crew – FA’s and CM’s - are feeling that currently, new entrants require on the job training and mentoring, that they not only do they not have time for, but increases the pressure on their already stressful day.

“…Older new entrants have people skills that come with age that cannot be taught. New entrants sometimes need more training online not fair on cabin crew training and correcting them online.Cabin managers not aware of what going on as each crew member is under pressure from day to day duties. Not including the long days...”

“…Can't tell the difference from previous years and it's a lot more work for FAs teaching them onboard skills…”

“…Don't check FAP. No stop check. No understanding of chipped. Turn around checks poor. Constantly having to watch new entrants and extremely poor standards this year…”

Reading the verbatim comments, there appear to be 4 main areas where new entrants put pressure on crew to providing on the job training –

1. Procedural briefing,
2. Getting SOP wrong,
3. Doors – a/c and f/d procedures
4. Overwing

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| During briefings no idea of the emergency drill |
| Not knowing where equipment was on the aircraft Poor knowledge of theory when discussing during briefing |
| Didn't know which rows to do on a320 cause she's never been on one; briefing question:how many bcc we have? Answer:2?5?3? |
| Emergency drill ... Not known at all |
| Don't know we're safety equipment is kept, how to arm disarm doors, briefing overwing exits, seat rows who checks what row numbers, they. didn't know to work towards your doors on turnaround |
| I had to go to management about a 3\* I had on my flight as he had NO clue about cabin secure and overwing exit restrictions on baggage. I was mortified. He had been with easyJet 9 days and should know such important SOPs better than anyone! |
| Flew with someone and after being online he was securing infants on laps by using the seatbelt as an extension around both parent and baby. |
| I have had a 3\* new entrant offer to do the CC2 position however they were unaware of door responsibilities and took up the boarding position in the cabin twice. CM had to give feedback. It was noted that they weren't able to carry out a stop check without guidence. |
| I was on a flight with a supernumery who clearly didn't have a clue on even the simplest of tasks. So we kept asking f if she had any questions her response was 'no'. There's always questions in any new job role especially the one we do. I've also seen them not guard f/d door properly. Some also struggle with opening a/c door and stop checks |
| New entrant telling me that if he doesn't see a fastened seatbelt on cabin secure he is too embarrassed to ask a pax about it (?!) |
| In one ocassion a new entrant wasn't able to distinguish if the aircraft door was armed or disarmed |
| New entrant CC4 completely left the doors at the front unattended |
| New entrant opened D1R as if opening D2L, i.e. used wrong hand resulting in new entrant leaning out of the a/c. |
| Arming dors with stairs attached to doors . Lack of knowledge regarding Sep etc |
| Most don't seem to understand the stop check procedure |
| Not knowing how to cross check a door No idea how to use the interfone |
| not knowing how to arm/ disarm doors Don't know how to use the phone |
| Not knowing how to arm/disarm doors properly. Stop checks ... A few said they didn't know what it was. |
| Certain new entrants still shy away from day to day stuff for example not wanting to move physically sized from overwings, seem afraid to ask pax to put smaller luggage under seats. Seem to lack on confidence |
| Basic SOP knowledge is poor. For example, not knowing the 'pin,lever,pin' procedure whe arming/disarming doors. And not having adequate knowledge of CHIPPED and how many ABP's we require on the over wing exits. |
| Briefing row 6&7 instead of the overwings. Walking away from medicals and situations |
| New entrants do not seem to be fully aware of CHIPPED. |

So, the effect of shifting the pressure of training and mentoring new entrants onto CM/FA’s is:

And even if crew don’t feel it has compromised safety, they would still like the line trainers check flights to be re-instated:

“…Have experienced crew coming online, they are the better ones. The ones with no flight experience tend to be the one with the issues, which indicate perhaps a lack of training. Also, the lack of fear that used to motivate crew not to fail their check flight has disappeared…”

“…It is very clear that new entrants need a check flight, some are not confident with door procedures and a lot show a lack of knowledge of SEP, for example needing help to go through the emergency drill and NITS briefing meaning…”

“…Not confident with opening/closing doors in normal operation. This was something that was addressed in their line check. No idea what SAMPLE was and had never heard of a Passenger Medical Form. 2 new entrants didn't know the Emergency Drill. This was noted on their FA Assessments…”

Finally, many of the crew have commented that although they go and report these circumstances to their base management team, there is nowhere for them to feed back to training, so that improvements can be made. It might be an idea for the Training Department to create a method of receiving feedback from crew, so that the department can have a good idea of how well the new entrants are doing once they leave the academy.

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| I was flying down the back with a new crew member at both ends along with a cabin manager i had flown with a lot previously. When arming/disarming doors and requesting a stop check (at rear) the cabin crew member assisting me never once used the correct terminology. They didn't confirm the doors were crosschecked until i mentioned it and they also didn't do the STOP procedure as SOP with the phrases used being incomplete/ incorrect. During the same flight I had called the front to pass on my checks to say that 'the rear doors are armed/disarmed and crosschecked' to which the new crew member at the front had answered the phone and confirmed that the forward doors were armed/disarmed and confirmed on the FAP. This confused me as per sop i was expecting the cabin manager to say this to which then the next moment the cabin manager picked up the phone and continued to confirm this information again to me. On this occasion, both new entrants were lacking in knowledge of basic SOP's and terminology for the SOP's. |
| Leaving the flight deck without a guard on the door, despite the captain's attempts to stop her. No knowledge of the stop-check procedure. Releasing pax from D2L without checking for a PIG or that pax have been released at the front. Briefing the wrong row for the overwings. Having so idea about flight deck door procedures. Refusing to collect rubbish. No cabin awareness, not heading call bells. Unable to use the interphone. No knowledge of how to approach a medical. No knowledge of SOP, e.g. restricted seats, infant equipment , acronyms, check in procedure. Not turning up for duty, or sliding in late hoping someone else will have been out on it from standby. Insolent to the captain and CM. Sulking and can't be bothered. Constant pointless questions and challenging the CM and other crew. However, I've also had about 4 who were excellent, totally got it and blossomed immediately. They are usually ex ground staff. |
| 1 new entrant briefed row 9 on the emergency exit doors (overwings) most are unaware of location of equipment . 5-10 times they have been unable to tell me how many pieces of equipment we have . Generally very poor SOP knowledge . 1 crew member sat in the wrong seat for takeoff. Secure is very poor in most instances . DOOR duties are awful. 1 girl was still trying to open the door with the disarming lever on the 4th sector of a duty . Also majority have very little SEP knowledge . Briefing are a disaster , it's the norm for crew to not know the answer to basic sop questions . Very unsafe. |
| A lot of new entrants too young and have limited or no customer service/life skills |