

Instructor Calibration

**Building Grading Consistency with QC Observers
and Emergency Procedures Instructors**

Presenters

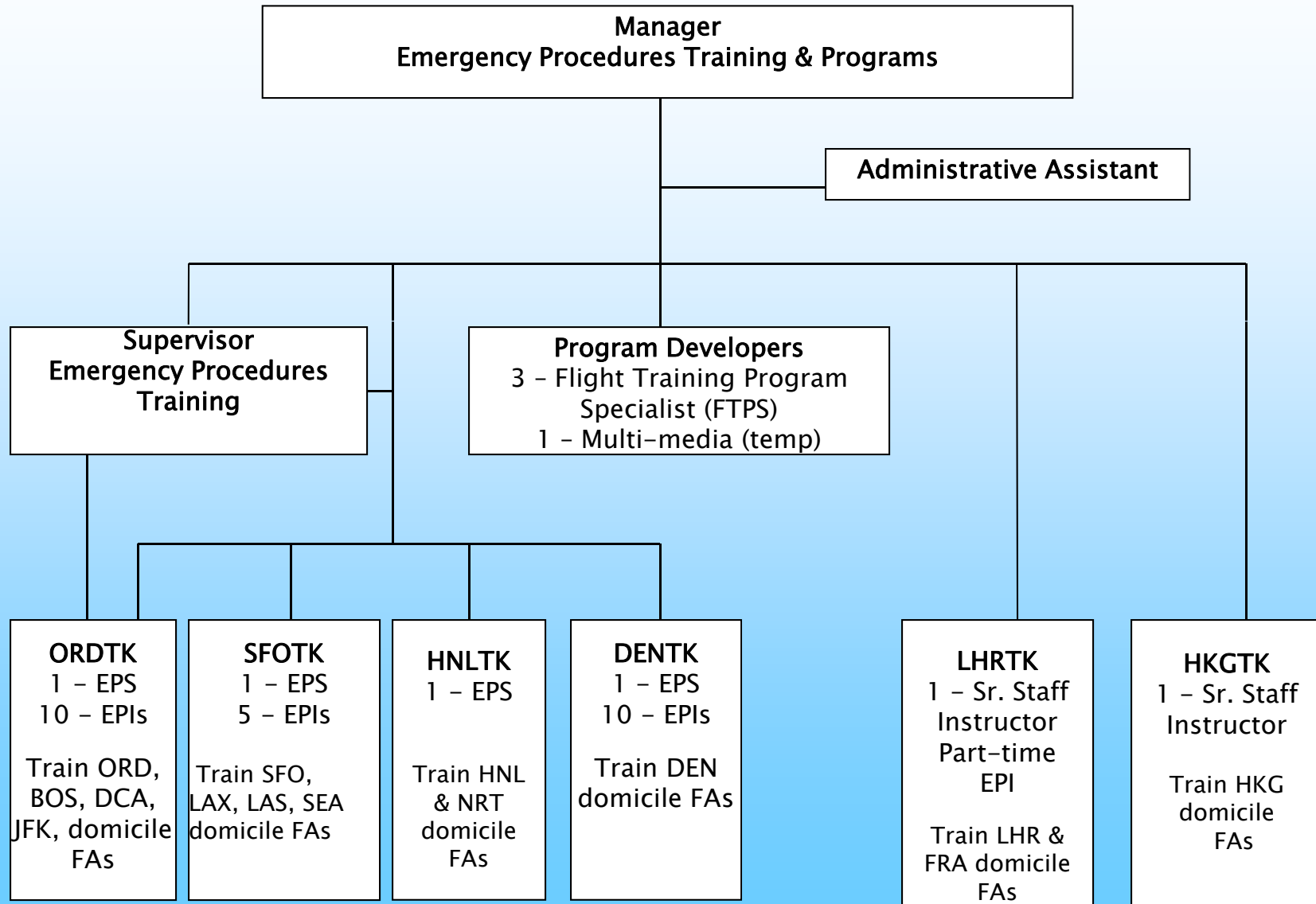
- **Greg Hegarty**
 - **Manager, Emergency Procedures Training & Programs United Airlines**
- **Chris Hallman**
 - **Founder and Principal Consultant, Great Circle Consulting**

Why Focus on Calibration?

- **Standardize Training Delivery**
 - United Airlines trains flight attendants in six locations worldwide
- **Ensure Grading Consistency**
 - United employs more than thirty instructors and quality control observers for emergency procedures training
- **Enhance Data Quality**
 - Provides training managers with more accurate picture of training effectiveness
- **Supports Transition to AQP**

Departmental Organization

Emergency Procedures Training Department 2010



EPS: Emergency Procedures Specialist
 EPI: Emergency Procedures Instructor

Enhanced Quality Control Plan

- **Develop enhanced grade sheets and quality control observer data collection instruments**
 - **Reliable and Valid**
- **Design QC observer calibration training**
- **Design instructor calibration training**
- **Conduct calibration training**
- **Monitor and Evaluate**

Instructor Calibration

Training includes:

- **Importance of collecting quality data in evaluating flight attendant performance**
- **Rater-referent reliability**
- **Inter-rater reliability**
- **Video scenarios**
- **Actual grade sheets**
- **Coaching performance improvement to improve calibration**

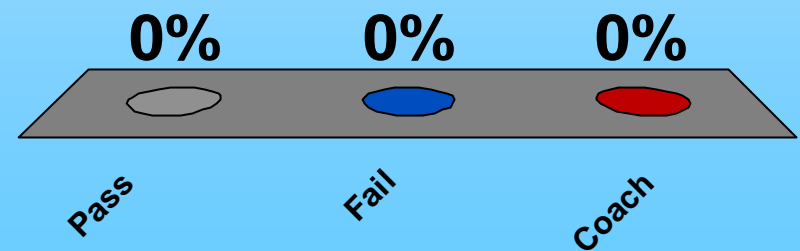
Door PC1 Scenario

- **777 door 1L**
- **F/A #1**



Please make your selection...PC1.

1. **Pass**
2. **Fail**
3. **Coach**



Quality Control Observer Calibration

Training includes:

- **Importance of collecting quality data in evaluating flight attendant performance**
- **Rater-referent reliability**
- **Inter-rater reliability**
- **Video scenarios**
- **Actual grade sheets**
- **Coaching performance improvement to improve calibration**

Results

Audit Activity Summary

08Feb-04Mar 2010

- **Audits Completed** **45**

- **Modules Audited** **203**

- **Items Audited** **1,724**
 - **Items-Deviation from Standard** **142 = 8.2%** of total items audited

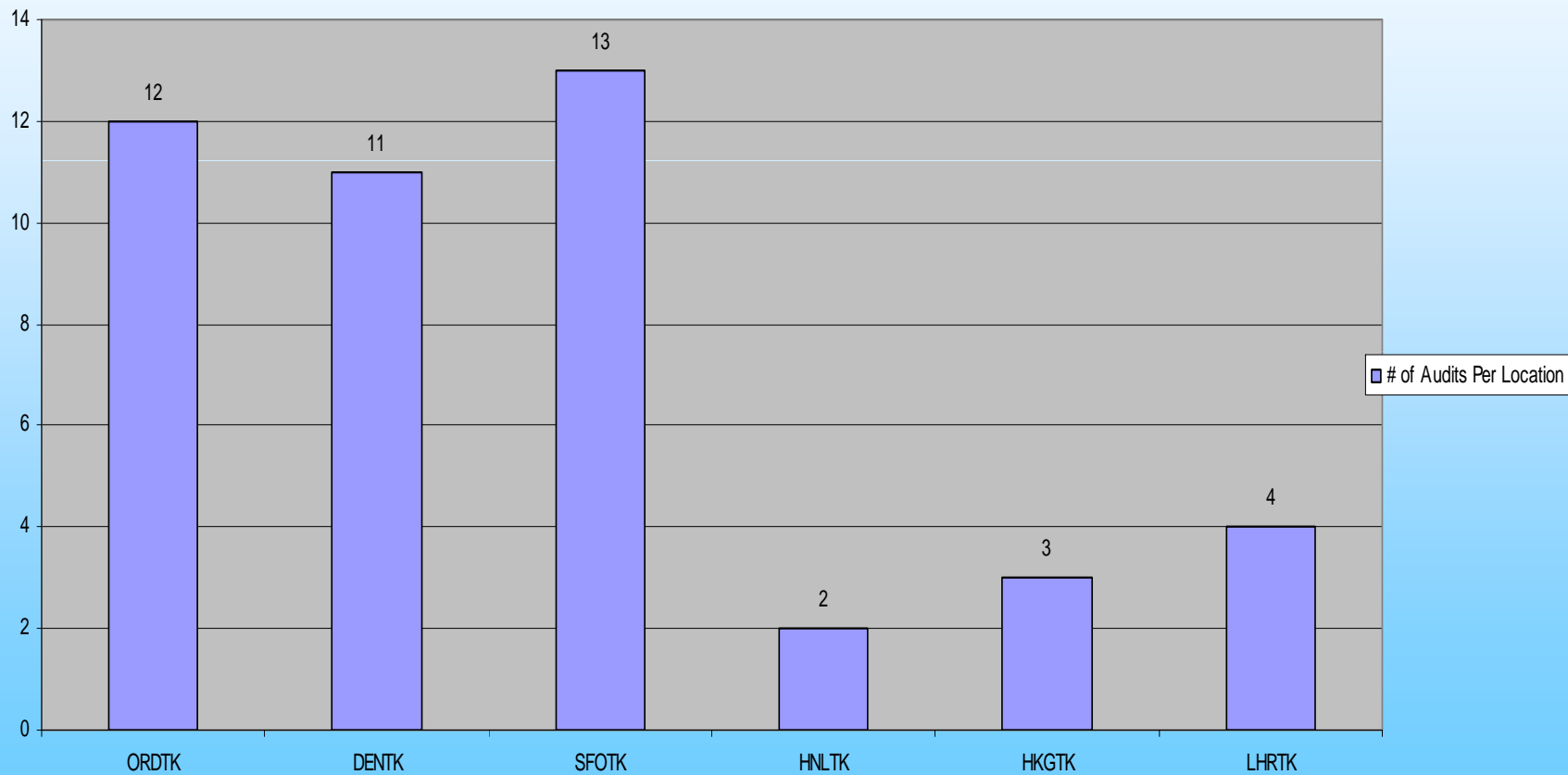
 - **Items-Deviation from Standard with Intervention** **32* = 1.9%** of total items audited
22.5% of total deviation-from-standard items

***18 add'l responses under review**

Audits Completed per Location

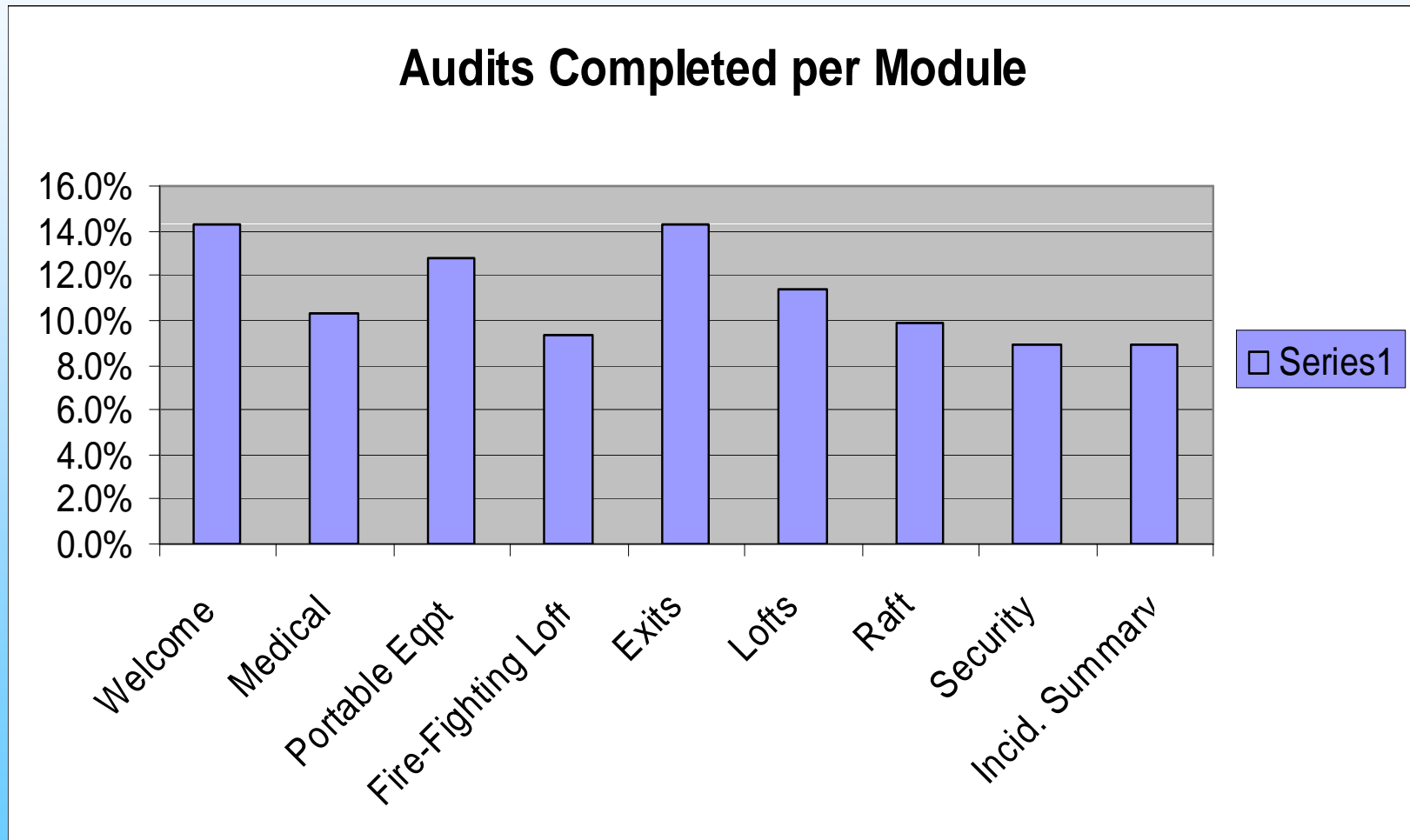
✈ 08Feb-04Mar 2010

Total No of Audits Completed by each TK



Audits Completed per Module

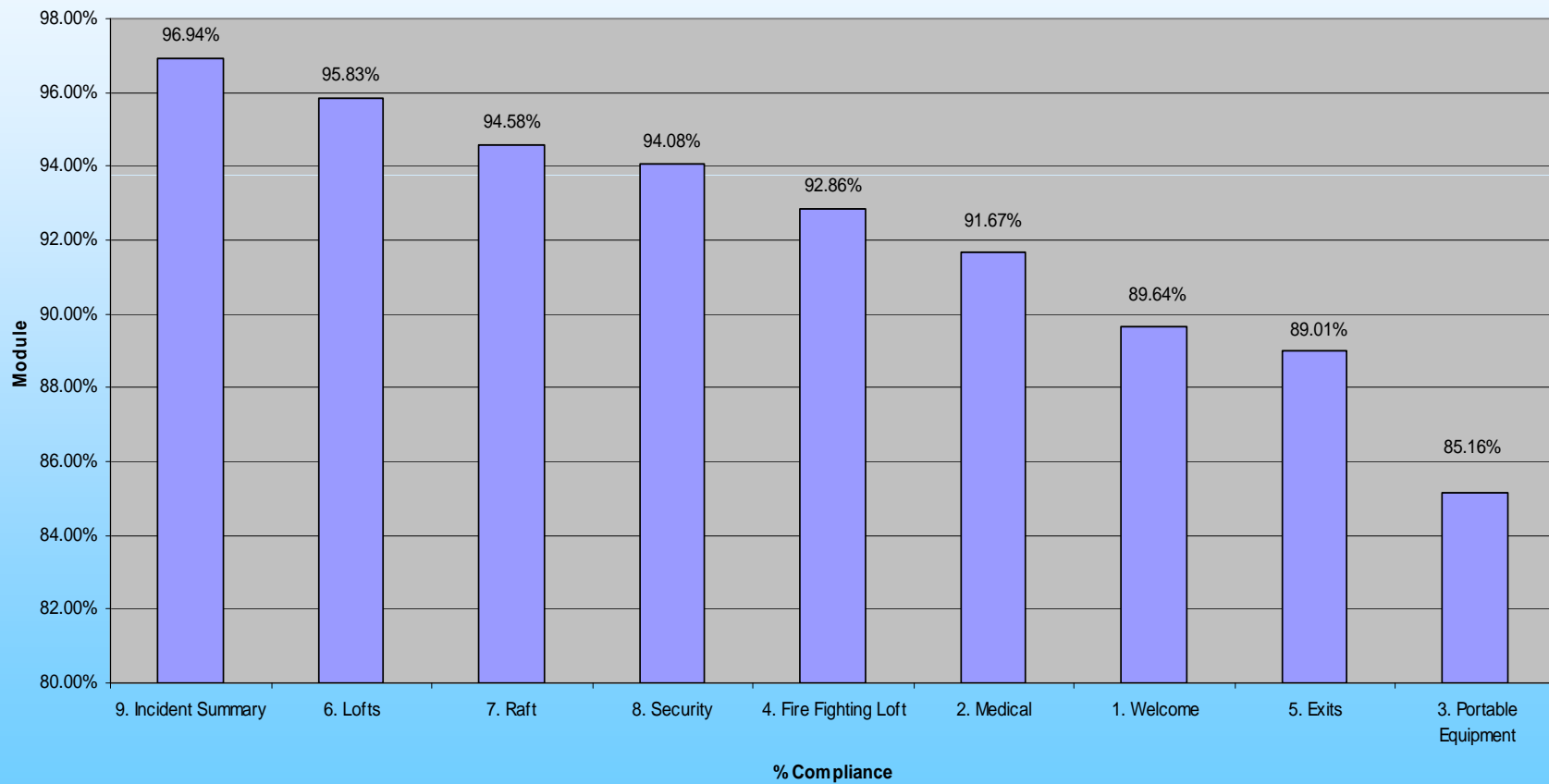
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Compliance by Module

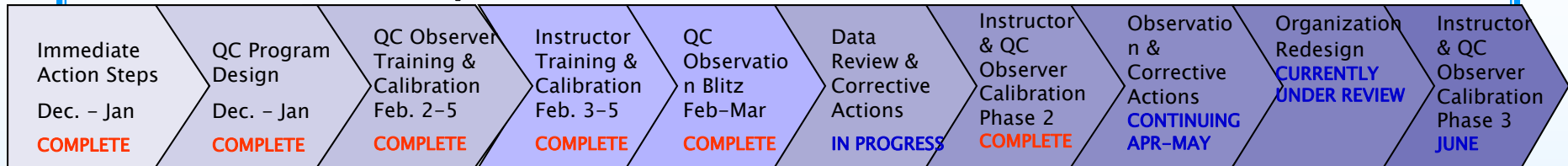
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Compliance by Module



Program Timeline

QC Process Improvement Plan Timeline



Compliance:	Forms:	Basic Training Review	Basic Training Review	Observations	Data	Calibration	Continuous Improvement	Evolution	Calibration
<ul style="list-style-type: none"> • Leads Call • Instructor Letters • Standardized Daily Briefing/Debriefing Form • Enhanced Admin. Sign-off Checklist • IG Revised - No Deviation • Written Flow Schedules at Each TK Center • F/A Training Certification Form 	<ul style="list-style-type: none"> • Supplemental Form for QC Audits • <u>Training Plan</u>: • Remedial • Individual Commitment Review • New Video Vignettes for Instructors & QC Observers • Compliance & Performance Tracking with Q5 Database 	<ul style="list-style-type: none"> • Intent • Role: Through the eyes of the FAA • Human Factors: Objectivity vs. Subjectivity • Standardization & consistency • Yes/No Form • Grading Exercises • Practice 	<ul style="list-style-type: none"> • Intent • Role: As the arms of the FAA • Regulatory Requirements vs. Individualization • QC Form: Shifting to Yes/No Format • QC Responsibility • Video Vignettes • Exercises: Compliance vs. Deviation 	<ul style="list-style-type: none"> • 8 internal QC observers • QA resource support • All 6 TK Centers • 4-6 Hour Observations • Shortened QC Form • Yes/No Format • Q5 Database • Continuous Improvement Processes Ongoing • QA Observes QC's 	<ul style="list-style-type: none"> • Daily input & review • Refinement of QC document • Track by Issues/Module, TK Center & Instructor • Follow-Up: Observers & Instructors • Weekly Mtg SW/TK/QA • Weekly Leads call • On-going development calls 	<ul style="list-style-type: none"> • Review of findings, issues, concerns • Calibration update based on findings • At 4/1 start of 2010 RET, QC observers conduct class at SFO, DEN, ORD • All Other Instructors observe • Next step: Instructors teach, QC observes 	<ul style="list-style-type: none"> • Tracking, trending & corrective actions continue • 2010 RET incorporates learning • Further refinement of: • Curriculum • IG & Manuals • QC Document • Data Reporting Systems • HDDs • Calibration with FAA 	<ul style="list-style-type: none"> • Resource efficiency & centralization • Oversight capability in TK Centers • QC Observer Pool • Equipment Maintenance • AQP Program Development 	<ul style="list-style-type: none"> • Quarterly calibration continues

Questions?

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