

DEFENCE AVIATION SAFETY AUTHORITY

NOTICE OF PROPOSED AMENDMENT FOR DASR CHANGE PROPOSAL 2026/0088 Revision 0

DASR NTS

NON-TECHNICAL SKILLS

References:

- A. Aviation Safety Investigation Report (ASIR) – 6th Aviation Regiment – NHIndustries MRH-90 Taipan A40-040, Spatial Disorientation Leading to Controlled Flight Into Terrain (CFIT) ([BP48912758](#))
- B. 260615 – Brief – COADEV Briefing – MRH 90 ASIR Rec 13 AwB ([BP56255561](#))
- C. Brief for DG DASA: *Proposed Amended Regulation Concept - DASR Non-Technical Skills* ([BP38898125](#))
- D. 260728 – Brief for Defence AA – Closure of MRH-90 Taipan ASIR Recommendations 13, 22, 35 and 43 ([BP59113908](#))
- E. AC 002/2026 v2.0 – Transition to DASR NTS ([BP57914308](#))

INTRODUCTION

Applicability

- 1. This proposal is applicable to Military Air Operators (MAOs), Air Navigation Service Providers (ANSPs), and Air Battle Management Operators (ABMOs).

Purpose

- 2. The purpose of this NPA is to enable Defence Aviation Safety community input into the revision of DASR NTS, ahead of its formal release in Feb 27.

Background

- 3. DASA released DASR NTS in February 2024 with an implementation period of 12 months. The release of DASR NTS presented a substantial change to NTS training requirements, which are a critical risk control for the inherent risks of Defence Aviation. Specifically, DASR NTS requires the Defence Aviation Safety community to integrate skills-based NTS training and assessment into their organisation's FMS (or equivalent).

- 4. In March 2025, DFSB released the Bushman 83, MRH-90 Taipan ASIR (Reference 1.3.3), which recommended that *'DG DASA review the implementation plan for and the application of independent safety assurance for DASR NTS in order to improve the efficacy of interpretation and application of AMC and GM to address NTS-related safety risks in the operating environment'*. It also recommended *'Director DFSB review the development and provision of policy, guidance material, and education and training to support implementation for DASR NTS and DASA's application of independent safety assurance that the regulated community will meet, and will continue to meet, requirement and constraints for DASR NTS training and assessment'*.

- 5. In response to these recommendations, DASA:



- a. reviewed the implementation plan for, and the application of, independent safety assurance of DASR NTS
 - b. proposed an amended regulation concept (Refs B-D) to provide the Defence Aviation Safety community greater efficacy of requirement interpretation and application, and certainty as to how to address NTS-related safety risks in the operating environment
 - c. released AC 002/2026 v2.0 (Ref E) which:
 - i. forms the basis of the amended regulation
 - ii. advised that DASR NTS amendment would be consulted with the Defence Aviation Safety community.
6. This NPA forms part of the stakeholder consultation process.

Scope of proposed changes

7. This NPA proposes revisions to DASR NTS including:
- a. incorporating the requirements specified in AC 002/2026 v2.0, specifically:
 - i. a revised NTS Training continuum consisting of four elements: promotion and education; foundation knowledge-based training, contextualisation training and application training
 - ii. replacing the training requirements, qualifications and Currency for personnel delivering NTS training and education with outcomes-based requirements providing flexibility to MAOs, ANSPs and ABMOs
 - b. amendments to the DASR Glossary
 - c. updated AMC and GM to support Defence Aviation Safety community implementation of the regulation, and DASA's application of independent safety assurance
 - d. Defence Aviation Safety community feedback.
8. Additionally, the proposal incorporates changes to the extant DASR GR.20, to clarify which elements of the Defence Aviation Safety community DASR NTS applies to.

Benefits of proposed changes

9. The benefits of this proposal include improved:
- a. guidance material, and education and training to support implementation for DASR NTS
 - b. efficacy of interpretation and application of AMC and GM to address NTS-related safety risks in the operating environment
 - c. alignment with DASR SMS Safety Promotion (Component 4).
10. The proposal will also support the use of DASR NTS by other personnel and organisations involved in Defence Aviation operations (eg maintenance personnel) following DASM withdrawal.

Effects of proposed changes

11. The revisions to DASR NTS will not fundamentally change the compliance requirements established in the extant DASR NTS coupled with the amendments in AC 002/2026. Therefore, DASA does not foresee a significant impost to the Defence Aviation Safety community with these proposed changes.



Proposed regulation

12. The proposed regulation is in Enc 1.

Implementation strategy

13. DASA will release the proposed regulation in Mar 27. MAOs, ANSPs and ABMOs are required to comply with DASR NTS from that date, unless DASA has granted an extension. However, due to ongoing revisions to the regulation, DASA will pause issuing Findings against DASR NTS for the 12 months post release, unless DASA identifies a serious risk to safety. Instead, DASA will assist the safety community with education and with responses to queries raised, to maximise the safety community's ability to achieve compliance with DASR NTS.

HOW TO SUBMIT COMMENTS ON THIS NPA

Format

14. Record responses to this NPA on the NPA Response Sheet included in Annex A. Submit responses by email to dasa.fltops@defence.gov.au. Hardcopies are not required.

Timing

15. Please forward comments on NPA 2026/0088 to DASA by close of business **16 Oct 26**.

Additional information

16. Additional information on this NPA is available from DAVNOPS-DASA, at dasa.fltops@defence.gov.au.

DISPOSITION OF RESPONSES RECEIVED

17. DASA will prepare and publish a Comment Response Document (CRD) on the [DASA Website](#). DASA will not individually acknowledge or respond to comments or submissions.

N Pausina

GPCAPT
DAVNOPS
Defence Aviation Safety Authority
Tel: (02) 5131 8235

Sep 26

Annex:

- A. NPA for DCP 2026/0088 Revision 0 – Response Sheet.

Enclosure:

1. NPA for DCP 2026/0088 – Proposed DASR NTS.



NPA FOR DCP 2026/0088 Revision 0 Response Sheet

DASR NTS

NON-TECHNICAL SKILLS

Please forward this sheet as an email attachment to dasa.fltops@defence.gov.au by **16 Oct 26**. Response formats in MS Excel (preferred) and MS Word can be found at Obj No: [BP34901852](#) and [BO3960659](#) respectively, or alternatively contact [DASA](#).

Please indicate your acceptance or otherwise of this proposal by ticking the appropriate box below. Additional comments, suggested amendments or alternative action are welcome and may be provided on this response sheet or by separate correspondence.

- ☐ The proposal is **acceptable without change**.
- ☐ The proposal is **acceptable but would be improved if the following changes were made:**
- ☐ The proposal is **not acceptable but would be acceptable if the following changes were made:**

LSN	NPA Reference: (i.e Regulation number, NPA paragraph etc)	Comment or suggested change	Explanation
1			
2			
3			
4			
5			

RESOURCE IMPLICATIONS

Please provide specific comment on any significant resource implications that this proposal may have for your organisation, for both its implementation and ongoing compliance. Your comments should address both financial and human resource considerations.

Resource implications – Proposal implementation	
Resource implications – Proposal sustainment	



RESPONDENT DETAILS

Your name:	
Submission date:	
Your organisation:	
Email address:	
Postal address:	
Phone:	
Whose views are represented in your response? i.e. Is your response the authoritative response from your organisation?	Responding on behalf of : Individual [☐] Regulated Military entity [☐] Regulated Commercial entity [☐] Wing HQ [☐] Group HQ [☐] ADF Regulatory, Technical or Logistics policy agency [☐] Other commercial entity [☐], Other [☐] Please describe:
Do you consent to your name being published as an NPA respondent within the NPA Summary of Responses:	YES [☐] NO [☐]



DASR NTS FOR FEB 28 DASR RELEASE
‘NON-TECHNICAL SKILLS (NTS)’

Contents

- Section 1:** Amendments to the DASP Glossary and Acronyms List
- Section 2:** Revised DASR GR.20
- Section 3:** New DASR NTS, DASR Part only
- Section 4:** New DASR NTS, DASR Part, Acceptable Means of Compliance (AMC) and Guidance Material (GM)

SECTION 1: AMENDMENTS TO THE DASP GLOSSARY AND ACRONYMS LIST

The following **modified and new** definitions are proposed for the DASP Glossary.

Non-Technical Skills (NTS)* (modified definition)

Those mental, social, and personal-management abilities that complement technical skills and contribute to safe and effective performance in complex work systems. These skills encompass specific Human Factors competencies such as situation awareness, decision-making, communication, workload management, teamwork, and the ability to recognise and manage human performance limitations. (**Source:** ICAO, CASA)

Operations Personnel* (new definition)

Those personnel involved in the Operation of Defence Aircraft in Flight and who are either:

- a. Crew
- b. providing an Air Traffic Control (ATC) service
- c. providing an Air Battle Management (ABM) operation.

SECTION 2: REVISED DASR GR.20

Amendments to the extant DASR GR.20 highlighted, or where deleted crossed out.

DASR GR.20 Operations Personnel

GR.20 Operations Personnel

- (a) Operations Personnel and organisations involved in Defence aviation operations the Operation of Defence Aircraft must comply with:
1. [DASR Aircrew](#)
 2. [DASR MED](#) *Medical*
 3. [DASR AVFM](#) *Aviation Fatigue Management*
 4. [DASR NTS](#) *Non-Technical Skills*.
- (b) Paragraph (a) is not applicable to Uncrewed Aircraft Systems except as required by DASR UAS Uncrewed Aircraft Systems. By way of exception to paragraph (a), personnel who operate Uncrewed Aircraft Systems are exempt from complying, except as required by [DASR UAS](#) Uncrewed Aircraft Systems.

SECTION 3: REVISED DASR NTS DASR PART ONLY

The following replaces the extant DASR NTS Part **in toto**.

DASR NTS – Non-Technical Skills (NTS)

NTS.10 – NTS TRAINING CONTINUUM (AUS)**► GM**

(a) MAOs, ANSPs and ABMOs must:

1. establish an NTS Training continuum comprising the following elements: ► GM
 - i. promotion and education ► GM ► AMC
 - ii. initial and refresher knowledge-based training ► GM ► AMC
 - iii. by exception from [DASR NTS.10\(a\)1ii](#), and risk managed IAW [DASR SMS](#), MAOs, ANSPs and ABMOs may exempt personnel from the requirement to complete initial knowledge-based training ► GM
 - iv. training which contextualises NTS to the Aviation System in use, integrated with conversion or endorsement training (or equivalent) ► GM ► AMC
 - v. training and assessment of NTS, integrated with the training and assessment systems of the organisation's Flying Management System (FMS) (or equivalent) ► GM ► AMC
2. ensure the NTS Training continuum is:
 - i. appropriately resourced ► GM ► AMC
 - ii. integrated with the organisation's Safety Management System (SMS) ► GM ► AMC
3. record NTS Training IAW the provisions of [DASR.AO.GEN](#) ► GM

SECTION 4: NEW DASR NTS DASR PART, AMC and GM

The following replaces the extant DASR NTS DASR Part in toto. AMC in purple text. GM in brown text.

DASR NTS – Non-Technical Skills (NTS)

NTS.10 – NTS TRAINING CONTINUUM (AUS)

▼ GM

GM NTS.10 – Purpose statement and context (AUS)

- a. **Purpose. (Context)** The safe and effective Operation of Defence Aircraft is enhanced by those mental, social, and personal-management abilities that complement technical skills and contribute to safe and effective task performance in complex work systems (ie NTS). **(Hazard)** Aviation Safety can be compromised by the inability to recognise and manage threats, errors and human performance limitations. **(Defence)** This regulation requires MAOs, ANSPs and ABMOs to establish an NTS Training continuum to address NTS-related safety risks in the operating environment and ensure Aviation Safety.
- b. While Airworthiness personnel (including those that are part of the MAO) are not subject to DASR.NTS, DASR 145 and DASR 147 both contain Human Factors (HF) training requirements for those personnel. Elements of NTS Training could potentially meet the HF training requirements in DASR 145 and DASR 147, provided the NTS Training outcomes align with the HF training outcomes detailed in the relevant Maintenance Organisation Exposition (MOE) or Maintenance Training Organisation Exposition (MTOE).
- c. **Terminology.** Specific terminology and definitions:
 - i. **Behavioural Marker System (BMS).** An organised set of descriptors of observable behaviours, collectively representing the domain of NTS required for successful performance in a specified role.
 - ii. **Human Factors (HF) Principles.** Principles concerned with the minimisation of human error and its consequences by optimising the relationships within systems between people, activities and equipment.
 - iii. **NTS Training.** A broad term to describe the education and training continuum that develops awareness and understanding of HF Principles, as well as strengthening the ability of personnel to apply NTS effectively in their operating environment.
- d. Human Factors (HF) and NTS are closely related but distinct concepts that are often incorrectly used synonymously. HF is an applied science that seeks to understand how human capabilities, limitations, and performance are influenced by the equipment, tasks, environment, and organisational systems within which people work. It provides the framework for understanding why performance varies, why errors occur, and how operational conditions influence human behaviour. NTS, by contrast, are the cognitive, social, and personal management skills used by individuals and teams to manage the factors that influence human performance. In simple terms, HF helps explain the factors that shape performance, while NTS are the practical skills used to manage them.

- e. HF and NTS also differ from NTS Training. NTS are the skills themselves, whereas NTS Training encompasses the activities used to develop an understanding of HF Principles and strengthen the application of NTS in the workplace. NTS Training evolved from the Crew Resource Management (CRM) programs previously used within Defence Aviation. NTS Training is used as a broad term to describe activities that develop awareness and understanding of HF Principles, as well as the practical application of NTS to support safe, effective, and reliable performance within the operating environment.

(a) MAOs, ABMOs and ANSPs must:

1. establish an NTS Training continuum comprising the following elements: ▼ GM

GM NTS.10(a)1 – NTS Training continuum (AUS)

- a. The importance and necessity of NTS Training is well established. Proficiency in both technical and NTS provides the foundation for safe, effective and reliable human performance across all Defence Aviation operating contexts. Broadly, NTS Training improves the ability of personnel to identify Hazards, and respond adaptively in all operational environments. This includes people's ability to identify Hazards and assess risks associated with their own capabilities and limitations, and those of others, so that Aviation Safety is enhanced.
- b. The NTS Training continuum comprises four complementary elements (see Figure 1). Together, these elements support safety promotion, education and training, and develop context-specific judgement, knowledge, skills and behaviours. The NTS Training continuum:
- i. establishes a common understanding and language for HF Principles and NTS
 - ii. explains their relevance to the organisation's Aviation System and its Configuration, Roles and Environment (CRE)
 - iii. enables personnel to acquire, integrate, and maintain the right knowledge, skills and attitudes required for optimal performance in the actual operational environment
 - iv. encourages the identification and open discussion of human performance issues
 - v. supports a positive Aviation Safety culture and continuous improvement
 - vi. is an inherent part of effective safety promotion, ensuring lessons identified through the Safety Management System (SMS), operational experience and contemporary research are communicated.

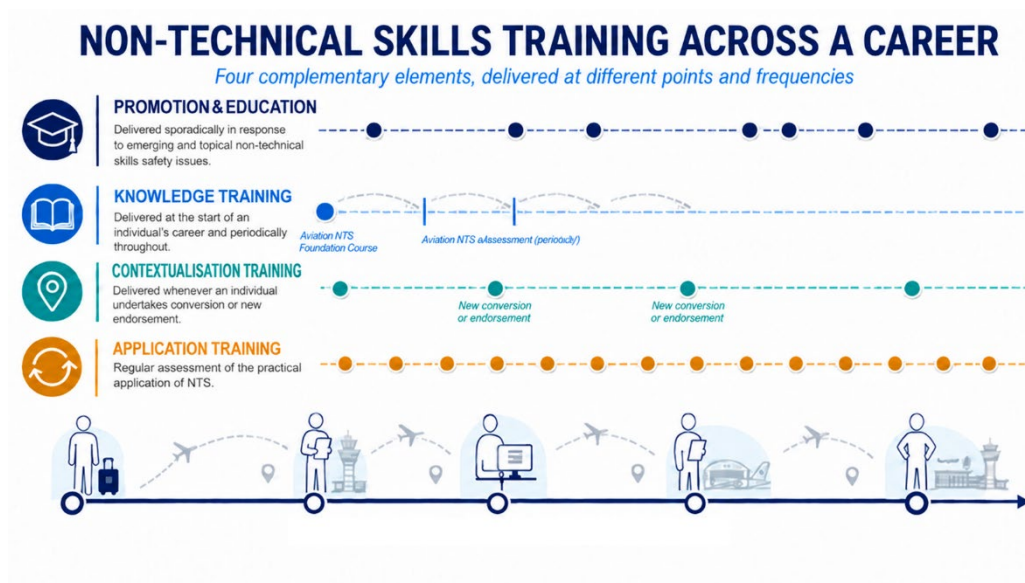


Figure GM NTS.10(a)1-1 — NTS Training continuum

- c. **Training framework.** The Defence Learning Manual (DLM) provides the authoritative framework for education, training and professional development across Defence. It sets the standards, governance and systems that ensure learning is consistent, high quality and aligned to Defence capability requirements. The DLM defines learning design, delivery, management and improvement across the total workforce. Delivering NTS Training IAW the DLM ensures that the training remains evidence-based, efficient and continuously improved to support operational readiness and workforce effectiveness.
- d. The *Aviation NTS Guidebook: Essentials for Training*, available through the *Other Manuals and Guides* section on the DASP Policy and Guidance Portal, provides guidance on the purpose, structure, and application of an organisation's NTS Training. It addresses the conduct of NTS promotion, education and training, the application and assessment of NTS in simulated and live training environments, and considerations for integrating NTS Training within an organisation's FMS (or equivalent) and SMS.
- e. **Scalability and flexibility.** While the requirements for NTS Training are the same regardless of the size of the organisation, each element of NTS Training should be appropriate for the size of the organisation, and the nature and complexity of its operations. The structure of the NTS Training continuum provides organisations the flexibility to tailor implementation and maximise training efficiencies (eg through sharing training resources or by combining training), while maintaining alignment with the overarching safety objectives and the requirements of this regulation.
- f. **Continuous improvement.** MAOs, ANSPs and ABMOs should periodically evaluate whether NTS Training remains effective in improving understanding, discussion and application of NTS throughout their organisations, for their specific contexts. Effectiveness should not be measured solely by attendance or the number of products distributed. The organisation should seek evidence of effectiveness through participant feedback, surveys, observations, assessments, reporting trends, assurance findings, and examples of lessons-learned being incorporated into organisational actions.
- g. To support continuous improvement of NTS Training, MAOs, ANSPs and ABMOs should ensure the course sponsor is provided a summary report at the

conclusion of training, detailing training effectiveness, participant outcomes (eg completion rates), feedback and any identified areas for improvement.

i. promotion and education ▼ GM ▼ AMC

AMC NTS.10(a)1(i) – NTS promotion and education (AUS)

- a. MAOs, ANSPs and ABMOs should develop and deliver NTS promotion and education packages that:
 - i. build awareness of HF Principles and NTS, as well as their relevance within the organisation's operational context
 - ii. discuss topical and emerging NTS issues relevant to the CRE of the Aviation System.

GM NTS.10(a)1(i) – NTS promotion and education (AUS)

- a. Effective Aviation Safety depends on personnel understanding how HF Principles and NTS influence not just the individual, but also the team and organisational performance. NTS promotion and education should explain how organisational conditions, procedures, supervision and leadership influence human performance across the broader Aviation System, not just in the context of an individual or a Crew performing a task. It complements, but does not replace, required NTS foundation, contextualisation or application training, which focus on specific skills and behaviours in the individual.
- b. There is no requirement to formally assess promotion and education, or to integrate the training with other Defence Aviation employment training
- c. Promotion and education is inextricably linked with the organisation's SMS (NTS 10(a)2ii refers). Promotion and education is not only delivered as an ongoing program, but as emerging issues identified through the SMS arise, rather than on a fixed periodicity or as a repeated syllabus. The frequency should be proportionate to operational risk, tempo and changes to the CRE—noting that the higher the risk, tempo and changes, the more likely that unwanted events will have NTS-related contributory factors. Further, the delivery of promotion and education should be:
 - i. framed using operationally relevant examples, identified from safety analysis, assurance findings, operational debriefs, personnel feedback, changes to the CRE, and contemporary human performance research, to demonstrate how HF Principles and NTS affect routine, abnormal and emergency activities
 - ii. integrated with broader SMS safety promotion activities.
- d. Content should be appropriate to the CRE and the audience, and reflect the tasks, interfaces and Hazards encountered by relevant personnel. For example, content might address mission planning, task authorisation, shift handovers, supervision, maintenance, coordination between functional groups, time-critical decision-making, degraded operations, abnormal events, and the introduction of new equipment, technology or procedures. However, discussion of topical and emerging issues should move beyond

describing what occurred. It should, where appropriate, consider:

- i. the operational circumstances and pressures involved
 - ii. the human actions and interactions that contributed to, or mitigated the event
 - iii. the influence of CRE, procedures, task design and organisational conditions
 - iv. the relevance of the lessons to the organisation
 - v. practical actions personnel and the organisation can take.
- e. DFSB maintains a library of NTS education packages (available via the DFSB website) that organisations may adapt and contextualise to support NTS promotion and education.
- ii. initial and refresher knowledge-based training ▼ GM ▼ AMC

AMC NTS.10(a)1(ii) – Initial and refresher knowledge-based NTS training (AUS)

- a. MAOs, ANSPs and ABMOs should ensure that personnel complete:
- i. the *Aviation Non-Technical Skills (NTS) Foundation Course* (Foundation Course) during initial aviation operations employment training
 - ii. the self-guided online Aviation NTS eAssessment no less frequently than every two years.

GM NTS.10(a)1(ii) – Initial and refresher knowledge-based NTS training (AUS)

- a. The Foundation Course courseware and instructor guides, and a link to the Aviation NTS eAssessment are available on the DFSB NTS Training website.
- b. **The Foundation Course.** The *Aviation Non-Technical Skills (NTS) Foundation Course* provides Defence Aviation personnel with the theoretical background of aviation NTS and supports the development of practical knowledge relevant to skilled performance. The Foundation Course introduces personnel to HF Principles and NTS, demonstrates their value in Defence Aviation, identifies where deficient NTS has led to accidents, and offers techniques to improve NTS. It also provides a common frame of reference and standardised language for NTS.
- c. **Biennial eAssessment.** It is widely acknowledged that the science associated with HF and NTS continues to advance. Therefore, without ongoing refresher training, knowledge decays. The Aviation NTS eAssessment provides periodic benchmarking and evaluation, ensuring an individual's knowledge remains contemporary and standardised with NTS initial knowledge-based NTS training theories and concepts. It supports self-guided learning and is based on the content of the *Aviation NTS Guidebook: Fundamentals for Aviation Professionals*, which is available

through the *Other Manuals and Guides* section on the DASP Policy and Guidance Portal.

- d. Currency requirements may vary between roles and positions, provided intervals do not exceed two years.
- iii. by exception from [DASR NTS.10\(a\)1\(ii\)a](#), and risk managed IAW [DASR SMS](#), MAOs, ABMOs and ANSPs may exempt personnel from the requirement to complete initial knowledge-based training ▼ GM

GM NTS.10(a)1(iii) – Initial knowledge-based NTS training exemption (AUS)

- a. The training exemption allowed for in [DASR NTS.10\(a\)1\(ii\)](#) should only be applied in extenuating circumstances (ie after the Accountable Manager (AM) has conducted risk management IAW [DASR SMS](#), and the operational need to apply an exception is warranted when weighed against the residual risk). Extenuating circumstances could include personnel who are graduates of a recognised HF or NTS training program assessed by the AM as substantially equivalent.
- b. MAOs, ANSPs and ABMOs should document their risk management and decision for issuing an exemption, which forms part of the records of NTS Training ([DASR NTS.10\(a\)3](#) refers).
- iv. training which contextualises NTS to the Aviation System in use, integrated with conversion or endorsement training (or equivalent) ▼ GM ▼ AMC

AMC NTS.10(a)1(iv) – Contextualised NTS training (AUS)

- a. MAOs, ANSPs and ABMOs should ensure personnel complete a course of training that frames the NTS theory and concepts taught during foundation knowledge-based NTS training, in the context of the Aviation System in use.

GM NTS.10(a)1(iv) – Contextualised NTS training (AUS)

- a. Human performance is deeply entwined with the task, applicable processes, and Aviation System. Therefore, generic NTS Training (such as that received during initial AVMED training or NTS foundation training) may not minimise all risks SFARP unless it is specifically adapted to the Aviation System layout, automation levels, and Crew or controller composition. As an example, multiple MAOs may operate the same Aircraft Type but require differing NTS Training due to different CRE.
- b. Although the contextualised NTS training is integrated with conversion or endorsement training (or equivalent), it need not be formally assessed. Contextualised NTS training should be delivered through suitable means such as facilitated discussions incorporating case studies and examples from the organisation and exemplar operators with comparable CRE. Content should be developed against:
 - i. information and solutions used by exemplar operators with comparable CRE
 - ii. the *Aviation Non-Technical Skills Guidebook: Fundamentals for Aviation Professionals* and *Aviation Non-Technical Skills*

Guidebook: Essentials for Training (available through the *Other Manuals and Guides* section on the DASP Policy and Guidance Portal) which summarises relevant global benchmarking information, aligns with ICAO's Standards and Recommended Practices (SARPS) and reflects Defence's unique NTS context.

- c. DFSB maintains a library of NTS training packages that MAOs, ANSPs and ABMOs may adapt for use as contextualised NTS training.
- v. training and assessment of NTS, integrated with the training and assessment systems of the organisation's Flying Management System (FMS) (or equivalent)
▼ GM ▼ AMC

AMC NTS.10(a)1(v) Practical application training (AUS)

- a. MAOs, ANSPs and ABMOs should ensure that personnel complete practical application training:
 - i. covering both normal and abnormal situations
 - ii. which assesses the application of NTS using a Behavioural Marker System (BMS) or equivalent competency-based assessment methodology.

GM NTS.10(a)1(v) – Practical application training (AUS)

- a. Practical application training addresses the application of NTS in the operational environment, and involves active practice, assessment and feedback on NTS performance. Integrating application training into the FMS (or equivalent) improves the transfer of knowledge and skills to operational performance, and ensures the training considers task, people, applicable processes and Aviation System.
- b. **Behavioural Marker System (BMS).** Evidence-Based Training (EBT) is a widely used NTS assessment method that focuses on developing overall competencies and resilience rather than assessing a person's ability to mechanically repeat specific actions. A BMS is a core component of EBT. BMS outline the competency descriptors of non-technical behaviours that are present in teams or individuals, which contribute to effective or ineffective performance within the work environment, and which can be observed, measured, and graded. Discrete behavioural markers for situation awareness, decision-making, communication, and workload management are common across Defence Aviation roles. Not all behavioural markers have to be present in all situations. Additional markers (eg teamwork) may be required to reflect role-specific requirements.
- c. A BMS is also a valuable debriefing tool, assisting assessors to identify and communicate specific examples of NTS strengths and deficiencies. By highlighting observable behaviours and the circumstances in which they occurred, it supports targeted feedback and focused remediation.
- d. The *Aviation Non-Technical Skills Guidebook: Fundamentals for Aviation Professionals* and *Aviation Non-Technical Skills Guidebook: Essentials for Training* (available on the DFSB website) summarises relevant global benchmarking guidance in the development of NTS training and assessment, including the use of a BMS, while reflecting Defence's unique NTS context.

2. Ensure the NTS Training continuum is:

- i. appropriately resourced ▼ GM ▼ AMC

AMC NTS.10(a)2i – Resourcing (AUS)

- a. MAOs, ANSPs and ABMOs should define in OIP:
 - i. the organisational structure, processes and responsibilities for managing, maintaining and delivering NTS Training
 - ii. the prerequisite qualifications, and training and Currency requirements required for personnel to deliver NTS training.

GM NTS.10(a)2i – Resourcing (AUS)

- a. **Organisations.** MAOs, ANSPs and ABMOs should carry out an analysis of their activities to determine the appropriate organisational structure, processes and responsibilities for managing, maintaining and delivering the NTS Training continuum. Establishing appropriate organisational structures and processes demonstrates a commitment to achieving the safety objectives of NTS Training and sets the leadership expectations and culture around it.
- b. MAOs, ANSPs and ABMOs also have a responsibility to allocate the human, materiel and time resources required to manage, maintain, deliver and improve NTS training within their organisation.
- c. **Personnel delivering NTS Training.** The acceptance and success of NTS Training is dependent on the people delivering the training being able to create and implement strategies that support effective learning, and to elicit quality interactions with the target audience. Generally, NTS Training improves with peer Instructors, Assessors or facilitators who know the operational context, speak the language and have recent or current operational experience, as they usually understand the professional and safety cultures of their organisation.
- d. Therefore, personnel delivering NTS Training should be suitably competent to manage, train and supervise others, and, in turn, must be subject to ongoing supervision and assessment of their competency and performance. They should also understand their critical contribution to the safe operation of Aviation Systems, and be formally made aware of their responsibilities and delegations. This requires that personnel appointed to deliver NTS Training be identified, and the associated eligibility criteria and authority delegations determined and made known within the organisation.
- e. Personnel delivering NTS Training are not necessarily required to hold formal qualifications in HF or NTS. The eligibility criteria for personnel delivering NTS Training should focus on the operational experience (having the right knowledge and skills), and interest in NTS (having the right attitude and behaviour) necessary to effectively deliver NTS Training, including:
 - i. effective communication, instructional, and presentation skills appropriate to adult learning and operational aviation environments

- ii. the ability to contextualise HF Principles and NTS concepts to real-world application within the operational context
 - iii. sufficient credibility, operational experience and professional standing to effectively engage with, and be respected by, the target audience.
- f. Personnel who require additional training in the principles of effective facilitation or small group instruction are encouraged to undertake appropriate facilitator development training such as the ADELE course [DELTA Facilitator's Course](#).
- g. As practical application training is conducted during FMS (or equivalent) training and assessment events, the personnel delivering this training will inherently be an Aircrew Instructor or Assessor or ATC Instructor or Supervisor. Consistent training for assessors is essential to ensure accurate and reliable use of the BMS. Therefore, personnel assessing practical application training should receive specific training in the consistent delivery of skills-based NTS training, including the identification and assessment of behavioural markers.
- h. **Third-party training providers.** MAOs, ANSPs and ABMOs may use a third-party training provider to deliver NTS Training. However, MAOs, ANSPs and ABMOs should consider whether the third-party provider:
 - i. meets all requirements stipulated in this regulation
 - ii. can provide evidence that they have relevant knowledge and experience of HF and NTS training and assessment
 - iii. understands the unique aspects of the Defence operational environment, and organisational and safety culture of the organisation
 - iv. either has their own SMS, or has an interface with the organisation's SMS, for the purposes of achieving the requirements of [NTS.10\(a\)2](#).
- ii. integrated with the organisation's Safety Management System (SMS) ▼ GM
▼ AMC

AMC NTS.10(a)2ii – Integration with the organisation's SMS (AUS)

- a. Organisations should establish NTS safety objectives consistent with their safety policy.
- b. The NTS Training continuum should be informed by:
 - i. Safety Risk Management (SRM)
 - ii. safety performance monitoring and measurement.
- c. NTS promotion and education should be integrated within an organisation's broader SMS safety promotion activities (eg Aviation Safety stand-downs).

GM NTS.10(a)2ii – Integration with the organisation's SMS (AUS)

- a. **Safety objectives.** MAOs, ANSPs and ABMOs should define safety objectives for their NTS Training. The objectives should reflect the strategic intent or desired outcomes related to safety concerns around NTS specific to the organisation's operational context. They should be integrated with the objectives defined within the organisation's SMS. The objectives should also consider any outcomes of previous evaluations of NTS Training.
- b. **Safety Risk Management (SRM).** The organisation's SRM should inform NTS Training so that its content reflects the actual hazards, operational circumstances and human performance vulnerabilities associated with the Aviation System. Hazard Logs, Core Risk Profiles (CRPs), Mission Risk Profiles (MRPs) and Risk Management Plans (RMPs) should be reviewed to determine where NTS contribute to the initiation, escalation or control of risk. This information should then be incorporated into NTS promotion and education, contextualisation and application training, ensuring that NTS Training operates as a targeted risk control.
- c. **Safety performance and monitoring.** Safety performance and monitoring should also inform NTS Training so that it remains responsive to the organisation's operational experience and provides assurance that intended NTS risk controls are effective. Safety data analysis, assurance findings, observations, investigations, debriefs and personnel feedback should be used to identify recurring or emerging NTS issues, variations between workgroups and deficiencies in trained behaviours. This information should guide changes to NTS training, frequency and assessment standards.
- d. **Integrating NTS promotion and education with broader safety promotion activities.** NTS promotion and education supports the broader requirements of DASR SMS *Safety Promotion* by ensuring personnel at all levels, are engaged on, and have access to, current and relevant HF and NTS safety information. Therefore, NTS promotion and education content should be delivered as part of an organisation's broader SMS communication activities (eg during Aviation Safety stand-downs), and through suitable means such as safety briefs, facilitated case studies, toolbox talks, workshops, digital material and lessons-learned publications.

3. record NTS Training IAW the provisions of [DASR.AO.GEN](#). ▼ GM

GM NTS.10(a)3 – Recording NTS Training (AUS)

- a. NTS Training records, including the Learning Management Plan (for MAO developed training), and the training and assessment records for all personnel, are deemed OIP. Records may be kept separately to, or as part of another system (eg as part of an FMS or an SMS).