

Column 1 COMPETENCE	Column 2 KNOWLEDGE, UNDERSTANDING AND PROFICIENCY	Column 3 METHODS FOR DEMONSTRATING COMPETENCE	Column 4 CRITERIA FOR EVALUATING COMPETENCE
Establish and maintain effective communications	Ability to establish and maintain effective communications, including: 1 the importance of clear and concise instructions and reports; 2 the need to encourage an exchange of information with, and feedback from, passengers and other personnel. Ability to provide relevant information to passengers and other personnel during an emergency situation, to keep them appraised of the overall situation and to communicate any action required of them, taking into account: 1 the language or languages appropriate to the principal nationalities of passengers and other personnel carried on the particular route; 2 the possible need to communicate during an emergency by some other means such as by demonstration, or by hand signals or calling attention to the location of instructions, muster stations, life-saving devices or evacuation routes, when oral communication is impractical; 3 the language in which emergency announcements may be broadcast during an emergency or drill to convey critical guidance to passengers and to facilitate crew members in assisting passengers.	Assessment of evidence obtained from approved training, exercises and practical demonstration.	Information from all available sources is obtained, evaluated and confirmed as quickly as possible and reviewed throughout the emergency. Information given to individuals, emergency response teams and passengers is accurate, relevant and timely. Information keeps passengers informed as to the nature of the emergency and the actions required of them.