



ACCIDENT INVESTIGATION COMMISSION

OFFICE OF THE COMMISSIONERS

AIC Head Office,
Level 1, NAQIA Haus, Portion 81, Morea Toba Rd, 6 Mile
PO Box 1709, Boroko 111
National Capital District
Papua New Guinea

Telephone: (675) 3279000
Facsimile: (675) 3232139
Email: mwal@aic.gov.pg

Safety recommendation: AIC 25-R11/25-1001

Addressed to: Tropicair Limited

Date issued: 08 July 2025

Investigation link: AIC 25-1001

Action status: Issued

Introduction

On 6 February 2025 at 11:09 local time (01:09 UTC), the AIC was notified by the operator via email of an accident at Kerema Airport, Gulf Province, that occurred on 6 February 2025 at 10:28 local, involving a DHC-6-400 Twin Otter aircraft, registered P2-AXL, owned by Lagavulin Asset Management Limited (Ltd) and operated by Tropicair Ltd. The AIC immediately commenced an investigation and deployed a team of investigators to perform on-site activities on 6 February 2025.

Occurrence

On 6 February 2025, at 10:28 local (00:28 UTC), a DHC-6-400 aircraft registered P2-AXL, owned by Lagavulin Asset Management Ltd and operated by Tropicair Ltd was conducting an IFR charter flight from Purari Airstrip to Kerema Airport, Gulf Province, Papua New Guinea, when during the landing roll, the aircraft experienced a loss of directional control, veered off the runway and impacted a drainage ditch that runs along the left side of the runway.

There were 10 persons on board: 2 pilots and 8 passengers. None of the aircraft's occupants were injured.

Safety Deficiency Description

CRM-ADM is highly interactive. It is about leadership/command, decision making, situation awareness, team building, workload management and vigilance. These skills require discussion, role-play, scenario-based exercises, and group feedback, not just passive learning. A purely online format misses out on crew interaction and behavioural practice.

CRM is typically taught in a classroom environment, involving multiple crew members, to encourage discussion and interaction. It is recommended to be delivered through a combination of classroom, facilitated discussion, and practical application.

The investigation found from the operators Training module for CRM-ADM Training in the Training and Competency Manual, Part D, Volume 1, that the recurrent training is completed every 12 months online and a certificate issued upon completion. Tropicair Crew Resource Management (CRM) training is delivered through Computer Based Training (CBT) and consists of an online module followed by an exam online.

Both pilots received the initial CRM training. The CRM training is delivered through CBT by a certified aviation training organization. It requires between 5 to 7 hours to complete before a certificate is granted. The PIC and Co-pilot had attended the one-day CRM-ADM training and were current at the time of the accident. The PIC completed the 1-day course on 20 March 2024, and the Co-pilot completed it on 30 November 2024.

The investigation identified that the crew had completed the initial CRM-ADM training which was done online in one day. Both crews CRM-ADM training was current at the time of the accident.

However, online modules may be acceptable for theory components, but not for full CRM courses. Computer-based training (CBT) may be used to supplement but not replace interactive components.

Recommendation number AIC 25-R11/25-1001 to Tropicair Limited

The PNG Accident Investigation Commission (AIC) recommends that Tropicair Ltd establish and implement a structured Crew Resource Management (CRM) and Aeronautical Decision Making (ADM) training program incorporating a blended learning approach, including both computer-based and instructor-led classroom training.

Action requested

The AIC requests that Tropicair Ltd note recommendation AIC 25-R11/25-1001 and provide a response to the AIC within 90 days of the issue date, but no later than 06 October 2025 and explain, including with evidence, how Tropicair Ltd has addressed the safety deficiency identified in the safety recommendation.



Maryanne J. Wal

Chief Commissioner