Taking training outside the (simulator) box

Business aviation enrichment courses abound for the whole flight department

by David A. Lombardo

It is surprising how many different vendors exist in the flight department training arena—companies that offer diverse, high-quality programs unknown to the majority of corporate flight department managers. When you think of flight department training, certain names come immediately to mind. FlightSafety International, CAE SimuFlite and SimCom have well deserved reputations but primarily for aircraft type-specific simulator training. Clients of those providers also know that they offer diverse, non-type-specific programs.

CAE SimuFlite (www.simuflite.com) has an arrangement with MedAire in which CAE offers its global operations program. CAE SimuFlite has long provided international operations instruction in areas such as preparing worldwide flight plans and itineraries, obtaining overflight and landing permits and customs procedures. The new program adds MedAire’s expertise in traveler health and security challenges commonly faced by people traveling outside their home countries.

The global operations course includes training classes on standard operating procedures for oceanic flights; flight-planning and flight-following procedures; personnel and aircraft security; global security/situation awareness; and managing the health risks associated with international travel. Operators will learn the technical requirements for minimum navigation performance specification (MNPS) airspace, reduced vertical separation minimums (RVSM) and reduced navigational procedures (RNP). Course pricing and information about other CAE SimuFlite programs are available by contacting the company.

FlightSafety International (www.flightssafety.com) also offers an international operations course. Its three-day initial international procedures course is intended for those new to international flying and meets all FAA training requirements for letters of authorization for flight into the MNPS, RVSM and RNP-10 airspace and includes all training specified in FAA Order 8700.1, Chapter 222, of the FAA Inspectors’ Manual.

The emphasis of the FSI course is on use of modern navigation and flight management systems and computerized flight planning while still teaching the basics of international navigation and ICAO procedures. FlightSafety also holds one-day recurrent international procedures courses intended to update the experienced international flier on critical international flight planning and in-flight procedures. It is recommended this course be taken once every year or two.

According to Larry Schuman, director of specialty training for FlightSafety, the training company also offers “enrichment training” on subjects of a general nature. There is a two-day initial crew resource management (ICRM) workshop that focuses on achieving and maintaining operational integrity, which according to Schuman is accomplishing the mission in a safe and efficient manner. Here the focus is on developing two types of skills—technical and human resource.

Schuman said traditional pilot-training courses deal with operating knowledge of the regulatory and procedural aspects of the aviation environment, specific aircraft systems, system analysis and the ability to recognize malfunctions and take proper procedural action. These technical skills have always been the primary focus of pilot training but ICRM supplements technical training by teaching non-technical, human-resource-related skills helping pilots improve effectiveness of crew performance, accomplishment of technical tasks and achievement of a high state of operational integrity. The workshop consists of short lectures; numerous facilitator- and participant-led discussions; skill practice exercises; problem-solving exercises; case studies of actual accidents; and DVD and video presentations to illustrate both effective and ineffective crew behavior.

According to Schuman, this differs from conventional training in which the instructor transfers information to a class. During CRM workshops the facilitator guides the participants, who themselves find the information. By asking probing questions of the class, facilitators prompt participants to think and supply their own answers. Participants share their own experiences and demonstrate the relevance of the CRM principles to those experiences. The facilitator ensures that key concepts are introduced and understood.

FSI offers numerous enrichment courses, including RVSM, terrain awareness warning systems (IAWS) and TCAS/ACAS, explaining the generic system operation, reviewing symbology and discussing roles and responsibilities of the pilots.

Approach and landing accident reduction (ALAR) is a two-hour course based on the Flight Safety Foundation’s program and closely relates to controlled flight into terrain (CFIT). The runway safety course presents an action plan for preventing surface incidents and runway incursions by developing crew proficiency in maintaining situational awareness and applying error-management strategies during surface operations. The land and hold short operations program incorporates the latest FAA guidance material for Part 91, 121, 129 and 135 operators.

Particularly timely is FSI’s cold-
weather operations course, which provides general aircraft cold-weather operational information supplemented with aircraft-specific information. It describes the effects of snow, ice, and contamination on aircraft performance and handling. It also covers the proper procedures during ground icing conditions, as well as the proper operation of cold-weather engines, and provides the proper use of minimum equipment lists.

During the course, the participants will learn about safety, as well as advanced maneuvering and terminology, upset and weather operations, and how to conduct upset training, including CPR, in-flight emergency medical procedures and land and water aircraft evacuation procedures by Facts Training, a division of Air Care International.

"This course is funded solely by Bombardier Aerospace and reflects our deep commitment to safety and desire to give something back to the aerospace industry," said Agostino, who ran the training. The event has been officially endorsed by Embry-Riddle Aeronautical University and provides continuing education credits to all participants completing the sessions. On a smaller, more portable scale, Jeppesen offers FliteCrew DLS version 2.0, a distance-learning system designed for corporate flight departments seeking the flexibility of a program. The pricing schedule is determined on a per-pilot-per-year basis, with discounts based on the number of pilots in the flight department.

FliteCrew DLS is a computer-based program using interactive CD-ROM courseware that allows pilots to study from their own computer anywhere, anytime and at their own pace. This web-based management system (LMS) lets pilots track and test their results from any computer with Internet access and provides the company with a data management system with a central location for the pilots’ training records. The program offers 240 hours of interactive training, with annual updates to ensure the course material remains fresh.

FLS offers its entire catalog at a single price of $100 per trainee. To order training materials, contact the company’s representative at your location, or go to www.ainonline.com.

The company offers one-, two-, three- and four-day programs. The course rates increase in price from a one-day, one- instructor training course at $649 to a four-day enhanced emergency maneuver-training program that includes six missions for $3,944. –D.A.
tor, one name rises to the top–Archie Trammell. As founder and president of Radar Training Systems (www.av-wx-rd.com), Trammell has been conducing radar-training programs throughout the U.S., Canada, Mexico, South America and Europe since 1979, some 240,000,000+ hours from more than 4,000 corporate, government, military and airline clients have received his radar training program. According to Trammell, “After flying for both NASA and recently, by CD-ROM.

If you’ve never attended Trammell’s program you might be inclined to think that radar training is too simple to warrant an all-day program. But it really isn’t. If you think about it, everything in the cockpit provides the crew with concrete, factual, definable information. Speeds, altitudes, temperatures, navigation equipment—everything is very specific. Radar training, on the other hand, provides abstract information.

According to Trammell, red on a modern radar display might indicate anything from a little white spot to a heavy rain. Green—anything from light rain to extreme turbulence and even a tornado. In 1987 Trammell produced the video version of his initial and current radar training. It was developed for American Airlines and has since been used with American Eagle, Aviacion, Continental, Southwest, United, UPS, US Airways and more than 6,000 corporate, government and military flight organizations worldwide.

Trammell’s video contains four sections, approximately 40 minutes each, on a single cassette. As it’s viewed, references to page numbers appear, referring the viewer to Trammell’s Airborne Weather Radar Pilot’s Operating Guide (POG). The page contains a checklist for conducting the procedure just covered by the video. The video program with supporting material costs $185, including shipping.

Due to requests from clients who operate large flight departments, Trammell developed the four CD-ROM program. By the very nature of the media, it has the advantage of being able to be frozen at any instant and allows the viewer to easily scan back, forward or jump elsewhere. The content of each CD is time coded so the viewer will know where to jump simply by referencing this code.

Each CD contains a single, 40-minute instructional block that also refers to a specific page in his POG. Trammell specifically put one block on each of four CDs to make it possible for four pilots to take a CD and study its material simultaneously. The CD-ROM package, including four POGs and a copy of the 137-page Airborne Weather Radar Course Guide, costs $250 for four members and $625 for nonmembers, the latter of which includes a one-year NBAA membership.

NBAA also offers a seminar on security training for Part 91 opera tors. It is based on the proved-once-effective concept project developed in partnership with the Transportation Security Administration that has been widely publicized and attended by all of a company’s employees to meet the standards established to obtain a TSA Authorization Certificate (TASC). The TASC will eventually may grant certificate holders access during temporary stopovers in foreign countries identical to that of the scheduled airlines. Based on the NBAA security protocol, the seminar objectives are:

- Prepare a comprehensive and cost-effective response to security concerns.
- Allow operators to be in a position to capitalize immediately on the benefits of the TSAAC program on request.
- Satisfy the training requirements for the TSAAC.

The cost of the seminars is $250 for four NBAA members and $600 for nonmembers, which also includes a one-year NBAA membership. Schedule your next seminar with the NBAA Security Education Committee. Contact the company for pricing and details.

Self Defense in the Cabin

AirCare Solutions (www.facts-aircare.com) of Olympia, Wash., offers an aircrew combative training (ACT) course. According to Martin Blank, the company has been involved in combative training for both seminars is available for NBAA members and $600 for nonmembers, which includes a one-year NBAA membership. Schedule your next seminar with the NBAA Security Education Committee. Contact the company for pricing and details.

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Cockpit drowsiness on long flights or extended duty days is a serious issue in the professional flying business. Trammell’s company is prepared to tell you how to avoid it. Cupertino, Calif.-based Alertness Solutions (www.alertness-solutions.com) specializes in fatigue awareness and training systems.

“The issue of fatigue has been recognized in corporate aviation as an important factor in operational safety,” said Alertness Solutions’ VP Reid Blanks. “NASA’S Survey of Fatigue Factors in Corporate/Executive Aviation Operations found that 85 percent of corporate operators identified fatigue as a moderate or serious safety issue and 71 percent of the respondents reported they had nodded off during a flight.”

Blanks cites the finding that “fatigue is the most common factor of aviation presents unique physiological challenges for humans by degrading the quantity and quality of sleep, disrupting the circadian clock and creating a ‘sleep debt’ that affects all body systems.” These physiological factors can reduce alertness, performance, productivity and safety,” he said. Alertness Solutions is one organization that lead to improved safety, performance, alertness and productivity by reducing fatigue-related human errors.

Under the guidance of Mark Rosekind, Ph.D., president and chief scientist for Alertness Solutions, the company developed the AlertnessAvoid program. The foundation of AlertnessAvoid is a two-day workshop in conjunction with the Flight Safety Foundation for all GIV and GIV operators. Based on the workshop material, Alertness Solutions created and markets an easy-to-use software package to provide corporate flight departments with the education and tools to address fatigue by creating a comprehensive alertness-management program (AMP).

According to Blank, AlertnessAvoid is predicated on the late-night flight crew extending to all aspects of corporate flight operations, including pilots, dispatchers, maintenance and schedulers. “The comprehensive AlertnessAvoid package includes guidelines for creating an in-house AMP and educational materials for a better understanding of sleep, circadian rhythms and alertness in the workplace,” explains Blank.

The package also includes fatigue-related findings and insights from NASA aviation studies, principles and guidelines for duty- and rest scheduling and aviation alertness management as a mapping strategy to monitor alertness and intake and crew planning among others. A crew-planning worksheet to help crew flights apply alertness strategies during duty days is also included. One insightful component is a management-communication package to convey the importance, benefits and requirements of an AMP.

The company also offers an alertness management safety evaluation checklist free of charge on its Web site, www.alertness-solutions.com. The checklist provides the necessary tools to evaluate their practices, policies and procedures. This evaluation addresses five main areas: teamwork, scheduling, safety culture, education and training. It can be used at a fee of $250, a 30 percent discount off the $3,500 regular price, according to Blank, and the company makes a donation to the Flight Safety Foundation on every sale. Alertness Solutions also offers for both a half-day and a one-day seminar on AlertnessAvoid. Contact the company for pricing and details.

D.A.L.
A common concern about air travel is what happens if there’s a medical emergency that requires treatment in flight. MedAire (www.medaire.com) has given that hypothetical situation a lot more on page 32
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students at a cost of $8,200.
Summit’s course on developing a high-
performance team in aviation focuses on the
principles of individual and organizational
behavior to develop high-performance teams.
The content will address techniques to ensure
employee satisfaction. It covers the principles
of human factors involved in becoming a
high-performance team, skills to delegate,
empower, address change and motivate team
members, as well as methods for employing
efficient time management. Also covered is
creative-scheduling options to promote fair-
ness and equitability in work assignments.
The two-day on-site workshop will accom-
modate 12 students at a cost of $13,000.
The company’s session on understanding
finance for non-financial managers focuses on
the use of budgets for planning and control. It
covers the concept of cost behavior, including
variable, mixed and fixed costs; break-even
analysis; discounted cash flow; net present
value; EBITDA; and the cost of capital. Par-
ticipants develop a system to facilitate gather-
ing relevant data for various management
accounting reports and prepare both fixed and
variable (flexible) budgets. They also learn
how operating transactions affect these finan-
cial statements. Brown suggests anyone who
has purchasing and billing responsibilities,
operates within a budget and is concerned with
the bottom line will want to attend this
program. The $13,000, two-day program is
conducted on site for up to 12 students.

Another of Summit’s courses, security is a
mindset, evolved from current events that
have made business aviation essentially an en-
tity under siege with no alternative but to in-
crease security measures. “There is more to
security than fencing, lighting and identifica-
tion badges,” Brown said. “Security training is
an opportunity to strengthen mental skills
most of us rarely exercise.”

Brown said the goal of the course is the en-
hancement of perception, the sharpening of the
senses and discrimination. It is mapping out the
zones of control and ferreting out the “black
holes” in the defenses. In this hands-on training
course business aviation professionals learn
ways to increase concentration, improve atten-
tion, develop subtle surveillance methods and
analyze their own operations for effectiveness.
This course is two hours long and is conducted
on site for unlimited participants for $1,300.

Summit’s razor’s edge program uses out-
door experiential training similar to the well
known outward bound program. It helps the
company build peak performance within its
operative and management teams. The goal is
to develop leadership skills (vision, direction,
good planning and motivation), interpersonal
skills, problem solving, decision-making and
team building skills. Experiential exercises are
offered in the Rocky Mountains conveniently
located just west of Denver. In addition, the
program can be designed and delivered in a
location convenient to the client. Programs are
custom designed to meet the client’s goals and
time frame. Typically, a two-day program is
$695 per student.

Other courses offered by Summit Solutions
include negotiating for win-win Outcomes,
mastering change in a chaotic world, when
management is not second nature, filling the
inner well and finding the leader within.

The company also offers a team develop-
ment course. “You see the problems: missed
deadlines, inability to work together, loss of
productivity, bad attitudes, conflict, increased
sickness and accidents and costly mistakes.
Unfortunately, your customer sees them too,”
Brown said. “This course will help you bring
your team together. After analyzing the symp-
toms, we work closely with your senior team,
managers and other employees. Using proven
processes and methods, mediation, facilita-
tion, coaching and instruction, we can help
your members move forward as a fully func-
tioning team.” It is priced as per the client’s
instructional requirements.

Something for the
Mechanically Inclined

AirLog Imaging (www.airlogimaging.com)
of Ozark, Ala., offers the aircraft maintenance
record-keeping—problems and solutions pro-
gram, which gives an overview of the mainte-
nance industry and the U.S. aviation market.
There is a thorough review of applicable FARs
and maintenance records and forms.

The course specifically addresses such is-
ues as common storage practices; the value of
data; hazards to documentation such as natural
disasters and human error; and suggested stor-
age methods. Also covered is information on
the retrieval of critical information, file organi-
ization, documentation errors and corrections
and document duplication issues. Contact the
company for availability and pricing.

Grey Owl Aviation Consultants (www.grey-
owl.com) of Onanole, Manitoba, Canada, of-
ers human-factors workshops for aviation
technicians, their supervisors and management
at a customer’s facility. According to company
president Richard Komarniski, the initial two-
day workshop gives insight as to the factors
that affect an aircraft technician’s judgment.

Said Komarniski, “The workshop is de-
signed for the maintenance department to un-
derstand why 80 percent of aviation incidents
are created by human error, as well as learn
more about how people communicate, man-
age stress and fatigue, overcome complacency
and cope with shift work to improve perfor-
mance and well being.”

After the initial workshop the company
provides four phases of recurrent training fo-
cused on various aspects of error-prevention
strategies in aircraft maintenance. The work-
shop is offered on site for $560 per person,
with discounts available based on class size.

Next month: training for emergencies that
affect everyone on board, such as smoke in
the cabin, ditching and survival.