Next Generation of Aviation Professionals



Competency-based Training in FAA's Flight Standards Service

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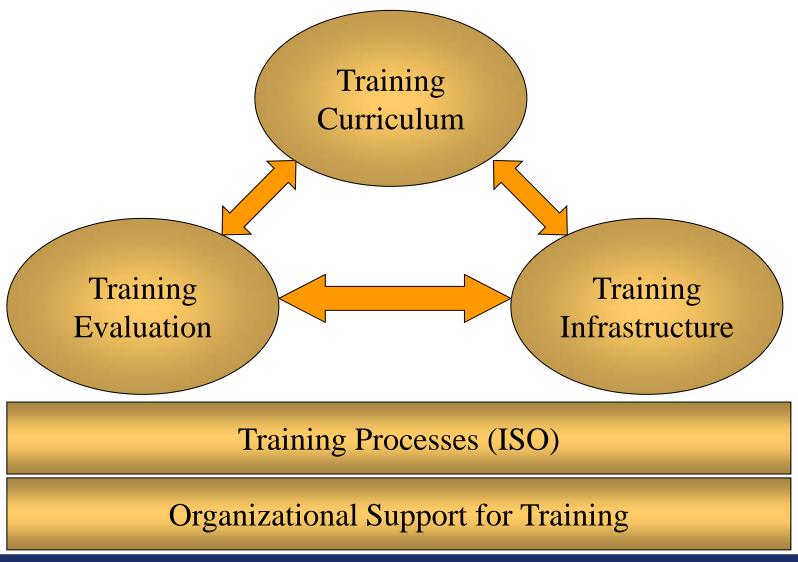
Flight Standards' Training Vision is...

A real-time training system that provides competency-based education and training to meet the evolving needs of the Flight Standards' workforce and our stakeholders.

Why competencies? Background and Evolution of the Flight Standards Training Program

- Job function courses based on current or new regulations/guidance
- Identified need for comprehensive ASI curriculum
- Developed Master Plan for Training
- Established the Flight Standards Service National Training Program

Flight Standards Training Program Foundation

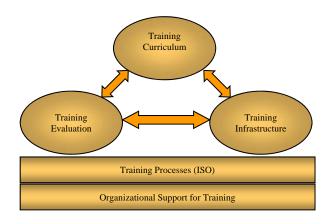


Linkage between Hiring and Training

- Developed competencies
 - Business
 - Interpersonal
 - Technical
- Updated hiring standards

Training Curriculum Transformation

- Defined future curriculum model
- Comprehensive review of existing courses
- Gap analysis
- Developed curriculum to support competencies using blended delivery methods



Training that is "Student Centric"

- Tailor training to the individual and recognize their past training and experience
- Develop learning/career paths for all employees
- Improve quality of instructors
- Provide technology training using industry, colleges, and universities to support delivery

Sample of Competency-Based Curriculum

Foundational Training

- Organizational structure
- Standards of professionalism
- System Safety & Safety Management Systems
- Flight Standards philosophy
- Legal authority and liabilities
- Ethical conduct
- Model workEnvironment

Indoctrination E-Learning

- Specialized foundational knowledge
- Test-driven modules that allow learners to take what they need
- Where appropriate, build in the use of AFS automation tools in completion of the tasks

Indoctrination Classroom

Practical
 Applications
 Workshops (PAWs)
 use scenario-based
 exercises to test
 ability to apply
 e-learning knowledge

On-the-Job Training

- Demonstration
 of proficiency in
 using classroom
 and e-learning
 knowledge in the
 work environment.
 Three levels of
 proficiency can be
 demonstrated:
 - 1 Knowledge
- 2 Understanding
- 3 Performance

Web Resources

Library of aids and links to available resources are maintained for continued learning.



AC-AW Macro Design

Course 27031: Orientation to FAA and Flight Standards (WBT)

Course 27032: Introduction to ASI Business & Interpersonal Competencies (WBT) Legend:

Green = Classroom Orange = Web-based

Foundation Training: AFS Philosophy

- Course 22006: System Safety
- Course 27033: Intro to Air Carrier Certification and Surveillance (WBT)
- Course 27100028: Overview of Safety Management Systems (WBT)

Air Carrier/Operator Training

FAA Processes for Evaluating Air Carrier/Operators

Course 2100051: ATOS 1.2 Interactive Training For ASIs

Course 27034: Intro to Authorizing Documents (WBT)

Exemption/Deviation Requests/Letter of Dev. Authority (WBT) Technical Topics for Evaluating Air Carrier/Operators

WBT courses on Design and Performance Assessment of Air Carrier Programs

Classroom Course with Case Study Practice (PAW 1)

Classroom Course with Case Study Practice (PAW 2) Course 21059: Air Cargo Operations

Course 25712: CASS

Course 28473: Human Factors In Aviation Maint

Course 21406: En Route Inspection -Airworthiness

Investigations Training

Introduction to Investigations (WBT)

Course 27100011: Compliance and Enforcement (WBT)

Course 12020: Compliance and Enforcement Classroom Course

Course 00035:
Basic Aircraft
Accident
Investigation

Automation Training

Course 21423: Flt Standards Automation Tools



AC-AW Technical Topics Related to Air Carrier/Operator DA and PA

WBT Courses on Design and Performance Assessments of Air Carrier Programs

- •Introduction to Manual Management
- •Introduction to Maintenance Organization
- •Introduction to Air Carrier Maintenance Programs
- •General Maintenance Manual
- •Maintenance and Inspection Programs
- AD Management
- •MEL/CDL/Deferred Maintenance
- •Ground De-Icing/Anti-Icing for Airworthiness ASIs
- Introduction to Evaluation of Vendors
- Short-Term Escalations
- •Parts Pooling/Parts Borrowing
- Calibrated Tools and Test Equipment
- •Maintenance Facility/Main Base/Line Stations
- Special Maintenance Programs (LLM & RVSM)
- •RII
- •Engineering/Major Repairs/Alterations
- Parts/Materials Control/SUP
- Fueling
- •Weight and Balance
- Engine Condition Monitoring

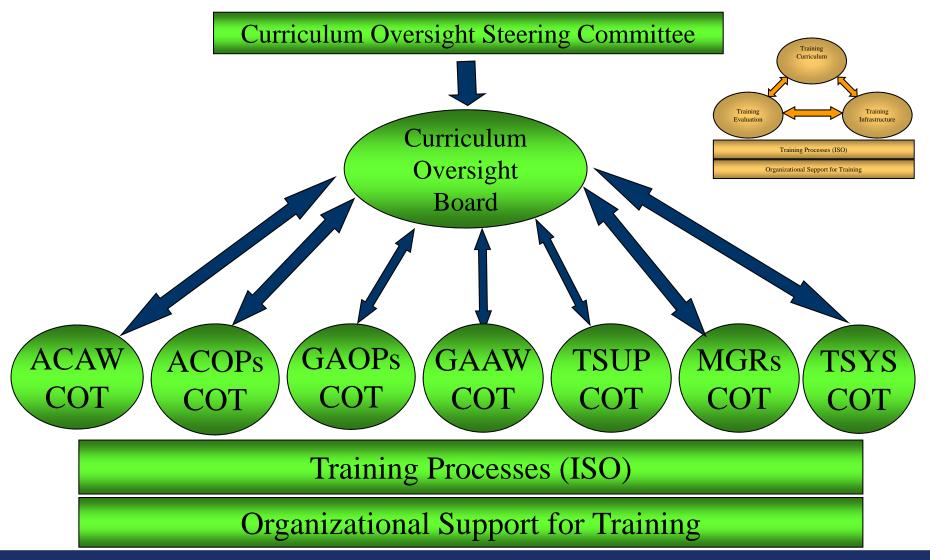
- •Records and Reporting Systems
- Aircraft Airworthiness
- Appropriate Operational Equipment
- Special Flight Permits
- •Maintenance Training Program
- •Maintenance Personnel Qualifications and Certification
- **Requirements/Key Personnel**
- •Introduction to ETOPS
- Voluntary Programs
- Safety Program

Legend: Green = Classroom Orange = Web-based

AC-AW Practical Applications Workshop Part 1
AC-AW Practical Applications Workshop Part 2



Training Infrastructure



Training Evaluation

- Programmatic Evaluations
- Course Evaluations
 - End-of-Course (EOC)
 - Student Post-course
 - Supervisory Post-course
- Tri-annual evaluation of each course
 - Annual review of course technical content
- Return on Investment



Positive Impacts on Organization

- Provides comprehensive, technical training that eliminates competency gaps
- Incorporates knowledge checks to ensure a more thoroughly trained and better prepared workforce
- Accommodates various learning styles
- Provides a flexible mode of delivery
- Permits consistent presentation of material
- Reduces travel costs and time away from job environment
- Guides professional development

What's Next...

- Utilize tablet personal computers for just in time training
- Podcasts
- RSS (Real Simple Syndication) feeds



We Can Assist...

- Government Safety Inspector (GSI) courses
 - Personal Licensing
 - Operations
 - Airworthiness
- US Inspector courses in support of International Operations in foreign countries

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