

**Quick Reference Guidance
(QRG)**

Alleviation Title	Flight Crew Member Training Programmes
Version	1.0
Publication Date	16 April 2020
Relevant Standard(s)	<p>Annex 6, Part I</p> <p>9.3.1 The operator shall establish and maintain a ground and flight training programme, approved by the State of the Operator, which ensures that all flight crew members are adequately trained to perform their assigned duties. The training programme shall:</p> <ul style="list-style-type: none"> a) include ground and flight training facilities and properly qualified instructors as determined by the State of the Operator; b) consist of ground and flight training in the type(s) of aeroplane on which the flight crew member serves; c) include proper flight crew coordination and training in all types of emergency and abnormal situations or procedures caused by engine, airframe or systems malfunctions, fire or other abnormalities; d) include upset prevention and recovery training; e) include training in knowledge and skills related to visual and instrument flight procedures for the intended area of operation, charting, human performance including threat and error management and in the transport of dangerous goods; f) ensure that all flight crew members know the functions for which they are responsible and the relation of these functions to the functions of other crew members, particularly in regard to abnormal or emergency procedures; and g) be given on a recurrent basis, as determined by the State of the Operator and shall include an assessment of competence. <p>Annex 6, Part III Section 2</p> <p>7.3.1 The operator shall establish and maintain a ground and flight training programme, approved by the State of the Operator, which ensures that all flight crew members are adequately trained to perform their assigned duties. The training programme shall:</p> <ul style="list-style-type: none"> a) include ground and flight training facilities and properly qualified instructors as determined by the State of the Operator; b) consist of ground and flight training for the type(s) of helicopter on which the flight crew member serves; c) include proper flight crew coordination and training for all types of emergency and abnormal situations or procedures caused by engine, transmission, rotor, airframe or systems malfunctions, fire or other abnormalities;

	<p>d) include training in knowledge and skills related to the visual and instrument flight procedures for the intended area of operation, human performance and threat and error management, the transport of dangerous goods and, where applicable, procedures specific to the environment in which the helicopter is to be operated;</p> <p>e) ensure that all flight crew members know the functions for which they are responsible and the relation of these functions to the functions of other crew members, particularly in regard to abnormal or emergency procedures;</p> <p>f) include training in knowledge and skills related to the operational use of head-up display and/or enhanced vision systems for those helicopters so equipped; and</p> <p>g) be given on a recurrent basis, as determined by the State of the Operator and shall include an assessment of competence.</p>
CCRD entry required (Temp. Difference Filing)	No
Problem Statement	<p>An inability to perform the required recurrent training to meet the National legislation regarding the Flight Crew Training Programme elements of the Standard, due to restrictions as a result of the COVID-19 pandemic. Including but not limited to:</p> <ul style="list-style-type: none"> a) Lack of FSTD facilities due to restriction on travel and/or social distancing affects their use for training. b) closure of aerodromes c) operator ceasing functions temporarily d) operator may not be able to comply with their Ops Manual – Part D e) managing the return to normal operations
Applicability/pre-requisites	<ul style="list-style-type: none"> • Applies to pilots engaged in commercial operations with an operator • Licence must be valid with the appropriate current type/instrument rating • Only for current approved training programmes
Alleviation summary	<ul style="list-style-type: none"> • Extended validity to operator/proficiency line checks/Safety Equipment and Procedures training • Allow alternative means for providing the training e.g. virtual training
Operational context	<ul style="list-style-type: none"> • Consideration needs to be given to the likely impact of a significantly reduced operation. • Review the compliance and effective performance of the organisation, including the maturity of their SMS, and State confidence in the organisation

	<ul style="list-style-type: none"> • Consider the complexity of the organisation e.g. number of types operated and types of operation (higher risk operations such as CAT C aerodrome may affect what reduction in training is appropriate) • Effectiveness of the training organisation needs to be considered • The change of operating environment e.g. limited RFFS, limited ground-handling facilities and restricted access to the aircraft by ground staff, reduced aerodrome services etc. may also be a relevant consideration – is additional briefing/training needed to handle this changed situation? • Possible change of operator role e.g. pax to cargo/humanitarian could increase need for training • Use of specialised procedures or equipment e.g. RNP-AR, EVS etc. which depend more heavily on training elements. • Need to consider training in combination with other possible exemptions, for example extension of validity of licence plus lack of recency and potential flight and duty time extensions - (See <i>OPS QRG Recency</i> and <i>OPS ORG Variations to existing flight and duty time limitations</i>) • Total experience of crew concerned, in terms of hours/route and/or aerodrome familiarity should be considered • Increased risk due to limited number of operations by each crew member • Management of the change back to normal operations post COVID-19 contingencies needs to be considered also.
Possible Mitigations	<ul style="list-style-type: none"> • Reductions in operating limitations (x-wind, contaminated runways etc., restrict new destinations) • Reduction in scope of activities such as CAT III, RNP AR etc. • Increased training delivered by alternative means e.g. Threat and Error Management training appropriate to the revised operations, SEP changes, crew guidance material and SOP's. These should be kept under constant review. • Crew composition e.g. Line trainers to be paired with pilots with least experienced/lower performing pilots • Consider applicability of the alleviation being based on suitable performance in previous proficiency check • Crew briefing should include Human Factors considerations • Prior Approval of temporary change to Ops Manual – Part D
Alleviations likely to be unacceptable to other States	<ul style="list-style-type: none"> • Any operator on 'notice' or for whom the State has significant safety concerns should not be considered
References:	<ul style="list-style-type: none"> • Safety Oversight Manual (Doc 9734) Part A • Manual of Procedures for Establishment and Management of a State's Personnel Licensing System (Doc 9379)

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