



# Flight Coordinators PROGRAM

## FLIGHT COORDINATOR PROGRAM

TrainingPort provides **customized and comprehensive programs** that meet your needs. A Training Needs Assessment assists in determining requirements that, until recently, have been seen as optional in business aviation.

## TOPICS OFFERED (TOPICS AND NUMBER OF LESSONS SUBJECT TO CHANGE)

The TrainingPort.net model is to find the premier expert in a particular subject and arrange for them to be our Content Expert. If a Subject Matter Expert cannot be identified, we create lessons using research and information known to be superior.

[OPERATIONAL TOPICS >>](#)

### **Aircraft Critical Surface Contamination – 4 lessons**

Our lessons on aircraft critical surface contamination discuss the problems caused by ground icing, when you are likely to encounter ground icing, the basics of aircraft de/anti-icing fluids, and how to de-ice and anti-ice to ensure a clean aircraft. Background is provided through a discussion of the aerodynamic effects of surface contamination on critical surfaces, types of surface contamination, and how to identify weather conditions conducive to surface contamination. We also consider real-life accident and incident case studies that involved surface contamination.

#### Topic Outline

- Weather conducive to ice, frost and snow contamination
- Types of contamination
- Inspection before flight and removal of contamination
- Hazards related to critical surface contamination
- The effects of contamination
- Aircraft de-icing/anti-icing procedures
- Aircraft inspection and reporting procedures
- The use of holdover timetables

### **Crew Resource Management (CRM) – 8 lessons**

Our CRM topic explores the effective use of all resources available to individual flight department roles to improve safety and efficiency. An emphasis is placed on case studies, communication, operational risk, and crew coordination. Threat and error management and human factors are also key components of this topic.

#### Topic Outline

- Threat and error management
- Communication
- Situational awareness
- Pressure and stress
- Fatigue
- Workload management
- Decision making
- Leadership and team building
- Automation and technology management
- “Surprise and Startle” effect and its mitigation strategies
- Resilience development

### **Crew Resource Management (CRM) [FOR CANADIAN COMMERCIAL OPERATORS] – 8 lessons**

Our CRM topic explores the effective use of all resources available to individual flight department roles to improve safety and efficiency. An emphasis is placed on case studies, communication, operational risk, and crew coordination. Threat and error management and human factors are also key components of this topic.

Delivery of the topic may be adjusted to meet specific requirements, e.g., it may be delivered as a “Standalone Initial Topic” per TC AC 700-042, which applies to Canadian commercial clients. Additional synchronous learning modules have been added to meet operator/trainee-specific requirements.

#### Topic Outline

- Threat and error management
- Communication
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- Automation and technology management
- “Surprise and Startle” effect and its mitigation strategies
- Resilience development
- Relevant case study template (TC AC 700-042 only)
- Current safety trends template (TC AC 700-042 only)
- Evacuation drills template (TC AC 700-042 only)

### **Electronic Flight Bag – 1 lesson**

This topic reviews the purpose, capabilities, and components of an Electronic Flight Bag.

#### Topic Outline

- Hardware and software classification
- Administrator responsibilities
- Documentation
- Operational procedures
- Associated human factors
- Abnormal scenarios
- Cautions and procedures when using an EFB with lithium batteries
- EFB own-ship position on EFB applications

### **Fatigue Management – 3 lessons**

Fatigue is an important safety issue for aviation. Numerous incident and accident investigations have cited fatigue as a contributing factor. It is important for all personnel to learn how to recognize the signs of fatigue, understand reporting procedures, and learn preventative and mitigation strategies.

#### Topic Outline

- Physiology
- Operational issues
- Causal and contributing factors
- Sleep requirements
- Circadian rhythms
- Strategic caffeine use
- Effective napping
- Environments conducive to sleep
- Sedatives
- Diet and exercise
- Light exposure and jet lag
- Controlled rest on the flight deck

- Fatigue Risk Management Systems (FRMS)

### **Meteorology Review – 7 lessons**

Our meteorology lessons review severe weather, including wind shear, clear air turbulence, high altitude and frontal weather, and the risks these phenomena pose to flight. The lessons discuss the formation of these phenomena, as well as their different types and effects. Instructions on how to prepare, avoid, or, if absolutely necessary, fly through these phenomena are explained.

#### Topic Outline

- How to anticipate, expect, and prepare for wind shear
- Formation of thunderstorms and convective turbulence
- Frontal weather and the jet stream
- Mid-latitude cyclones
- Mountain waves and their formation
- High altitude weather
- Properties and formation of fog
- Ice crystals

### **Minimum Equipment List Update – 1 lesson**

The Minimum Equipment List Update features instruction on the use of an MEL, including deferral procedures. It explains operator/company MEL procedures and it provides a clear description of the MEL format.

#### Topic Outline

- Instruction on the purpose and use of an MEL
- Air operator/company MEL procedures
- Responsibility of the pilot in command
- Recurrent training to refresh procedural knowledge

### **No-Carry Operator Dangerous Goods Training – 2 lessons**

This topic is for operators who are not authorized to carry dangerous goods but must learn to identify their presence to prevent unintentional carriage. These lessons focus on education and awareness concerning hidden, unidentified, and misdeclared articles and/or substances that may be dangerous goods. Emergency procedures and operator training requirements related to dangerous goods are also discussed.

#### Topic Outline

- General philosophy
- Limitations
- List of dangerous goods
- Labelling and marking
- Recognition of undeclared dangerous goods
- Provisions for passengers and crew
- Emergency procedures

### **Operations Manual, Regulations, and Standards Review – 2 lessons**

This topic guides trainees through a review of their operations manual, critical components of their Safety Management System, and applicable regulations and standards. We provide different versions of this topic to meet various regulatory operating environments.

#### Topic Outline

- Regulations and standards
- Operations Manual review
- Aviation legislation
- Operating rules and operational practices
- Requirements and qualifications

### **Safety Management Systems – 4 lessons**

This topic provides trainees with fundamental information concerning the ongoing support of a company's safety management system. It includes information on risk management, hazard analysis and change management. The topic also discusses risk assessment, safety studies and reviews along with SMS evaluation and improvement.

#### Topic Outline

- Hazard identification
- SHEL model
- Safety risk profile, including flight risk assessment tool
- Different management systems, including QMS
- Safety culture
- Performance monitoring
- Safety studies and reviews
- Internal safety investigations
- Other tools to assess safety (e.g., audits, surveys, meetings)

### **Security Management – 4 lessons**

Our security lessons consider the changes that have taken place in aviation security since 9/11. We provide an overview of the core elements of a business aviation security program, including security risk assessment.

#### Topic Outline

- Elements of a business aviation security program
- Developing a security risk profile
- Threats and risks
- Threat assessment
- Determining event vulnerability, probability and criticality

### **Threat and Error Management – 1 lesson**

Our TEM topic recognizes that every crew faces threats throughout a flight. Because our responses to threats can be erroneous, appropriate training and procedures must be implemented to trap errors before they lead to undesired aircraft states. Forming a cornerstone of our Crew Resource Management topic, this topic focuses on the application of TEM philosophy in day-to-day operations.

#### Topic Outline

- Definitions of threat, error, and undesired aircraft state
- Relationship between TEM and CRM
- Countermeasures against threats and errors
- TEM “toolkit” defenses
- Overcoming complacency

## **OCCUPATIONAL HEALTH AND SAFETY TOPICS**

### **Accident Reporting – 1 lesson**

Our accident reporting lesson lists steps to take if a workplace accident occurs and discusses reporting expectations. It explains the procedures to be followed in case of a medical emergency, and it also discusses first aid and non-emergency care.

#### Topic Outline

- Keys to preventing accidents
- Notification and documentation of accidents
- Medical emergencies and non-emergency care
- First aid
- Required medical treatment for employees

### **Back Injury Prevention – 1 lesson**

This lesson provides an overview of how back injuries occur and explains different strategies that can help prevent them. It discusses the anatomy of the body and includes safe lifting, carrying, and lowering techniques and postures.

#### Topic Outline

- Causes of back injuries
- Anatomy of the body
- Prevention strategies against back injuries
- Correct lifting, carrying and lowering techniques

### **Blood Borne Pathogens – 1 lesson**

Any contact with bodily fluids can place an individual at risk of exposure to blood borne pathogens. This topic reviews methods of keeping workers safe from infection, emergency response procedures, and vaccines.

#### Topic Outline

- Types of blood borne pathogens
- How blood borne pathogens are transmitted
- What to do if you are potentially exposed to a blood borne pathogen
- Preventative methods

### **CPR – 1 lesson**

Our CPR topic presents current CPR procedures, including airway and breathing support. The lesson also discusses CPR variants, such as hands-only CPR. It also explains how to use the Automated External Defibrillator in concert with CPR.

#### Topic Outline

- Appropriate use of CPR in the case of a heart attack
- Evaluating the victim for responsiveness
- CPR procedures and guidelines
- AED use and considerations

#### **Emergency Action Plan – 1 lesson**

This lesson discusses procedures to follow when confronted with a fire, extreme weather event, or other emergency situations. Key teaching points focus on prevention and planning strategies. The lesson also discusses fire prevention and procedures to be followed during tornados or hurricanes.

#### Topic Outline

- Fire prevention
- Tornado or hurricane safe zones and safety procedures
- Workplace violence and prevention

#### **Ergonomics – 1 lesson**

This lesson discusses ergonomic injuries – what they are, how they occur, and how they can be prevented. It includes information on risk factors and proper workstation setup along with other safety measures to prevent ergonomic injuries.

#### Topic Outline

- Causes of ergonomic injuries, including awkward or static postures
- Symptoms of musculoskeletal disorders
- Carpal tunnel syndrome
- Risk factors that lead to the development of repetitive stress injury
- Workplace factors that lead to repetitive stress injury
- Safety measures to prevent workplace injury

#### **Fire Prevention Practices – 1 lesson**

This topic focuses on how trainees can prevent fires in the workplace. The lesson includes tips on housekeeping and safe storage of solid and liquid materials. It explains the fire tetrahedron and electric hazards. Compartmentalization and fire door practices are also discussed.

#### Topic Outline

- Fire tetrahedron
- Good housekeeping to prevent fires
- Proper storage
- Electrical hazards
- Compartmentalization
- Fire door practices

#### **First Aid Kits – 1 lesson**

In this lesson, we review items that are commonly included in first aid kits and explain their uses. The lesson also explains how to administer medical oxygen, and it discusses blood sugar measurement and the equipment that is needed for the procedure.

#### Topic Outline

- First aid kit compartments
- Items contained within the compartments
- How to use the kit and its equipment
- How to administer medical oxygen
- Blood sugar measurement

### **Hazard Communication (including WHMIS) – 1 lesson**

Our hazard communication lesson reviews systems for communicating hazards, including the requirements and structure of Safety Data Sheets (SDS), labels, and pictograms. It also lists different hazards and explains the proper storage for each type of hazard. We also offer a version of the lesson based on the 2015 WHMIS, which is aligned with the Globally Harmonized System of Classification and Labelling of Chemicals (GHS).

#### Topic Outline

- Written hazard communication program
- Different hazards and their proper storage
- SDS requirements and structure
- Labelling system and requirements
- NFPA and HMIS labels

### **Housekeeping and Material Handling (incl. Storage and Stacking) – 1 lesson**

This lesson consists of a discussion of good housekeeping practices. We consider safe material handling, stacking, and storage practices. We discuss hazards and strategies to prevent accidents that result from improper storage of materials, including ergonomic principles.

#### Topic Outline

- Good housekeeping practices (workplace and personal)
- Slips, trips and falls and how to prevent them
- Proper handling and storage of materials
- Assessing hazards

*Topics are regularly updated and further topics are always under development, based on industry issues and customer requests.*

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