## 

**Operations Manual**

**Part-D**

**Version 1**

**January 2015**

## List of effective pages

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## Record of revision changes

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**List of changes**

*Note: Changes marked with an (\*) are not marked with a vertical line in the manual.*

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# Training syllabi and checking programmes

## Flight crew members

### General

Every new flight crew member shall receive a briefing on the rules and regulations set out by ***[The\_operator\_Name]*** before being scheduled for any type of operation.

All flight crew members shall acquaint themselves with the operators’s Operations Manual through private study. The outcome of this study will be checked by ***[Chief Pilot/Flight operations manager/Training manager.( Choose appropriate)]***

Every new flight crew member shall undergo an Operator Proficiency Check or an interiew conducted by the ***[Chief Pilot/Flight operations manager/Training manager.( Choose appropriate)]*** before being scheduled for any type of operation.

A flight crew member shall complete a Type Rating Course when changing from one type of aircraft to another type for which a new type rating is required.

Flight crew members will also receive the same training listed under 1.2 and 1.3 of this OM Part D insofar they are needed for safely performing operations.

All pilot shall follow a proficiency check every 2 year as per BCAA Circulaire FCL-27.

### Recurrent training and checking

Each flight crew member, carrying out operations for ***[The\_operator\_Name]***, shall undergo, at intervals specified in the Operations Manual, Recurrent Training and Checking, relevant to the type or variant of aircraft on which the flight crew member is operating.

The Recurrent Training and Checking shall be conducted in accordance with the Recurrent Training and Checking Programme, included in the Operations Manual.

#### Ground training and refresher

The Ground and Refresher Training shall comprise, amongst other items:

* ground instruction on paradrop operation;
* review of accidents/incidents and occurrences.

The theoretical knowledge shall be verified by an oral test.

Each flight crew member, conducting paradrop operations for ***[The\_operator\_Name]***, shall undergo the Ground and Refresher Training every ***[The operator shall define the refresher interval but this shall be at least every 24 calendar months].***

The Ground and Refresher Training shall be conducted by the Chief Pilot, but the training may also be delegated to any suitable qualified person designated by the Chief Pilot.

**See OM Part-D Annex 01 for the ground training and refresher checklist.**

#### Emergency and Safety Equipment Training

Each flight crew member, conducting paradrop operations for ***[The\_operator\_Name]***, shall undergo training on the location and use of all emergency and safety equipment carried in the aircraft.

The programme of practical training shall include the following:

* use of fire extinguisher;
* instruction on the location and use of all emergency and safety equipment carried in the aircraft;
* instruction on the location and use of all types of exits;
* safety procedures;
* basic first aid

***[The interval of the recurrent training shall be defined by the operators]***

Emergency and Safety Equipment Training shall be concluded by a formal oral test on the use of the emergency and safety equipment carried in the aircraft.

#### Recurrent Checking Programme

The recurrent Checking Programme shall include:

1. Operator proficiency check

Each flight crew member shall undergo Operator proficiency checks to demonstrate his competence in carrying out normal, abnormal and emergency procedures.

The period of validity of the Operator Proficiency Check shall be 12 calendar months in addition to the remainder of the month of issue. If issued within the final 3 calendar months of validity of a previous Operator proficiency check, the period of validity shall extend from the date of issue until 12 calendar months from the expiry date of that previous Operator proficiency check.

An Operator proficiency check may be completed during one or more flights.

It may not be possible to complete an Operator proficiency check in one flight. Aircraft unserviceability, unavailability, weather and ATC may cause limitations and restrictions. The Operator proficiency check is not complete until all elements have been achieved.

The Operator proficiency check shall be carried out by the chief pilot.

The Operator proficiency check shall include abnormal/emergency procedures.

**See OM Part-D Annex 02 for the Operator proficiency test checklist**

1. Emergency and Safety Equipment Check

Each flight crew member shall undergo an Emergency and Safety Equipment Check, intended to ensure his ability to cope with abnormal/emergency situations and the prescribed procedures.

The items to be checked during an Emergency and Safety Equipment Check shall be those for which training has been carried out in accordance with paragraph 1.1.2.1.

The period of validity of an Emergency and Safety Equipment Check shall be 12 calendar months in addition to the remainder of the month of issue. If issued within the final 3 months of validity of a previous emergency and Safety Equipment Check, the period of validity shall extend from the date of issue until 12 calendar months from the expiry date of that previous Emergency and Safety Equipment Check.

The Emergency and Safety Equipment Check shall be carried out by a suitable qualified person, designated by the ***[The operators shall nominate the responsible person]****.*

**See OM Part-D Annex 03 for the emergency and safety equipment test checklist.**

### Conversion training

*Ref. ORO.FC.120*

Each flight crew member shall complete a conversion training:

1. In the case of aeroplane or helicopter operations, the flight crew member shall complete the operator conversion training course before commencing unsupervised line flying:
2. when changing to an aircraft for which a new type or class rating is required;
3. when joining an operator.
4. The operator conversion training course shall include training on the equipment installed on the aircraft as relevant to flight crew members’ roles.

Use the Annex 01 “ground training and refresher checklist” to conclude the training.

**See OM Part-D Annex 01 for the ground training and refresher checklist.**

### Differences and Familiarization Training and Checking

*Ref. ORO.FC.125& AMC1*

#### Differences training

Each flight crew member shall complete a Differences Training :

1. when introducing a significant change of equipment and/or procedures on types or variants currently operated; and
2. in the case of aeroplanes, when operating another variant of an aeroplane of the same type or another type of the same class currently operated; or
3. in the case of helicopters, when operating a variant of a helicopter currently operated. ***[If applicable]***

The differences training shall be carried out by the chief pilot.

**See OM Part-D Annex 06 for the Differences training form.**

#### Familiarisation training

Familiarisation training requires only the acquisition of additional knowledge. It should be carried out when:

1. operating another helicopter or aeroplane of the same type; or
2. when introducing a significant change of equipment and/or procedures on types or variants currently operated.

The Familiarisation training shall be carried out by the chief pilot.

**See OM Part-D Annex 07 for the Familiarisation training form.**

### Intial Crew Resource Management Training

*Ref. ORO.FC.115 & 215,AMC & GM*

#### General

Crew Resource Management is the effective utilisation of all available resources (flight crew members, helicopter systems and supporting facilities) to achieve safe and efficient operation.

The objective of Crew Resource Management (CRM) is to enhance the communication and management skills of the flight crew concerned. The emphasis is placed on the non-technical aspects of the flight crew performance.

#### Crew Resource Management Training Programme

The Crew Resource Management Training Programme shall include the following elements, amongst others:

1. statistics and examples of human factor related accidents;
2. human perception, learning processes;
3. situational awareness;
4. management of workload, tiredness or fatigue and vigilance;
5. operator’s standard operating procedures;
6. personality type, delegation, leadership, effective communication skills;
7. the CRM loop: inquiry – advocacy – conflict resolution – decision making – critique – feedback;
8. effective communication and co-ordination within the flight crew and between flight crew members and other operational personnel;
9. error chain and taking action to break error chain; and
10. implications of automation on CRM.

The Crew Management Resource Training shall be carried out by ***[The operator shall nominate the responsible person]****.*

**See OM Part-D Annex 01 for the CRM training, included in the ground training and refresher checklist.**

## Jump Master

*Ref. SPO.OP.230 & AMC2*

### Initial training

The Jump Master shall possess at least a FAI ‘C’ Certificate.

### Recurrent training and checking

Each Jump Master, carrying out operations for ***[The\_operator\_Name]***, shall undergo, at intervals specified in the Operations Manual, Recurrent Training and Checking, relevant to the type or variant of aircraft on which the jump master is operating.

The Recurrent Training and Checking shall be conducted in accordance with the Recurrent Training and Checking Programme, included in the Operations Manual.

1. Recurrent training

The ground recurrent training of the Jump Master shall include the following:

* ground instruction on paradrop operation;
* normal procedures to be followed during flight;
* normal procedures to be followed during the drop phase;
* emergency procedures;
* review of accidents/incidents and occurrences.

The theoretical knowledge shall be verified by an oral test.

Each flight crew member, conducting paradrop operations for ***[The\_operator\_Name]***, shall undergo the Ground and Refresher Training every 12 calendar months.

The Ground and Refresher Training shall be conducted by the Training manager, but the training may also be delegated to any suitable qualified person designated by the Training manager.

**See annex 04 for the Recurrent checking for jump master.**

1. Emergency and Safety Equipment Training

Each Jump Master, conducting paradrop operations for ***[The\_operator\_Name]***, shall undergo training on the location and use of all emergency and safety equipment carried in the aircraft.

The programme of practical training shall include the following:

* actual handling of fire extinguishers, of the type used;
* instruction on the location and use of all emergency and safety equipment carried in the aircraft;
* instruction on the location and use of all types of exits;
* safety procedures;
* Briefing procedure;
* basic first aid.

***[The interval of the recurrent training shall be defined by the operators]***

Emergency and Safety Equipment Training shall be concluded by a formal oral test on the use of the emergency and safety equipment carried in the aircraft.

**See OM Part-D Annex 03 for the emergency and safety equipment test checklist.**

## Parachutist

### Initial training

The parachutist shall be trained on the following:

* Caution and danger areas around the aircraft to provide an adequate safety around the aircraft;
* Ground procedure for embarking and disembarking the aircraft.

### Recurrent training and checking

Each parachutist, carrying out operations for***[The\_operator\_Name],*** shall undergo, at intervals specified in the Operations Manual, Recurrent Training and Checking, relevant to the type or variant of aircraft on which the parachutist is operating.

The Recurrent Training and Checking shall be conducted in accordance with the Recurrent Training and Checking Programme, included in the Operations Manual.

***[The interval of the recurrent training shall be defined by the operators]***

1. Recurrent training

The ground recurrent training of the jump master shall include the following:

* ground instruction on paradrop operation;
* normal procedures to be followed during flight;
* normal procedures to be followed during the drop phase;
* emergency procedures;
* review of accidents/incidents and occurrences.

**See annex 04 for the Recurrent checking for parachutist**

## Ground operator

### Initial training

The ground operator shall be trained with the following:

* Caution and danger areas around the aircraft to provide an adequate safety around the aircraft;
* Ground procedure for embarking and disembarking the aircraft;
* Handling of the aircraft;
* Basic first aid;
* Fire prevention;
* Fire fighting;
* Procedures regarding the mass and balance report.

### Recurrent training and checking

Each ground operator, carrying out operations for ***[The\_operator\_Name]***, shall undergo, at intervals specified in the Operations Manual, Recurrent Training and Checking, relevant to the type or variant of aircraft on which the jump master is operating.

The Recurrent Training and Checking shall be conducted in accordance with the Recurrent Training and Checking Programme, included in the Operations Manual.

1. Recurrent training

The recurrent training of the ground operator shall include the following:

* Caution and danger areas around the aircraft to provide an adequate safety around the aircraft;
* Ground procedure for embarking and disembarking the aircraft;
* Ground handling of the aircraft;
* Basic first aid;
* Fire prevention;
* Fire fighting;
* Procedures regarding the mass and balance report ***[If applicable]***
* Review of accidents/incidents and occurrences.

The theoretical knowledge shall be verified by an oral test.

Each flight crew member, conducting paradrop operations for ***[The\_operator\_Name]***, shall undergo the Ground and Refresher Training every 12 calendar months.

The Ground and Refresher Training shall be conducted by the Training manager, but the training may also be delegated to any suitable qualified person designated by the Training manager.

**See OM Part-D Annex 05 -- Recurrent checking for ground operator**.

1. Emergency and Safety Equipment Training

Each ground operator, conducting ground operations around the pararadrop aircraft for ***[The\_operator\_Name]***, shall undergo training on the location and use of all emergency and safety equipment carried in the aircraft.

The programme of practical training shall include the following:

* actual handling of fire extinguishers, of the type used;
* instruction on the location and use of all emergency and safety equipment carried in the aircraft;
* instruction on the location and use of all types of exits;
* safety procedures;
* basic first aid.

***[The recurrence frequency shall be defined by the operators]***

Emergency and Safety Equipment Training shall be concluded by a formal oral test on the use of the emergency and safety equipment carried in the aircraft.

**See OM Part-D Annex 03 for the emergency and safety equipment test checklist.**

# Procedures

## Procedures for training and checking

The Flight Operations Manager shall maintain the training and checking schedule for all operations personnel concerned.

He shall interview new flight crew members and other new personnel to be involved in the paradrop operations.

He shall keep a record showing when a flight crew member is due for a training or checking session.

He shall, in close co-operation with the Training Manager and/or Chief Pilot and/or Ground Operator Manager organize training and checking sessions for all members participating in operations prescribed in this Operations Manual Part-D chapter 2.

## Procedure for the evaluation of the personnel

For any checks or evaluation, the personnel involved in the paradrop operations of ***[The\_operator\_Name]*** shall receive a skills evaluation in accordance with the table bellow.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Evaluation scale** | **1** | **2** | **3** | **4** | **5** |
| **Scale definition** | Needs signicant improvement | Could benefit from development | Understands  Role | Capable and effective | Role model |
| **Immediate action to be taken** | Shall follow basic trainings | Shall improve their skills and shall be checked under 3 months | None | None | None |
| **Fit for duty** | No | Yes but under supervision | Yes | Yes | Yes |

## System for tracking expiry dates for qualifications, checks, recency and licences

Training records, checks records, line checks record, recency records and copy of licences shall be stored by the training manager in a manner that ensures protection from damage, alteration and theft during the retention period defined in the operation manual Part-A, chapter 2.1.5.

# Training records storage

*Ref.ORO.MLR.115*

Training records, checks records and line checks record shall be stored as follow:

|  |  |
| --- | --- |
| **Retention periods for personal/crew records** | |
| Flight crew licence and cabin crew attestation | As long as the crew member is exercising the privileges of the licence or attestation for the aircraft operator |
| Crew member training, checking and qualifications | 3 years |
| Records on crew member recent experience | 15 months |
| Crew member route and aerodrome/task and area competence, as appropriate | 3 years |
| Dangerous goods training, as appropriate | 3 years |
| Training/qualification records of other personnel for whom a training programme is required | last 2 training records |