

CREW & SINGLE PILOT RESOURCE MANAGEMENT TRAINING

Course Description

To cover the ground non-aircraft specific training elements of Crew Resource Management to meet the requirements of 14 CFR part 135.330. Other ground and aircraft specific training unique to the operator shall be directed and provided by the operator. This training is applicable to flight crewmembers and/or flight attendants of part 135 operators.

Who	Frequency		Methodology
Flight Crewmember	Initial ¹	Recurrent	WBT ²
Flight Attendant	Initial	Recurrent	WBT

Training Materials/Resources Needed

Medallion Foundation Crew Resource Management On-Line Course

Personal Computer or Laptop with Internet Explorer 6.0 and higher, Safari 1.2 and higher, Mozilla Firefox 1.0 and higher and Google Chrome

Internet connection

Printer

Course Objective

To introduce the student to the concepts of Crew Resource Management for part 135 operations. The student will be provided with a foundation of knowledge that will guide them through working with the team within and outside of their organization that support them from the time they come in to prepare for a flight until the end of the flight day. The student will learn about human factors, its effect on their own decisions making and actions, as well as what to look for in their fellow team members, and some of the tools they can use to manage every flight.

Course Components

1. Background and CRM Components
2. Authority of Pilot in Command
3. Communication
 - a. Processes, decisions and coordination
 - b. Communication with ATC
 - c. Communication with Operational Functions, including flight locating
 - d. Communication with Passengers
4. Building and Maintaining a Flight Team
5. Workload and Time Management
6. Situational Awareness
7. Fatigue
 - a. Performance
 - b. Avoidance strategies and countermeasures
8. Stress
 - a. Effects of stress

¹ Initial training under an approved program must be completed by 22 March 2013

² WBT – Web Based Training



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Changing the Culture of Aviation Safety



- b. Stress reduction techniques
- 9. Aeronautical Decision Making

Completion Criteria

Passing score on final test (75%)

Completion certificate issued at end of course