

STAR 005
V2 – December 14

FSO Training

JAR OPS 1 does not require National Aviation Authorities to accept or approve Accident Prevention and Flight Safety programmes, nor the appointed programme manager, ie FSO. JAR OPS 1 does not recommend any training for a FSO, nor provide any guidance on the matter.

An airline FSO has many and unique responsibilities. To fulfil these responsibilities a FSO needs acceptable levels of experience, knowledge, skills and personal qualities. In the absence of any guidance from regulatory bodies, the ERA ASG has produced a recommended list of subjects, processes and qualities deemed necessary for a FSO; in no order of priority these subjects can be used as elements of a FSO training course.

Threat and Error Management

- Hazard Identification and Risk Assessment – leading to prioritisation.
- Risk Analysis – leading to prioritisation and mitigation strategies.
- Communicating findings with appropriate post-holders and general promotion.

Reporting Schemes

- Implementing, managing and promoting an ASR system, including use of available technology.
- Providing feedback, obtaining closure, and demonstrating that safety management programme is effective.
- ASR and action follow-up and event tracking - have any actions been undertaken, and what affect have changes had.

Repeat these points for a **Confidential Reporting Scheme**.

Flight Data Monitoring

- FSO role in the company FDM programme, liaising with maintenance and obligations to NAA.
- Available technology - capability and performance levels.
- Getting the most from an FDM programme – choosing and setting thresholds.
- Use of data, reports and statistics – trend monitoring, feedback, education.

Safety Data Management

- Using data – trend and change monitoring, hazard identification, safety assessments, targeting specific areas.
- Presenting data – statistics, management tool, feedback and promotion – database technology.
- The law – understanding data access, protection, storage and confidentiality.

Investigating Incidents, Occurrences and Events

- Assessing when an investigation is justified – resources versus potential benefits.
- Available techniques, tools and technology, and where to obtain assistance (in/outside company).
- Interview techniques, reports, action and follow up procedures.
- Proper conduct – approach, behaviour, attitude.

Documentation

- Mandatory – regulatory and legal requirements (ie NAA records and data protection).
- Voluntary – confidential reports, feedback, spreadsheets etc.



- Keeping records – available technology - flight safety publications - websites and intranet.

Safety Audits

- Internal and external; receiving and conducting; benefits and pitfalls.
- Audit management - processes and methods, follow-up and utilising the results to advantage.

Knowledge

- Regulatory requirements, responsibilities and recommendations, including ICAO Annex 13.
- Role of the NAA – obligations towards (records, reports, action), and assistance from (FDM, data supply, education, training, and tools).
- The Law - data protection act, liabilities, individual's rights.

Company Safety Policy and Management

- Just Culture – theory and practice.
- Establishing and maintaining a good company safety culture.
- Roles and responsibilities of senior management, FSO, nominated post-holders, and all other employees, especially in balance with other duties.
- Relationship between FSO and CEO and other post-holders, also scope of FSO independence.
- Responsibilities and relationship with third parties (service providers, crew etc).
- Setting safety objectives and targets; safety risk assessments and change management – (new aircraft, destinations, schedule, training regime etc).
- Safety resources, promotion, and forums for management, feedback and safety education and extending the use of and involvement in ASR schemes and safety meetings.
- Introduction to SMS, and the role of the FSO in a SMS.

Personal Skills and Attributes

The following skills are important in the conduct of a FSO's day-to-day duties, and although a FSO training course might not be expected to cover these subjects in depth, it is recommended that students should be encouraged to use each skill during the course in practical exercises.

- Report writing skills
- Interview techniques
- Objectivity – avoiding subjective judgement and reacting with equanimity
- Gaining and maintaining respect for self and FSO post
- CRM skills such as: objective observation and assessment of others; listening skills; and facilitation of group activities
- Presentation skills
- Ability to defend one's position – use of reasoned argument

Crisis and Emergency Procedures

- Role of the FSO during a crisis and following an incident or accident including liaison with AAIB.

Disclaimer: STARs have been created by the ERA ASG following Safety Information Discussions (SIDs) and provide generic guidelines for the use of pilots and/or operators – however, the recommendations given within a STAR shall not supersede or override any requirements or recommendations given by appropriate Regulatory Authorities, Aircraft Manufacturer, or Airline. The material contained within a STAR can be cut and pasted into a suitable format for your airline's operations and changes may be made to allow for particular scenarios or differences; please give credit to the ERA ASG when doing so. STARs should only be used with the intention of improving flight safety through education and ERA takes no responsibility for inappropriate use of this information.

