



UK CAA Seminar 4 Feb 2020

The Challenges facing Part 147 Basic Training Organisations



The Next 15 Minutes

- Introduction
- The Challenges as I see them
- Questions



Introduction

- Andy Budge
- Senior Training Manager with Air Service Training (Engineering) Ltd
- Ex Royal Air Force, mechanical apprentice, 38 years experience
- 5 years experience within Pt 147
- This presentation deals with the challenges facing a UK CAA Approved Pt 147 organisation
- Delivering an Approved Part 66 training course.



The Challenges

- Regulations and Compliance
- EASA, UK CAA, Pt 147, Pt 66 and associated regulations
- Business and teaching regulations may also apply
- All a fact of doing business,
- Is interpretation of the regulations also a challenge?
- Across EASA, is the playing field level?



The Business Challenge

- We are all part of a business
- Income, costings, margins, profit, loss,
- Shareholders to satisfy
- Equally as important as the Regulations

The Customer Challenge



- So who is the customer?
- The Sponsor, the Student, the person paying the bill?
- Meeting the Customer's requirements,
- Individual/Family V MROs
- Expectations and aspirations
- Communication, initial, ongoing and unexpected
- Management of expectations

The Student Challenge



- Also a customer, even if it is not their money
- Consider their.....
- Previous experience and education, their first language
- Should there be an academic entry standard or a selection test before enrolment?
- An organisational or regulated standard?
- Exceptions and discretion for a lower standard?



The Approved Course Challenge

- The biggest challenges to the student?
- A minimum of 75% and 90%
- Biggest challenges to the organisation?
- A minimum of 75% and 90%
- What can we influence?
- 75%
- What is more difficult to influence?
- 90%



The Challenge of Delivering the Course

- The sequence of training
- Reviews of performance, feedback and progress
- Practical skills V Theoretical ability
- Paper or electronic?
- We must regularly provide, to all parties.....
- Good news
- Bad news
- Very bad news



The Challenge of Delivering the Course

- Facilities, resources, staff and an Approval
- Do you also....
 - Support the student?
 - Support your staff?
- Who supports you?
- You try to be proactive on a daily basis..
- But your day is very often.....
- Reactive
- Succession Plan



The Challenge of Monitoring the Course

- Feedback
- Horizontal, vertical, lateral, external,
- Students, Customer, Sponsor, Parents and Staff
- What happens to the Feedback?
- Acknowledged, recorded, actioned, feedback, reviewed?
- Root cause analysis....
- But do you ever pause?
- Three strikes

The Final Product



- A minimum of 75% and 90%
- AMET
- “Goodbye, keep in touch!”
- Any more feedback and ongoing contact?
- Students gather their experience, followed by
- Licence application
- And possibly an occasional phone call.....
- A level playing field?



Your Thoughts

- So what do YOU think
- “We do all that!”
- “We do most of that, and we should probably do the other parts as well!”
- “Never even thought of half of that!”
- “Does he think I have got time to do all that and where does he think the money coming from?”
- “I agree about the phones calls and the emails!”
- “When is he going to finish?”
- Soon!!



The Facts

- A heavily regulated industry in which we....
- Must run a compliant and profitable business
- Not always a Europe wide level playing field
- Differing interpretation of the same regulations...
- Diverse customers and students with hugely differing qualifications, experience, background and aspirations
- In a strict 75% and 90% environment
- So what should the bottom line be against all those challenges?



The Reality

- Customer and Student Satisfaction
- Staff satisfaction and Wellbeing
- Correct levels of attainment
- But never let all of the above stop it being....
- Enjoyable and educational,
- Challenging and rewarding
- A good laugh!!
- For everybody.



Questions



Thank You