



CRM for Helicopter Pilots and Air Crew

Wednesday, October 31, 2018
Fairmont Waterfront Hotel Vancouver
08:30 – 16:30

Presenter: Randy Mains

The CRM course being delivered this year was precipitated by the publication of AC 700-042 (<http://wwwapps.tc.gc.ca/Saf-Sec-Sur/2/NPA-APM/doc.aspx?id=10741>) and a looming requirement for CRM training for many of your company personnel.

The course is aimed at providing course participants with the knowledge they require to develop the generic elements of a CRM course of their own. The topics covered are set out in Table 2 at page 8 of the AC. The CRM course, being delivered by Randy Mains (<http://www.randymains-crm.com/>), will not be an "approved" course, because only your POI can approve your company-specific CRM course. The course will help prepare the course participants to develop a company-specific CRM course of their own, and will qualify as a "CRM course" for the purpose of qualifying your instructor, according to the guidance contained in section 6.3 3. c. of the AC.

If you have any questions, please contact fred.jones@h-a-c.ca.

Course Outline - Attendees will explore the following areas (modules) to include:

- Why CRM? The history of CRM and effect on air safety.
- Human error and reliability, error chain, threat and error management. Information acquisition and processing
- Situation awareness
- Company safety culture, SOPs, Organizational factors
- Pilot and Air Crew Decision making (PDM)
- Communication and coordination inside and outside the helicopter. How team communication can affect the outcome of the task. Conflict resolution.
- Leadership and Teambuilding, Behavior, Group Synergy, Conflict Resolution. Stress, Stress Management, Fatigue and Vigilance
- Workload Management
- Surviving the Wires Environment
- Automation
- Sully's Risk Resource Management tool Case studies—helicopter specific

Attendees will receive a Certificate of Attendance that is compliant with the requirements of AC No. 700-042 CRM
<http://www.tc.gc.ca/en/services/aviation/reference-centre/advisory-circulars/ac-700-042.html>



Randy Mains has been an instructor, Airline Transport Pilot (H) flight examiner and CRM assessor in the two-crew helicopter cockpit internationally for 30 of his 50-year aviation career. He has logged over 13,000 flight hours and is an internationally certified and current EASA CRM instructor and facilitator. Randy is also a trained journalist who has written 7 books, 5 on helicopter safety. He currently writes a monthly column in Rotorcraft Pro Magazine entitled 'My Two Cents Worth' where he regularly writes about helicopter safety topics. He is the author of the Air Medical Resource Management chapter in the second edition of the Air Medical Physician's Association textbook, Principles and Direction of Air Medical Transport. Seeing a need to create a larger safety footprint, Randy created a one-of-a-kind world-class helicopter-specific 5- day CRM train-the-trainer course. Each graduate takes with them a 295 page 14 module color instructor's manual and flash drive with over 4 gig of Power Point, clips, slides and pictures that covers a two day CRM course. Randy's CRM course mirrors the standard of delivery through teaching and facilitation that follows the scope and depth found in the airlines but geared toward helicopters following the EASA model.



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REGISTRATION RATE:
\$599.00 each

Return form to: HAC, 2210 Prince of Wales Drive, Unit 502, Nepean, Ontario Canada K2E 6Z9
Fax: (613) 369-5097 Email: barb.priestley@h-a-c.ca

Attendee Name 1		Title	
Attendee Name 2		Title	
Attendee Name 3		Title	
Company Name			
Address			
City		Prov/State	Postal/Zip Code
Contact Phone# ()		Fax# ()	
Email:			

NOTE: SEPARATE FEE FROM CONVENTION REGISTRATION

All registrants will be notified 3 weeks prior to class date if sufficient class size for commencement.
 Payments will not be processed until sufficient class size has been determined.

No. of Registrations	@	Rate – CAN \$599 ea.	Sub Total	
CANCELLATION POLICY Registration may be cancelled by notifying HAC Administrative Services IN WRITING ONLY. 14 -7 days prior notice: 50% refund. Less than 7 days' notice: No refund.			5% GST	
			Total	

METHOD OF PAYMENT

HST#: 878769199

<input type="checkbox"/> VISA	<input type="checkbox"/> MasterCard	<input type="checkbox"/> AMEX	DO NOT SEND IN CARD DETAILS PLEASE PROVIDE CARD DETAILS BY PHONE
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