



## **I/E - Investing in Excellence**

*Instructor/Evaluator Course Overview*



In the data-driven world of aviation training, the success of any training program hinges on the standardization and expertise of the Instructor/Evaluator cadre. No matter how meticulously a program is designed, its implementation will falter without a well-trained and capable group of Instructors and Evaluators at the helm. The **I/E - Investing in Excellence** course is your solution to ensuring your Instructors and Evaluators are equipped with the tools and skills necessary to thrive. By investing in their growth and proficiency, you are directly investing in the excellence of your entire training program. Secure the future of your operations by empowering those who lead the way—your Instructors and Evaluators.

Our **I/E - Investing in Excellence** is customized to fit your needs. We can tailor our approach depending on the type of training program, the size of your Instructor/Evaluator group, and available training devices. We recommend 3-5 hours of virtual training, followed by a minimum of three days of in-person training to include classroom training, small-group training, and device training. To maximize your investment, we can also create computer-based training modules for specific topics that can be used for future classes or for continuation training. The course will equip your Instructors and Evaluators to deliver world-class training.

Contact us today to learn more – [bboher@volantsystems.com](mailto:bboher@volantsystems.com) or [VolantContact@volantsystems.com](mailto:VolantContact@volantsystems.com).



## **Course Outline**

### **I. Introduction to Instructor/Evaluator Role**

- A. Overview of Instructor/Evaluator Responsibilities
  - Define the roles and expectations.
  - Importance of excellence in instruction and evaluation.
- B. Instructor/Evaluator Qualification Standards
  - Certification requirements.
  - Competency standards.
  - Continuous professional development.

### **II. Preparation**

- A. Facilities Preparation
  - Ensuring facilities meet instructional needs.
  - Logistics and resource management.
- B. Self Preparation
  - Mental and physical readiness.
  - Reviewing instructional material.
- C. Event Set-Up
  - Organizing the environment.
  - Ensuring all materials and resources are available.

### **III. Interactive Briefing**

- A. Create a Learning Environment
  - Establish a positive and engaging atmosphere.
  - Techniques for fostering student involvement.
- B. Crew Knowledge Assessment
  - Methods to assess crew understanding before instruction.
  - Adapting instruction based on assessment outcomes.
- C. Instruction
  - Best practices for delivering content.
  - Techniques to ensure comprehension and retention.

### **IV. Time Management and Safety**

- A. Set Expectations
  - Clearly communicating goals and standards.
  - Aligning expectations with event objectives.
- B. Safety Briefing
  - Highlighting safety protocols.
  - Importance of safety in every event.

### **V. Event Administration**



- A. Event Types
  - Overview of different types of instructional events.
  - Specific strategies for various event types.
- B. Resources
  - Identifying and utilizing appropriate resources.
  - Importance of having the right tools and materials.
- C. Platform and Device
  - Effective use of instructional platforms and devices.
  - Ensuring familiarity with technological tools.
- D. Systems/Procedures
  - Instruction on complex systems and procedures.
  - Techniques for simplifying complex information.
- E. Maneuvers
  - Teaching and evaluating aircraft maneuvers.
  - Ensuring precision and safety.
- F. Line Operational/Line Events
  - Instruction on real-world operational events.
  - Strategies for simulating line operations.
- G. Additional Event Considerations
  - Addressing special circumstances or unique scenarios.

## **VI. Crew Resource Management (CRM)**

- A. Importance of CRM in Aviation
  - Overview of CRM principles.
  - Role of CRM in enhancing safety and efficiency.
- B. CRM Observable Behaviors
  - Communication
    - Clear and concise communication.
    - Active listening and feedback.
    - Effective use of standard phraseology.
  - Leadership/Followership
    - Assertive yet respectful leadership.
    - Supporting and following the designated leader.
    - Delegation and role distribution.
  - Situational Awareness
    - Monitoring and assessing the environment.
    - Awareness of aircraft systems and conditions.
    - Anticipating potential issues.
  - Decision-Making
    - Gathering and analyzing relevant information.
    - Making timely and appropriate decisions.
    - Assessing risks and consequences.
  - Workload Management



- Prioritizing tasks effectively.
- Distributing workload among crew members.
- Recognizing and managing stress.
- Problem-Solving
  - Identifying problems accurately.
  - Developing and evaluating solutions.
  - Implementing the best course of action.
- Teamwork
  - Collaborating effectively with all crew members.
  - Encouraging input and participation.
  - Supporting and coordinating with the team.
- Risk and Resource Management

## **VII. Event Strategies**

### **A. Training**

- Approaches for effective skills transfer.
- Enhancing student engagement.

### **B. Observation**

- Techniques for accurate observation during events.
- Identifying key behaviors and outcomes.

### **C. Validation**

- Methods for validating training effectiveness.
- Ensuring learning objectives are met.

### **D. Evaluation**

- Standards and criteria for evaluating performance.
- Objective and consistent evaluation methods.

### **E. Experience**

- Leveraging instructor/evaluator experience to enhance training.
- Sharing real-world insights and lessons.

### **F. Remediation within Event**

- Strategies for in-event correction and guidance.
- Ensuring issues are addressed in real-time.

## **VIII. Facilitated Debriefings**

### **A. Communicate Event Result**

- Techniques for delivering feedback.
- Ensuring constructive and actionable feedback.
- Ensuring any items that did not meet Performance Standards are remediated.

### **B. Review Events and Performance**

- Reflecting on event outcomes.
- Discussing areas of strength and improvement.
- Getting buy in from the crew.



## **IX. Observation and Data Collection**

### **A. Observable Behaviors**

- Identifying and documenting key behaviors.
- Understanding and maintaining the Performance Standards.
- Focus on measurable and objective data.

### **B. Determine Root Cause**

- Analyzing behaviors to find underlying issues.
- Techniques for effective root cause analysis.

### **C. Data Collection**

- Methods for accurate and reliable data collection.
- Ensuring data integrity and usefulness.
- Achieving interrater reliability

## **X. Conclusion and Recap**

### **A. Summary of Key Concepts**

- Recap of instructor/evaluator skills and standards.

### **B. Final Thoughts on Excellence in Instruction/Evaluation**

- Reinforcing the importance of continuous improvement and commitment to excellence.

### **C. Next Steps for Participants**

- Guidance on applying course concepts in real-world scenarios.
- Encouragement to pursue further learning and development.

\*\*For carriers engaged in CBTA or EBT, these are the I/E competencies. This course will meet or exceed these requirements.

### **Instructor/Evaluator Competencies (additional):**

1. **Management of the Learning Environment:** Ensuring safe and suitable conditions for training and evaluation.
2. **Instruction:** Delivering training that develops trainee competencies, using appropriate instructional methods, and sustaining operational relevance.
3. **Interaction with Trainees:** Supporting trainee learning and development, demonstrating exemplary behavior, and managing barriers to learning.
4. **Assessment and Evaluation:** Assessing trainee competencies, contributing to continuous training system improvement, and providing clear feedback.