King Schools Online
Internet Learning Programs

Crew Resource Management (CRM)

Syllabus

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INTRODUCTION
The King Schools Online Crew Resource Management (CRM) Course meets the pilot training requirements established by FAA for CRM training as described in Advisory Circular 120-51E. This course:

- Provides required pilot academic training on Crew Resource Management (CRM).
- May be used in conjunction with FAA approved company and equipment specific pilot training
- May be used for both initial and recurrent training in Part 91 Subpart K, Part 121, or Part 135 operations
- Is offered only through individual Internet study
- Is efficient and practical

COURSE ELEMENTS AND STRUCTURE
The King Schools Online Crew Resource Management (CRM) Course contains nine major subject areas (Labs) with two or more distinct Lessons per Lab. Following each Lesson's study materials, the pilot sees a quiz containing multiple-choice and/or True/False questions. There are approximately 60 questions in the course. Most pilots will require at least two hours to complete this course.

COMPLETION STANDARDS
Pilots complete the course when all the Labs are checked off with a completion date on the course main menu. An individual Lab is finished after completing all of the Lessons contained in that Lab. Lesson completion requires accessing each lesson page of study materials and correctly answering all questions in the quiz associated with that Lesson.

CERTIFICATE OF COMPLETION
A Completion Certificate individualized for the pilot enrolled in the course and a logbook endorsement may be accessed at the "Print Your Course Complete Materials and Endorsement" icon on the main menu only after the entire course has been completed. Pilots clicking the "Print Course Completion Certificate" icon before the course has been completed receive a message saying that the certificate will be available after the entire course is completed.

ENROLLMENT PROCEDURES

A pilot may individually order and enroll in the course, or certificate holders or flight departments may order multiple courses and receive a “key” for each course ordered. The certificate holder or flight department then assigns a key to each pilot requiring training. Each pilot registers individually at *https://ilearn.kingschools.com* for the course.

COURSE STUDY

The pilot first enrolls in the course, and then logs in to access the course Labs and Lessons. If the pilot has insufficient time to complete the course in one session, the pilot may log out. The program records all Lesson and Lab completions and every question answered. When returning to the course, the pilot may resume at the last point of progress.

LAB 1

Why CRM Pays Off

LESSONS

1 **Why CRM Is Important**
Lesson Objective: To explore how crew performance plays a role in the majority of aviation accidents and how Crew Resource Management (CRM) training addresses this.

2 **CRM Really Works**
Lesson Objective: To reveal how CRM training has improved the safety record of airlines, charter and corporate operators worldwide.

LAB 2

SOPs, the Foundation of CRM

LESSONS

1 **How SOPs Help in CRM**
Lesson Objective: To identify how Standard Operating Procedures (SOPs) provide a critical basis for safe flight operations.

2 **When Things Change**
Lesson Objective: To show how SOPs and CRM allow flight crews to recognize changes in the flight environment, and respond to situations not covered by SOPs.

LAB 3

Working as a Team

LESSONS

1 **Working as a Team**
Lesson Objective: To learn how two or more pilots can come together to form an effective team.

2 **Keeping the Team Together**
Lesson Objective: To learn how to recognize different personality types, deal with conflict, and remain focused on safe completion of the flight.

3 **At the End of the Day**
Lesson Objective: To apply techniques for successfully critiquing crew performance and moving on to the next flight assignment.

LAB 4

Communicating Effectively

LESSONS

1 **Keeping the Messages Moving**
Lesson Objective: To recognize the basic elements of effective communications in aviation.

2 **Different Audiences, Different Messages**
Lesson Objective: To explore how to communicate with the many different people having responsibility for a safe flight.

3 **Methods of Communicating**
Lesson Objective: To discover the techniques that ensure the crew shares all the information required to complete the flight safely and securely.

LAB 5

How CRM Helps Manage Your Workload

LESSONS

1 **Managing Time Effectively**
Lesson Objective: To explore the basic concepts of crew workload, and how to manage the many tasks a crew must perform.

2 **Avoiding Distractions**
Lesson Objective: To identify the sources of distractions and develop strategies to cope with them.

3 **Automation Management**
Lesson Objective: To learn how modern avionics can reduce workload, and how to avoid letting automation actually increase workload.

LAB 6

Using CRM to Maintain Situational Awareness

LESSONS

1 **It's in your Head, Not on the Panel**
Lesson Objective: To identify the elements of good situational awareness (SA) and how planning helps get and keep it.

2 **When You Lose SA**
Lesson Objective: To explore how cockpit resources are used to get SA back if it is lost.

3 **Controlled Flight Into Terrain (CFIT) Awareness**
Lesson Objective: To reveal the relationship between loss of SA and CFIT accidents, and techniques to avoid CFIT.

LAB 7

How CRM Helps You Make Good Decisions

LESSONS

1 **Should I be Concerned about This? – Risk Management**
Lesson Objective: To learn to identify and evaluate hazards, and minimize risk during flight.

2 **Aeronautical Decision Making**
Lesson Objective: To discover how good decisions are made and the role of pilot judgment in making them.

Detecting and Recovering from Errors
Lesson Objective: To identify how errors occur in the cockpit, how to recognize them, and how to keep them from decreasing flight safety.

LAB 8

How Fatigue and Stress Relate to CRM

LESSONS

1 **Avoiding Fatigue**
Lesson Objective: To find out the effects of fatigue on flight crew performance, and how to counteract it.

2 **Managing Stress**
Lesson Objective: To identify ways to recognize and manage pilot stress levels to ensure safe flight operations.

LAB 9

Using CRM in the Real World

LESSONS

1 **Take a Typical Flight**
Lesson Objective: To apply the CRM concepts taught in this course during a typical flight.

2 **How Do I Maintain My CRM Skills?**
Lesson Objective: To learn how to maintain CRM skills during a pilot's career.