

Advanced Qualification Program (AQP) What's it all about?



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Defining AQP (Advanced Qualification Program)

- AQP is *the* FAA-recommended qualifying and training methodology for crew members, aircraft dispatchers and other personnel who are required to be trained under parts 121 and 135.
- It replaces Part 121 N&O training requirements that only provide *what* must be trained vs. *how* training is to be designed and developed.
- AQP utilizes performance data to identify training topics that require greater focus while deprioritizing topics in which the data shows crew members are highly proficient.
- AQP encourages innovation with training design and development, supporting the foundational goal of continuous improvement.
- AQP uses real-world scenarios to improve preparedness in Normal Ops and Emergency situations.

Benefits of AQP

Safety

- Data-driven and integral part of SMS - Validation through Data Collection
- Integrated Crew Resource Management & Risk and Resource Management
- Focus on Individual and Crew performance including human factors
- Establishes and maintains a clear link between job and training requirements

Flexibility

- Encourages innovation as the aviation environment is increasingly dynamic
- Able to incorporate the unexpected (COVID 19)
- Proficiency based (planned hours) vs. programmed hours
- Ability to target areas of non-compliance and flex training as appropriate
- Training can be **Data-Adjustable** and more efficient

Industry

- FAA-promoted
- Improved standardization among Instructor/Evaluators
- Industry-standard training for Flight Attendants (American, Delta, United, JetBlue, Envoy and SkyWest)

So what does all of this mean?

- AQP moves us to achieve the highest possible standards of individual and crew performance.
- AQP is to provide effective training that will enhance professional qualifications to a level above the present standards that are provided in parts 121 and 135.

“AQP will form the major building blocks of future FAA-approved Safety Management Systems at the airlines.”

- Dr. Douglas Farrow
FAA Program Manager, AQP

AQP – You have a better, more proficient and confident Crewmember

Flight Ops

Crews indicated recent training helped them successfully deal with unprecedented, events.

Inflight Ops (Feedback on Inflight scenario-based training curriculum)

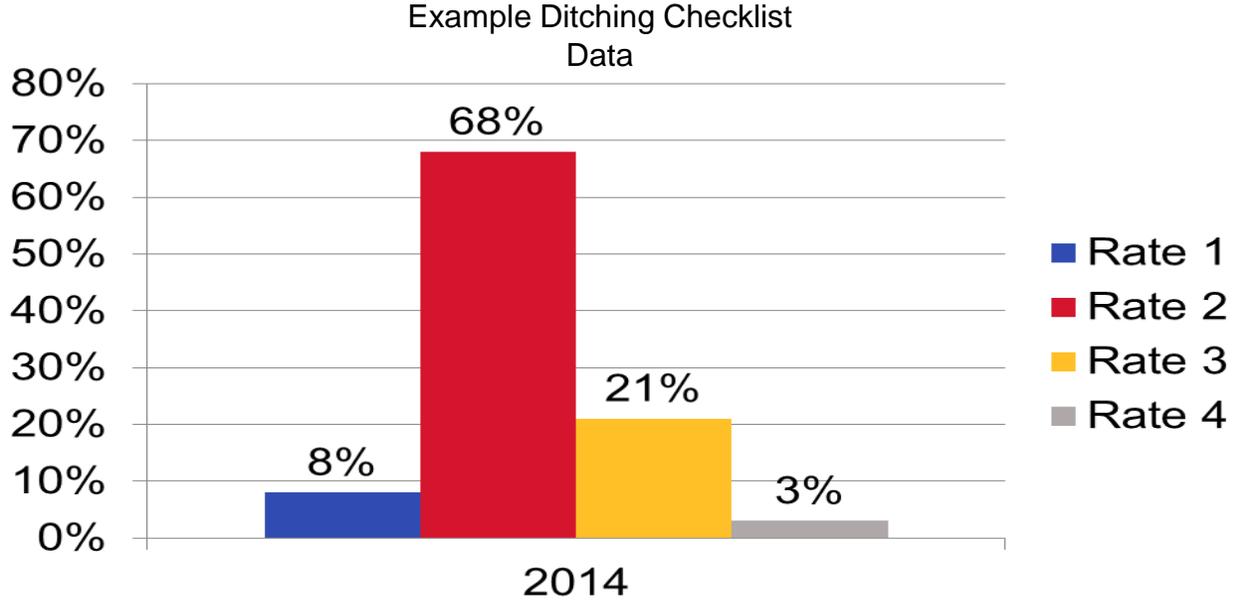
Scenario-based training consistently receives positive feedback from Flight Attendants, even if it made them “uncomfortable” or “nervous.” Survey data shows most Flight Attendants respond well to the practical experiences provided by that type of training and believe it better prepares them for real life.

Industry Partners

"AQP has allowed for 'evidence-based decision making' – spending time where it's needed and reducing it where it's not." - JetBlue

"AQP has resulted in increased confidence from the Flight Attendants, both in their ability to perform in the operation as well as in their training environment." - United Airlines

Data Driven Training



- Flight Attendants not using the correct Checklist
- Flight Attendants not following Checklist in order
- Flight Attendants accomplished the task at hand
- Exceptional

In response:

- ✓ Remediate Flight Attendants without extending the training footprint
- ✓ Checklists updated to make steps easily identifiable
- ✓ Clarified instructions on the Checklist to emphasize completing the actions in the order listed

AQP Requirements

Resources to consider:

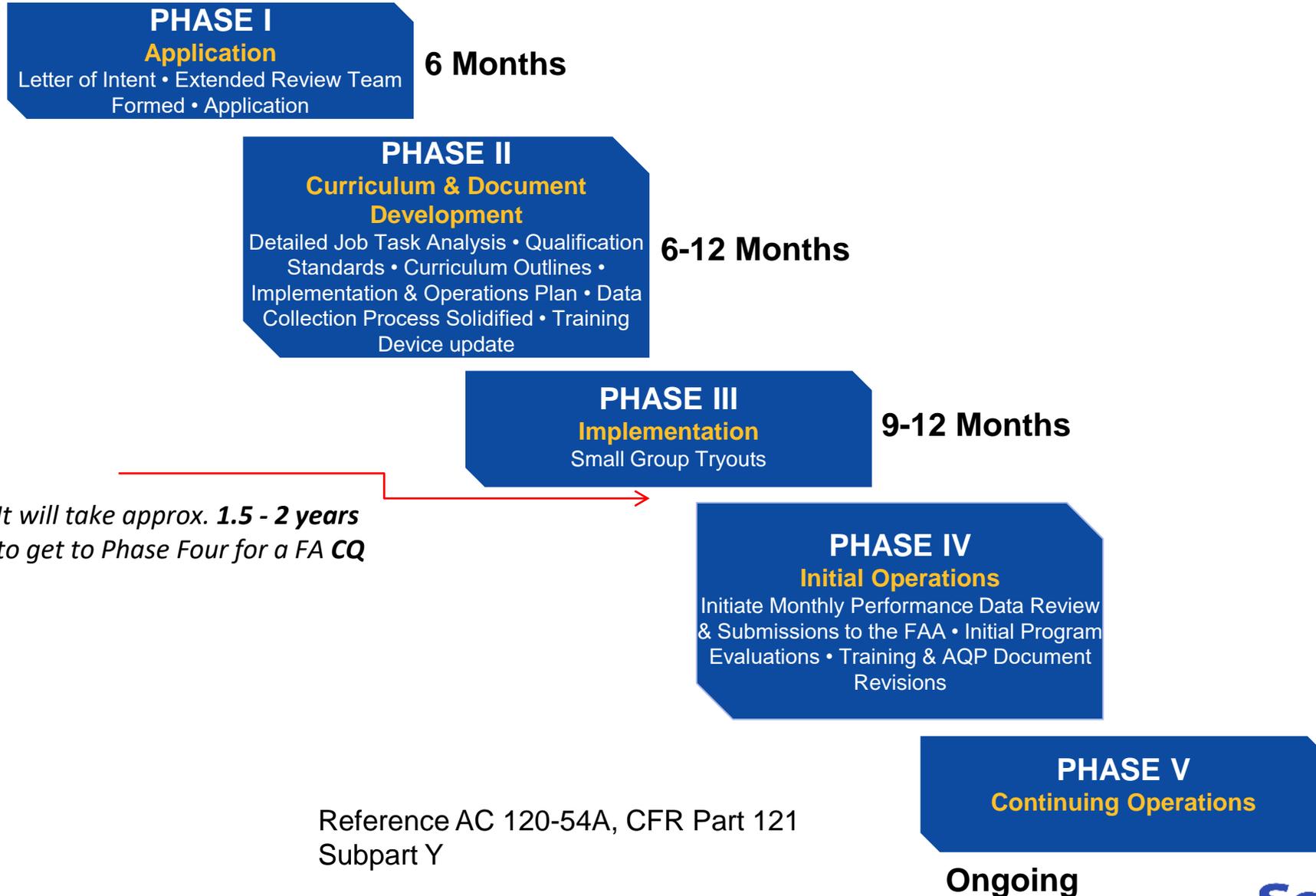
- Data Management System
 - *SMS Driven*

- Cabin Trainers / Equipment
 - *Modifications to allow for realistic simulation of the aircraft environment and equipment*

- Adequate Headcount
 - Program Manager
 - *Oversee Development of Programs*
 - *Manage Initial Documentation Development (Manual)*
 - Instructor/Evaluators (I/Es)
 - *Observe Event Management Evaluations (Scenarios)*
 - *Observe Proficiencies and Assessments*
 - Data Analyst
 - *Data analysis and submission*
 - Learning Development
 - *AQP curriculum*

- Allow time
 - *Can take up to and beyond two years from application to launch*

5 Phases for Implementation of AQP



**“Unless you pay the price for success you
will not know it’s worth”**

- Apoorve Dubey

Questions
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