

# NATA's Safety 1<sup>st</sup> PLST Goes Online

Line service specialists play a critical, front line role. *Ab initio* and recurrent training—so important to their success—is about to take a great leap forward.

**W**hat is the best way to train, and recurrently train, the men and women out on the tarmac who marshal, fuel, and manage the general aviation aircraft, crew, and passengers that are the lifeblood of any FBO?

The answer is about to change. For some time, NATA's Safety 1<sup>st</sup> Professional Line Service Training (PLST) program has set the standard for line service training, and not by accident. AMR Combs created the first training program for line service specialists in the mid-1980s. With the advent of video in the late-1990s, the Aviation Training Institute (ATI) pro-

duced a new "TV" edition of PLST. NATA purchased ATI's PLST in 2000, improved it again, and subsequently rolled it under the NATA Safety 1<sup>st</sup> brand of line service offerings.

That version of the training currently is used by more than 900 FBOs and thousands of line service specialists across the United States and internationally, and took more than two years to produce. The program encompasses nearly six hours of training, incorporating full-motion video with state-of-the-art computer graphics. It offers clear, close-up video to

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**SAFETY 1<sup>ST</sup> NATA**

CONCEPT MENU GLOSSARY HELP

## ROOT CAUSE OF CONFLICT

*Consider these scenarios:*

- A pilot angrily approaches you waving a fuel bill. He is upset with the charges.**
- A passenger vents his anger when he finds that his requested ground transportation is not there.**
- The flight crew vents frustration over not being met on the ramp by a line service specialist.**

## Train Anytime, Anywhere

Safety and customer service are high on any FBO's priority list. PLST Online provides training to address those issues and much more 24 hours a day, 7 days a week. Line service supervisors can conduct the new PLST Online training anytime and from anywhere. The self-paced quality of online training reduces stress by allowing students to personalize the timing of their program. Training, particularly PLST Online, provides a win-win scenario, as trained line service technicians have increased confidence, motivation, and sense of value as well as greatly improved safety records. FBO management benefits from increased employee retention, productivity, and overall organizational safety.

**SAFETY 1<sup>ST</sup> NATA**

CONCEPT MENU GLOSSARY HELP

# Piston Aircraft

A reciprocating engine is an internal combustion engine with pistons that reciprocate or move back and forth.

## Interactive Training Elements

PLST Online features interactive elements to energize your line service training program and motivate your employees. Videos, quizzes, photos, illustrations, and animation add to the learning experience and aid retention. The fuel module depicted here teaches students how to identify fuel products, understand fuel additives, and correctly classify piston, turboprop, and jet aircraft using several of the interactive elements, including detailed illustrations.

# PT6 Fuel Nozzles

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provide detailed images of refueling, towing, and safety tasks. PLST is the only training program of its kind with aircraft specific procedures.

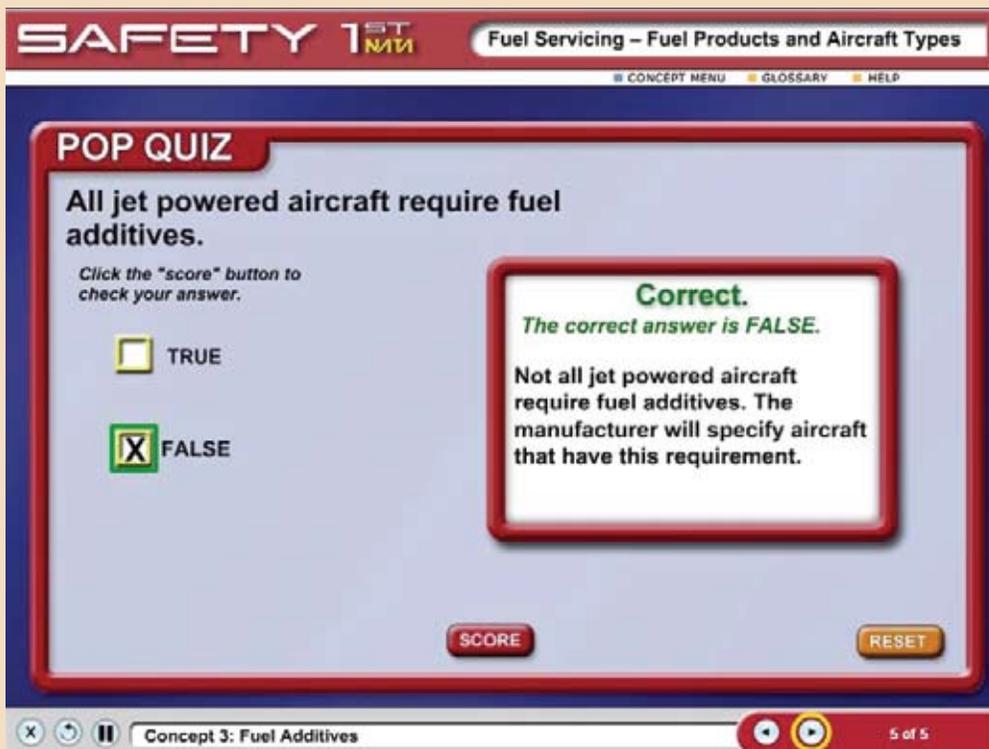
The original program included nine training modules covering all aspects of the line service specialist's responsibilities. In early 2003, a tenth module on aviation security was produced by NATA to assist member FBOs with ramp security training.

But the times, and the technologies, change.

Over the past year and a half, NATA has worked behind the scenes to dramatically update and improve the third generation of PLST for online delivery, incorporating for the first time a state-of-the-art learning management system to track, all produced for NATA by Avstar Media of Dallas, Tex.

Online training has many advantages over conventional video training. In short, online training is the most effective way of delivering training to a large number of people at the lowest cost, for many reasons.

- PLST Online happens at the student's and FBO's convenience—any day, any time, all year, when the student and the FBO have the time.
- PLST Online is available everywhere there's web access.
- PLST Online is highly interactive and thus more effective as a training tool.
- PLST Online will always be current, as online training will be updated by NATA on a rolling, permanent basis.



## Less Paperwork, More Productivity

PLST Online introduces pop quizzes into the program to enhance retention and prepare the students for the corresponding module exams. Dynamic exams randomize question selection and presentation. No two exams are alike. One of the most exciting features of online training is the elimination of tedious paperwork due to electronic score recording. Supervisors can easily track the status of students in every phase of training. Less paperwork means more productivity for your line staff and more profitability for your FBO.

- PLST Online is highly measurable, as each “page,” quiz, and test are automatically tracked as completed and, where applicable, scored. Comprehensive reporting ensures that supervisors can keep an objective eye on their student’s progress.
- PLST Online is cost effective, as your training budget goes directly for training only, not ancillary costs.
- PLST Online is the most effective way of engaging the unsupervised learner. More participation + more enthusiasm = greater learning success and a better performing FBO.

Online training, if done well, can deliver measurable results that bring a real return on investment. NATA adopted a very aggressive and innovative approach to the development of online training, according to NATA Director of Safety Amy Koranda.

“When we began this project, much of the online training we reviewed struck us as, well, dull,” he said. “It was not truly interactive. More often than not it resembled black-and-white slides with just black text on white backgrounds.”

“We wanted a different approach,” she said. “PLST covers a lot of fascinating information, and we needed it to tell an exciting story in an exciting way. We think that we’ve accomplished that.”

Developing online training for line service specialists involved creating new storyboards for each

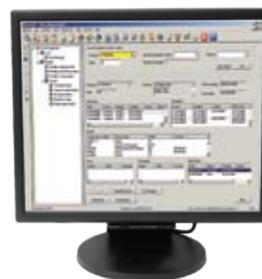
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## PLST Goes Online

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lesson highlighting hundreds of learning concepts, professional narration, compelling images, animated graphics, and interactive presentations. "It also takes a lot of creativity to do well," Koranda added.

Given their history in the development of prior versions of the training, Koranda said that R. Bisgard Aviation Consulting was the obvious choice to help review each new online storyboard for content prior to lesson development. "Avstar Media's talented developers then took these storyboards, added their insights on interactive learning, and created a new program," she said.

Throughout the development process, NATA member input has been integral. The draft lessons were reviewed by NATA staff and a team of skilled industry professionals through weekly webcast sessions. These expert industry supervisors and trainers, who work the line every day, provided real world know-how to fine-tune a dynamic line service training experience. Lessons were also reviewed by NATA staff advisors for graphic and technical consistency.

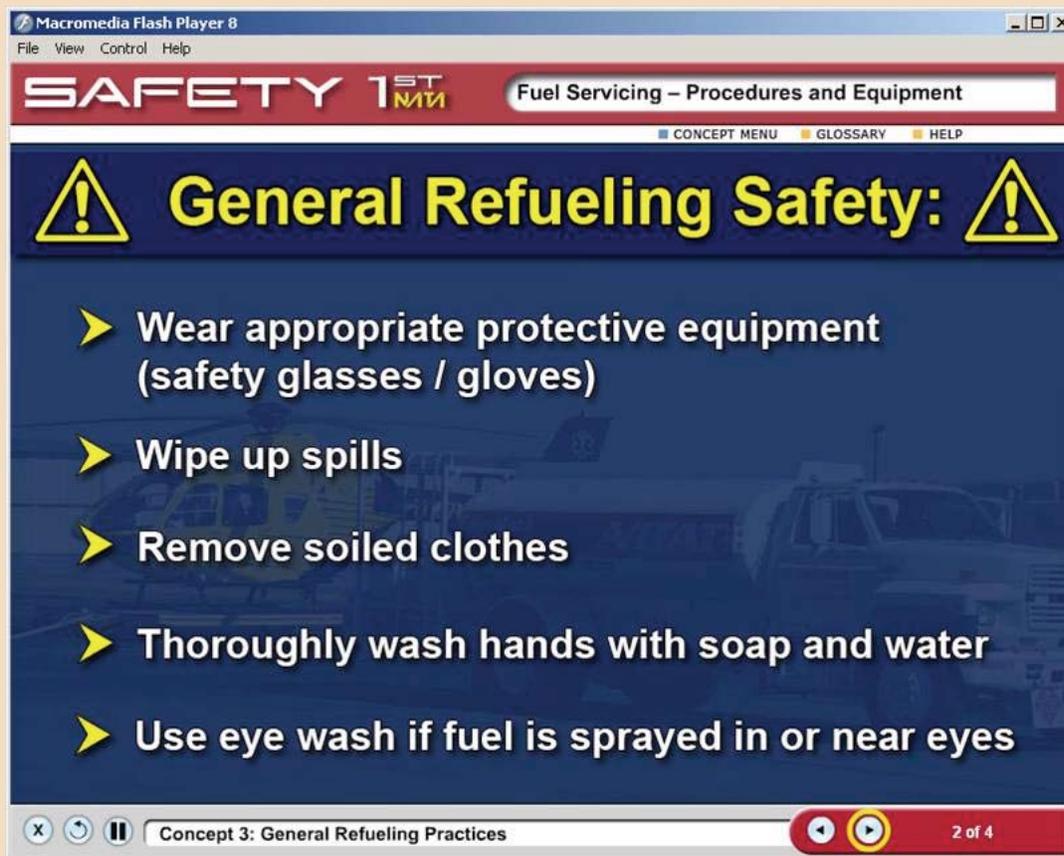
As a result, the new Safety 1<sup>st</sup> PLST online training provides consistent, up-to-date, and convenient training. Lessons incorporate multimedia applications such as full motion video and images to enhance the

learning experience and increase comprehension. What better way to convey complex and, at times, dangerous and detailed procedures, such as dealing with a fire or towing a Gulfstream V?

New to the program and unique to PLST Online are frequent pop quizzes throughout the lessons that reinforce concept retention before reaching the end of the modules and the exam. What's more, random exam questions are selected from a bank of questions so each exam is unique, taking away the drudgery of the same exam every time you conduct training.

The cumbersome paperwork and record keeping that goes along with any training has been automated to the point where every line service specialist's progress can be determined with just a click of the mouse.

"When NATA purchased the ATI program, we promised to enhance the training and keep it fresh," Koranda said. "Each year we have delivered on this to provide exceptional training options. With PLST online, training updates and improvements will be immediately available to all participants. It's one of the most unique and intriguing benefits NATA has rolled out to date."



## Put Safety 1<sup>st</sup>

Safety 1<sup>st</sup> is not only a name, it's a culture. PLST Online incorporates safety messages, warnings, and procedures in every module. Ultimately, this prevents injuries and damage and saves money. Special attention is also given to the latest government and industry rules and regulations to keep your staff informed.

# Procedures and Equipment

## Your Goal:

**Provide the proper grade, type and quantity of clean, uncontaminated fuel to the aircraft.**

### A Learning Framework

Clearly defined goals at the start of each lesson provide a framework for learning. Online content is consistent, incorporates industry best practices and standards, and is easily updated. The updated module lessons teach not only the how, but the why to line service excellence.

## SUMMARY

### Effective Communication Report Card

Speak clearly & concisely	A+
Listen attentively	A+
Ask questions	A+
Take notes	A+
Repeat back service requests	A+
Sound like you care about your customer and their needs	A+



### Added Training

Online training allows for a range of additional content, including summaries, checklists, and related articles. New content will be added regularly. The next planned phase will incorporate an industry first: aircraft-specific procedures.