

Attachment 3

**Addendum 1 to Group Chairman's Factual Report
Operational Factors / Human Performance**

DCA00MA026

MEMORANDUM

TO: Area Service Centers, Ground Services, Charters, EWW Dayton
Hub EWW and EWA Employees

FROM: Debbie F. Griffin / EWA Maintenance Training

SUBJECT: Aircraft Loading Manual Computer Based Training

DATE: October 19, 1998

This memo is to advise and provide instructions on the Aircraft Loading Manual Computer Based Training (CBT).

This CBT course was developed by Emery Worldwide Airlines Maintenance Training to assist in training aircraft loading and cargo handling personnel and to place strong emphasis on "Safety in Flight." It was created from information taken directly from the EWA Aircraft Loading Manual.

The EWA Aircraft Loading Manual is the first to be accepted by the Federal Aviation Administration (FAA).

So what does this mean? It means that every employee who handles cargo may be held individually responsible for their actions or decisions concerning cargo restraint. Cargo containers, once loaded onto an aircraft, must meet all specifications that will prevent damage to the cargo system and prevent hazards from causing unsafe conditions to the aircraft.

Once a unit loading device is loaded onto an aircraft, it becomes a component of that aircraft and must conform to Federal Aviation Regulations (FAR) specified for a Part 121 carrier.

Awareness of reasons loading limitations must be followed, and awareness of the ways in which improper restraint of freight or the use of nonairworthy containers can effect safety in flight, are what this training is all about.

Installation and Setup

The compact disk (CD) is included in this package. Installation instructions are located on the inside of the CD container.

When you run the Aircraft Loading CBT program, you will view a menu of the three different courses: The Full Course, the Cargo Handler Course and the Loader Course. Each is designed to meet the job requirements outlined for specific employees. It is important that you review the entire course before you begin training.

The CD must be placed in the drive to run the program. If your computer does not have a compact disk drive, contact Maintenance Training and we will provide you with floppy disk.

The Full Course is designed for managers and supervisors. They should also become thoroughly familiar with the EWA Aircraft Loading Manual.

The Cargo Handler Course is designed for employees who handle freight but don't perform duties on aircraft.

The Loader Course is designed for contracted ground handlers and other employees who work on or around aircraft.

Bookmarking

Training sessions may become lengthy, so interruptions may occur. In case you need to exit the course during a module, the program offers a bookmark feature that will return you to where you left off.

You must use the same login name and number to take advantage of the bookmark feature.

Testing and Certification

Along with the three courses, the CD also includes eleven Microsoft Word documents (see attachment).

These Word documents can be seen in Windows Explorer on the root directory of the CD (Drive D: or E:) and can be printed and duplicated as necessary.

Included are test questions that also appear during the progress through the course. This allows the option of using tests as paper copy or on the screen. The instructor may use the test questions during the course as group discussion, or have the students write the answers on their answer sheets and then grade them after class.

The answer key for each test is also included on the CD as a Word document.

Another method of training and testing, recommended for the management level, is as an individual training course.

The program maintains a progress report for the individual taking the course. It can be printed out or e-mailed and should be kept in the individual's training records.

A Training Acknowledge Form may also be printed out and kept in the individual's training records representing proof of training.

Aircraft Loading Manual, Chapter Nine

A copy of the Aircraft Loading Manual, Chapter Nine, ULD & Loading System Appraisal Procedures, should be placed in areas where ULD inspections take place.

The FAA Spot Checklist and the ULD Inspection Checklist should be copied and distributed to all employees. (If you have not received a copy of this checklist, please contact either Jim Owens or myself)

These checklists are necessary during training as reference for some of the ULD appraisal criteria test questions. They will be incorporated into the Aircraft Loading Manual in a future revision.

Corrections and Changes

If you have any comments or suggestions regarding the CBT, please use the Change Recommendation Form included on the CD.

Recommended changes to the Aircraft Loading Manual must be annotated on Form RFO03, Request for Manual/Publication Revision, located in the manual. The form is then forwarded to the Director of Operations.

Seeking Help

If you need assistance with CBT or if you have any questions regarding the training, please email or call either of the individuals below at the Maintenance Training Center in Dayton or fax at 937-264-5570.

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