

CUSTOMIZED GENERAL OPERATIONS MANUAL

JEPPESEN FLIGHT CREW TRAINING COURSE LAYOUT & SYLLABUS

COURSE LAYOUT

INTRODUCTION

All aviation companies that have more than one pilot must have a General Operating Manual or 'GOM' which is an outline of the policies and procedures established by the company. This manual is also commonly referred to as a Company Operations Manual or Flight Operations Manual. The manual outlines regulations that are in addition to the Federal Aviation Administration (FAA) and Joint Aviation Authority (JAA) regulations and the information contained within the manual cannot conflict with those regulations. This manual contains standard types of information and it must be approved by the appropriate authority. All flight, ground, and maintenance personnel are required to know the contents of this manual. In addition, the International Standard for Business Aircraft Operations (ISBAO) publishes standards for these manuals.

From time to time, companies may make changes to the GOM as long as the changes are approved by the authorities. Therefore, there are updates to this manual and a change log is a required section of the GOM.

In addition to the GOM, companies often also have manuals that cover Emergency Response, Safety Management Systems, Maintenance Manuals, and Hazardous Materials. These could be separate manuals or the topics may be contained within the GOM.

Benefits to using Jeppesen's Online GOM/FOM:

- Enhances the Jeppesen Flight Crew Training product line with an easy-to-use and cost-effective module that can be used to meet FAR 135.293 (a) (1) requirements
- Provides annual testing on operation specifications and a certificate holder's manual or for initial and recurrent testing of a corporate operator's GOM
- Provides a simple method to upload and customize customer-specific data into the Jeppesen Learning Center
- Accommodates Safety Management System (SMS) portions of the operator's GOM (a future requirement for all part 135 operators)
- Provides managers easy access to track employees' training progress and completion in order to achieve the necessary training documentation

BACKGROUND

The product is designed to ease the training and tracking on General Operations Manuals for Commercial Part 135 (Charter) and Part 91 Corporate Operations and provides a turnkey solution to all operators large and small.

The Jeppesen Online GOM can accommodate an IS-BAO or other type of Safety Management System (SMS), which is optional for operators who are already seeking IS-BAO registration as part of their 'best practices'.

The Jeppesen Online GOM module is flexible and easy to manage, allowing operators to maintain all training records in one central location. As part of a full training solution, Jeppesen will upload a company's operations manual into the Jeppesen Learning Center and provide the company with either a generic test provided by Jeppesen or a customized test that reflects their specific GOM.

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COMPONENTS

Following the regulatory requirements and parameters described above, the customized GOM includes:

- The operator's GOM set up in the Jeppesen Learning Center as a trackable course
- An exam on the GOM (customers choose between two options):
 - Standard exam—This exam contains 130 generic questions in a pool. Each student will complete the exam of 30 questions pulled randomly from the pool
 - Customized exam—This exam can be comprised of all customer-specific questions or it can be a combination of standard and customer-specific questions. We provide our full pool of questions as a basis from which the operator can choose

DURATION

Each GOM is different so it is impossible to outline a standard timeframe.

CERTIFICATE OF COMPLETION

The Jeppesen Learning Center automatically generates a certificate of completion once the student completes all instructional material and passes the exam at 80% or better. The system sends the certificate via email and the student has access to it online as well.

LEARNING MANAGEMENT SYSTEM & ADMINISTRATION

The Jeppesen Learning Center maintains training history records for students and their managers. You may run a training history report at any time during your subscription year to validate your training records.

ENROLLMENT

To enroll in the course, please contact your local Jeppesen Regional Sales Manager (RSM). If you do not know your Jeppesen RSM, please contact:

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