

Gliding Australia Training Manual

Trainer Guide



Unit 37 Passenger Carrying

AIM

To ensure that a glider pilot with passenger carrying endorsement:

- Knows their responsibilities regarding the safety of another person.
- Knows the rules regarding the carriage of passengers.
- Knows how to conduct an effective safety briefing for the passenger.
- Knows how to conduct pre-flight checks with the passenger.
- Is capable of putting the passenger at ease.
- Knows what to do if the passenger is unwell or emotional before or during the flight.

PRE-REQUISITE UNITS

- GPC Unit 26 – Assessment of Competence for First Solo.

COMPLEMENTARY UNITS

- GPC Unit 24 – Human Factors & Pilot Limitations.

COMPETENCY ELEMENTS AND PERFORMANCE STANDARDS

ELEMENT	PERFORMANCE STANDARDS
1. Knowledge of conditions associated with carriage of passengers.	<ul style="list-style-type: none"> • Describe <ul style="list-style-type: none"> ○ The human factors that will be relevant to passenger carriage and what the PIC can do to address these; ○ The rules regarding the carriage of passengers and how the flight costs are charged; ○ The threats and errors that can be associated with flying passengers.
2. Provide an effective safety briefing and conduct pre-flight checks.	<ul style="list-style-type: none"> • Demonstrate <ul style="list-style-type: none"> ○ An effective pre-flight safety briefing to the passenger that covers at a minimum: <ul style="list-style-type: none"> ○ cockpit ingress, ○ harness use, ○ use of controls and instruments, ○ FOD, ○ location of and use of sick bags and ○ emergency procedures and egress from the aircraft. ○ An effective briefing of the passenger where they are required to assist with manoeuvring the aircraft at any time on the ground.
3. Fly safely with a passenger on board.	<ul style="list-style-type: none"> • Describe <ul style="list-style-type: none"> ○ Situations where it is safer to not undertake the passenger flight. • Demonstrate <ul style="list-style-type: none"> ○ The ability to fly accurately whilst talking with a simulated passenger. ○ A simulated passenger flight from initial briefing to return to launch point.

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KEY MESSAGES

- Carriage of passengers is a privilege not a right and the ability to do so will be determined by competence in this Unit and your Club's Operational Policies.
- There are specific legal rules about passenger flights. Failure to comply with these may leave the pilot or the Club open to fines, sanctions and other legal actions.
- In a passenger flight the PIC is entirely responsible for another person's safety & wellbeing.
- The student must provide a thorough safety brief to the passenger.
- Ensure the passenger is aware that they should report any traffic they see.
- The passenger may be nervous or unwell and the student must know how to handle these situations.
- Ensure that suitable airsickness bags are carried.

LESSON PLANNING AND CONDUCT

Passenger Carrying Rules

Private Passenger Flying

A private passenger flight may be conducted by any pilot holding a Private Passenger endorsement. The passenger must not manipulate the controls and the pilot must pay at least half the cost of the flight.

The costs of the flight that can be shared are the relevant proportion of annualised maintenance costs or the cost of hiring the aircraft, the cost of the launch for the flight, and landing charges. It does NOT include amortisation of the cost of the aircraft, loans, leases or insurance; as these are costs incurred by ownership rather than cost considered in operating the aircraft.

Public notice of the availability of a cost sharing private flight by any form of public advertisement or announcement is not permitted. CASA has advised that soliciting flights for the purpose of promoting cost sharing is also not permitted on the basis that the pilot is essentially gaining a reward.

Regulations

- Civil Aviation Regulations 2(7A), 228 & 249
- GFA Operational Regulations 4.1.5 & 4.1.6
- Manual of Standard Procedures, Part 2, paragraph 10.5

Responsibility

Undertaken on behalf of the pilot alone. The pilot's Club is not a party to the arrangement.

Authorisation

The pilot must hold a valid Private Passenger Endorsement and meet Annual Flight Review requirements.

GFA Membership

The passenger does not need to be a financial member of the GFA.

Civil Liability

The pilot should consider warning the passenger that gliding is a 'Dangerous Recreational Activity'. A court may limit the damages awarded if it is satisfied that the passenger knowingly undertook a dangerous activity.

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Liability Insurance (Refer GFA Insurance Summary for full details)

The pilot has the protection of the GFA Broad Based Liability Insurance (BBL) and any further liability insurance cover on the glider, up to the \$ limit of each policy, for liability claims for injury or property damages to a third party (including the passenger). Pilots should satisfy themselves that they have adequate liability cover and consider topping up beyond that.

Charter Flight

A charter flight can only be conducted by an operator holding an Air Operator Certificate (AOC). The passenger must not manipulate the controls and the flight is for 'Hire and Reward', so the passenger will be charged a mutually agreeable fee for the flight. At the time of writing this bulletin there were no operators holding an AOC for glider charter flights.

Regulations

- Civil Aviation (Carriers' Liability) Act
- Civil Aviation Regulations 206(1)(b) & 228
- Civil Aviation Order 95.4.1
- GFA Operational Regulation 4.2
- Manual of Standard Procedures, Part 2, paragraph 10.7

Responsibility

The Club or Operator must hold an Air Operators Certificate (AOC) issued by CASA.

Authorisation

The pilot must hold a valid Charter Pilot Endorsement, meet Recent Experience and Annual Flight Review requirements, and hold a valid medical certificate.

GFA Membership

The passenger does not need to be a financial member of the GFA.

Civil Liability

Liability in respect of charter flights is governed by the Civil Aviation (Carriers' Liability) Act.

Liability Insurance (Refer GFA Insurance Summary for full details)

The Club or Operator must hold Carriers Liability Insurance. Liability is capped under the Civil Aviation (Carriers' Liability) Act.

[Note: this type of cover is not provided under the GFA Insurances]

Air Experience Flight

A person who wants to experience gliding can undertake an air experience flight with an Instructor. The person must sign up as a member of the GFA before the flight and can, if they so desire, receive in-flight instruction and manipulate the controls.

Regulations

- Civil Aviation Order 95.4, paragraph 5.2
- GFA Operational Regulation 4.1.5
- Manual of Standard Procedures, Part 2, paragraph 11.1

Responsibility

Air Experience Flights can only be undertaken under the auspices of a Training Club. Non-training clubs and individuals operating without the support of a Training Club cannot conduct Air Experience Flights.

Authorisation

The pilot must hold a valid Air Experience Instructor or higher endorsement, Meet Recent Experience and Annual Flight Review requirements, and hold a valid medical certificate.

GFA Membership

The participant must be a financial member of the GFA.

Civil Liability

The participant must sign a membership application, including a 'Terms & Conditions and Exclusion of Liability'

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Liability Insurance (Refer GFA Insurance Summary for full details)

document. [Refer also to the Competition and Consumer Act 2010 (Cth) and various State and Territory Acts.]

If the Club or Instructor are liable for injury or property damages to a third party sustained from the flight (including to the student), they have the protection of the GFA Broad Based Liability Insurance (BBL) plus any further liability insurance on the glider, up to the \$ limit of the highest value policy. Clubs should satisfy themselves that they have adequate liability insurance cover on their two-seater training gliders, over and above the BBL excess value.

Charity Fund Raising Flying

Under certain circumstances, CASA allows private pilots to carry paying passengers during charity fundraising events. That's a departure from the normal rules: In most situations where passengers are paying for a flight, Civil Aviation Legislation requires the pilot to hold an Air Operator's Certificate. In the case of charity fundraising flights, however, CASA feels that the public benefits justify extending the privilege to private pilots subject to certain rules.

Private passenger flights may only be conducted by persons holding a private passenger endorsement issued by their CFI. A private passenger flight may be conducted as a charitable flight under the auspices of a bona-fide charity. Consequently, a pilot wishing to conduct charity fundraising flights should make enquiries to ensure that the charitable entity is currently endorsed as a 'deductible gift recipient' for the purpose of subsection 30.227(2) of the Income Tax Assessment Act 1997 (Cth) as in force from time to time.

CASA is not concerned with the form of benefit conferred on the charitable entity as a result of a charitable operation. A charitable operation can make a profit where those profits are donated to the charitable entity, and it is acceptable for the operator to recoup their genuine costs and to donate only the profits of the charitable operation.

However, the passenger needs to be well informed of the circumstances and nature of the flight and retaining evidence of such notification would be prudent and actively encouraged. GFA suggests that participants sign an acknowledgement of the risks and an exclusion of liability along similar lines to that included in the forms used for AEFs.

Legal liability

When conducting passenger flights, ensuring informed participation by the recipient of the flight is paramount and retaining evidence of such notification would be prudent and actively encouraged. While persons undertaking an Air Experience Flight are informed of the risks and sign a waiver when they apply for GFA membership, there is no standard form for Charter or Private passenger carrying. GFA recommends that pilots and operators of private or Charter flights have their passengers sign an acknowledgement of the risks and an exclusion of liability along similar lines to that included in the forms used for AEFs.

Committees and Panels need to be mindful that passenger operations conducted outside the legal framework approved by CASA may expose clubs, its officers and pilots-in-command to serious corporate and individual risks, and may compromise insurance coverage.

Briefing

About Passenger Flying

The student is to be briefed on the following:

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- When flying passengers, a pilot will now be in charge of the safety of another person (the passenger).
- The regulations regarding passenger flying – no advertisement, share of operational flight costs, liability, use of controls only by PIC.
- The difference between passenger carriage and instructional flights.
- The human factors associated with flying private passengers – need to fly accurately, not trying to impress or show off, need to communicate with the passenger, understanding of the effects of dehydration, G forces and height change. The same Human Factors that affect the Pilot are also applicable to the passenger.
- That the experience should be pleasant, not stressful for the passenger. This could be a new Club member.
- Ensuring aircraft loading and configuration is correct.
- Ensuring weather/environment is suitable.
- The threats and errors associated with flying with other (non-pilot) people – responsibility for others' lives, distractions (questions, conversation, illness, attempting manoeuvres outside training).
- The need to consider the welfare of the passenger – flying coordinated and conservatively, ensure hydration, not flying longer than necessary. Ensure that the passenger's health and safety needs have priority. Make sure that suitable airsickness bags are carried.

Ensure that if in doubt remember the primacy of – AVIATE, Navigate, communicate.

Passenger Briefing (Classroom or on-Field)

- Describe how to provide a thorough briefing to the passenger that covers: airfield safety, safety in the aircraft (harness, canopy, controls), where to put hands and feet, what not to touch, use of FOD (cameras, phones), need for sterile cockpit during checks and critical sequences.
- The passenger briefing should ensure that your passenger has no loose objects that could pose a problem in flight. If they have a camera, ensure the passenger holds it in such a manner so that it cannot foul the control column. Passengers should be advised never place any object on the floor or close to the control column, and should they inadvertently drop something they should immediately tell you. Loose objects such as phones are best left on the ground but if carried they should be stowed securely in the pocket on the cockpit wall. If portable devices have a wrist strap, they should use them.
- If parachutes are worn, providing a thorough briefing on the wearing, aircraft egress, parachute deployment and landing procedures.
- Providing a briefing on potential launch failure scenarios (such as winch launch failure) so that they may be aware of recovery manoeuvres ahead of time, without being alarmist.
- Provide a briefing on the objectives of the flight.
- Describe how to encourage the passenger to be part of the flight crew by reporting traffic they see.
- Provide advice on how to assist an anxious or nervous passenger, prior to and during flight.

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- Where the passenger is expected to assist moving the aircraft on the ground after landing, what advice needs to be given on the safe handling of the aircraft and hazardous or fragile areas to avoid touching.

Flight Exercises

During flights, demonstrate and practice the following:

- Providing information on local area landmarks, airfield/s, other traffic, weather during flight whilst maintaining good lookout, situational awareness and responding as needed to radio calls.
- At circuit joining, briefing passenger on the landing sequence and need to ensure the harness is tight.
- Enforcing sterile cockpit procedures in critical flight sequences (launch, approach, emergencies).
- Demonstration of conservative and accurate flight manoeuvres (including thermalling) to reduce stress on a passenger.

Demonstrate increased stress loads by tasking the student to perform a difficult activity whilst asking questions. Ensure that the primacy of AVIATE-NAVIGATE-COMMUNICATE is utilised.

Ensure that the student conducts a safe (simulated) passenger flight from briefing through to post-flight return to launch point.

Notes:

- Passenger flying has some elements in common with Grade 4 instruction (Air experience) with respect to responsibility for and respecting the passenger's needs.
- Individual Gliding Clubs may have specific policies regarding Private Passenger flying which need to be made clear to the student.

COMMON PROBLEMS

Problem	Probable Cause
<ul style="list-style-type: none"> • Failing to understand the flight is about the safety and needs of the passenger. 	<p>Student may feel the need to impress friends or others with their flying skills or may be unaware of sensitivities to G or height in others.</p> <p>Brief the student on human factors and note any events in the flying that could bring discomfort to passengers.</p>
<ul style="list-style-type: none"> • Failure to adequately brief the passenger on risks, cockpit ingress, egress, use of controls, harness or emergency procedures. 	<p>Student may assume knowledge that the passenger does not have.</p> <p>Instructor should act as an uninformed passenger and advise which areas have not been covered adequately by the student.</p>
<ul style="list-style-type: none"> • Failure to adequately communicate with the passenger or assess their wellbeing during the flight. 	<p>Student may be overloaded with flying the aircraft.</p> <p>Do not proceed with passenger training until basic and safe flying skills are well established.</p>

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<ul style="list-style-type: none"> Failure to carry suitable airsickness bags (very messy!) 	<p>Student may not have inspected the passenger cockpit adequately.</p> <p>Ensure airsickness (emesis) bags are easily available to the passenger in flight.</p>
<ul style="list-style-type: none"> Allowing the passenger to touch the controls or pay more than the allowable share of the flight costs. 	<p>Possible misunderstanding of air legislation. Student must understand the limits and restrictions on passenger flying.</p>

Debrief

- Ensure that the student describes what elements of the briefing and flight may have caused discomfort or distress to a potential passenger and what steps they can take to reduce or eliminate these.
- Ensure that the student describes anything in their ground briefs, flying style, mannerisms and communication needs adjustment to improve the experience for the passenger.

THREAT AND ERROR MANAGEMENT

THE THREATS AND ERRORS THAT CAN APPLY TO THIS UNIT ARE AS FOLLOWS:

- Anxious, unwell or talkative passenger that distracts the PIC:
 - PIC loses situation awareness through loss of orientation or failure to lookout.
- Passenger does not know correct weight and no on-field means of verification:
 - Aircraft loading is incorrect.
- Passenger brings items on board that become FOD (such as pens, camera, phone):
 - Potential damage to aircraft or impact on manoeuvrability.
- Passenger rests parts of body on critical aircraft controls:
 - Inadvertent change in aircraft configuration.
- Feeling the need to impress the passenger:
 - Potential for placing aircraft outside the flight envelope.
 - Potential for frightening a nervous passenger.
- Allowing the passenger to fly the aircraft:
 - Violation of air legislation and regulations.
- Feeling pressured by the passenger to conduct a manoeuvre or prolong a flight outside areas of competence (e.g., aerobatics) or beyond what the pilot would normally do.
- The signs (verbal and non-verbal) of discomfort that a passenger can exhibit:
 - Missing warning signs of panic, nausea, barotrauma, heat exhaustion/stroke, hypothermia.

TRAINING MATERIALS AND REFERENCES

- GPC Unit 37 Pilot Guide