



# Interagency Aviation TRAINING BULLETIN



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**Subject: Aviation Training "No Show" & "Double-Bookings" Challenges**

**Distribution: All Aviation Activities**

**Discussion:** Aviation safety training is an interagency priority. In an effort to continue to grow a robust workforce that is well trained and performing within the confines of a safe operating environment, the US Forest Service (USFS) and Office of Aviation Services (OAS) recognizes and supports the need to offer more virtual/webinar course offerings in response to impacts of COVID-19 and travel limitations.

The effort to offer more Interagency Aviation Training (IAT) via webinar requires participation from the interagency community. There are several differences between an in-person training and a webinar that must be addressed to ensure the participants are engaged and accountable for the material being presented. This includes modifying materials, exercises, and the facilitation of small groups. All of this leads to additional personnel required to host course offerings.

A recent trend in scheduled webinars has been the high number of "no shows" at scheduled course offerings. Also, there have been a number of students double-booking for the same webinar course presented at different times on the same day—then, they are "no shows" for both of the webinars for which they registered. These behaviors by potential students can have a significant impact throughout the aviation community. When a student who is scheduled to attend does not show up they cost students on the waitlist an opportunity to complete essential training. This can have significant impacts from lack of compliance to delays or cancellations of operational missions.

The simplest mitigation for this issue is for students to withdraw as soon as they know they are not going to be able to attend, preferably at least a week prior which allows instructors to notify waitlisted students that a spot has opened up.

The IAT registration system notifies enrolled students via email one week and again one day prior to the course beginning. Instructors typically email the link for the virtual classroom 2-4 days prior to the event, as well as one day prior to the course beginning, to help remind students of their commitments.

Aviation safety training is an important part of our operation, please help to ensure that we can maximize our training opportunities and minimize the number of seats left unused.

***/s/ Keith C. Raley***

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