

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



NBAA Professional Development Program (PDP) Objectives

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The following PDP objectives were adopted July 1, 2024.

I. BUSINESS MANAGEMENT

BM1: Communicate the strategic value of business aviation

- a. Identify the unique capabilities of business aviation to achieve company goals
- b. Use appropriate communication techniques and tools to convey message of value to stakeholders

BM2: Determine the aircraft ownership, utilization, and operational structure

- a. Recognize applicable civil aviation authority rules and regulations to include SEC requirements
- b. Recognize applicable international, federal, state, and local tax implications
- c. Utilize best practices for developing, reviewing, and implementing policies and strategies

BM3: Manage budgeting and financial processes

- a. Manage the aviation department budget based on generally accepted accounting principles, reports, and components
- b. Integrate the aviation department budget with the organizational budget and financial systems
- c. Recognize applicable regulatory requirements
- d. Apply internal controls and audits within the department

BM4: Manage aviation department processes in accordance with strategic, operational, and tactical goals

- a. Identify necessary elements and strategies for implementation
- b. Utilize data for goal and business plan achievement
- c. Identify required modifications to tactical plans
- d. Employ techniques to measure and promote service excellence

BM5: Implement procedures to safeguard information and intellectual property

- a. Comply with privacy and confidentiality requirements/regulations including cybersecurity
- b. Apply policies and procedures for document retention and data governance
- c. Identify legal requirements and protections governing intellectual property and proprietary information

BM6: Utilize methods to optimize aviation department asset management

- a. Conduct travel analysis
- b. Identify the principles of cost-benefit analysis
- c. Report on use of assets
- d. Identify principles of a comprehensive asset utilization audit
- e. Utilize business resources
- f. Identify applicable contract terms, conditions, and clauses
- g. Integrate supply chain resources

BM7: Manage in a socially and environmentally responsible manner

- a. Employ strategies to promote diversity, equity, and inclusion within the organization
- b. Foster community engagement and relationships
- c. Engage with local/regional aviation groups and airport communities
- d. Assess operational sustainability
- e. Manage sustainability strategies
- f. Comply with reporting regulations and requirements

BM8: Identify, develop and describe steps to implement an organizational risk management strategy

- a. Recognize basic risk management principles
- b. Identify and categorize specific risks potentially facing an organization with respect to the aviation function
- c. Assess asset protection and liability insulation strategies

II. HUMAN RESOURCES

HR1: Determine staffing needs

- a. Identify roles and responsibilities for positions
- b. Identify methods, resources, and qualification requirements to assess workload activity
- c. Identify optimum staffing levels and worker classifications
- d. Utilize succession planning strategies

HR2: Manage job-related training

- a. Comply with international, federal, state, and local regulatory requirements
- b. Comply with company requirements
- c. Manage non-regulatory training needs
- d. Manage training record retention, tracking, and reporting requirements

HR3: Employ strategies for recruitment

- a. Implement strategies for recruiting personnel
- b. Determine screening, interviewing, and selection criteria
- c. Employ strategies to mitigate bias in the hiring process
- d. Address company compensation, culture, and quality of life

HR4: Manage employee performance reviews

- a. Recognize performance indicators based on job description, organization/individual goals, and other applicable criteria
- b. Compare employee achievement results to defined performance indicators
- c. Conduct employee performance review
- d. Implement follow-up plan
- e. Review company compensation, culture, and quality of life

HR5: Utilize best practices to retain and attract employees

- a. Determine methods to promote a culture that leads to retention within the organization
- b. Recommend policies on equitable compensation and benefits
- c. Comply with applicable federal, state, and local employment regulations
- d. Use benchmarking when selecting total compensation
- e. Implement compensation elements
- f. Manage the new employee orientation program
- g. Evaluate company compensation, culture, and quality of life

HR6: Recognize employee performance

- a. Employ strategies to address and facilitate equity among team members
- b. Apply the organization's employee reward and disciplinary programs
- c. Communicate performance expectations and outcomes/results to employees

HR7: Ensure compliance with HR regulatory requirements and organization policies

- a. Comply with applicable federal, state, and local regulations
- b. Manage employees in accordance with discrimination, harassment, violence, and substance use policies
- c. Manage employee compliance with organization policies
- d. Ensure training on organization policies

III. LEADERSHIP

L1: Facilitate the strategic direction of the aviation department

- a. Recognize the elements of the overall organization vision, mission and/or values statements
- b. Manage the aviation department vision, mission and/or values statements
- c. Align the aviation department with the overall organization vision, mission and/or values statements
- d. Identify components of goal setting
- e. Develop department goals
- f. Evaluate goal performance

L2: Exercise effective leadership

- a. Recognize leadership theories and traits of an effective leader
- b. Apply motivational theories and techniques
- c. Apply mentoring strategies

- d. Recognize sources of expertise within the department, organization, and industry
- e. Assemble teams and manage group dynamics
- f. Demonstrate the ability to manage diversity, equity, and inclusion within the organization
- g. Facilitate a Just Culture and champion engagement and psychological safety
- h. Recognize ethical standards
- i. Recognize principles of emotional intelligence
- j. Employ strategies to increase professional expertise

L3: Employ change management principles

- a. Recognize changes in the business climate and organization business plan
- b. Advocate for change to evolve the aviation department
- c. Formulate plans to manage the aviation department through a crisis
- d. Manage a network of support contacts

IV. AIRCRAFT MAINTENANCE

AF1: Manage a system of Standard Operating Procedures (SOP) for maintenance operations

- a. Manage aviation department maintenance SOPs
- b. Develop procedures to identify and manage risk for specific job tasks
- c. Audit procedures for relevance and compliance

AF2: Manage aircraft maintenance in accordance with regulations and manufacturer's specifications

- a. Comply with applicable regulatory requirements and documents
- b. Determine appropriate airworthiness program
- c. Comply with manufacturer's specifications and standard practices
- d. Manage technical data
- e. Identify components of a tool control program

AF3: Maintain cabin information systems

- a. Manage expectations of stakeholders
- b. Identify relevant regulations, security protocols, and guidelines
- c. Manage the training on the operational capabilities of the equipment and aircraft limitations

AF4: Maintain availability of spares and supplies

- a. Maintain inventory levels and control procedures
- b. Manage contract aircraft/engine maintenance and parts programs
- c. Maintain applicable aircraft maintenance documents and records
- d. Employ methods for shipping, receiving, and storage of materials within regulations and guidelines

V. OPERATIONS

OPS1: Manage a set of Standard Operating Procedure (SOP) documents

- a. Identify and validate applicable topics and sources of information
- b. Implement SOP documents with stakeholder support
- c. Audit operational results for compliance with SOP
- d. Revise SOP documents as needed

OPS2: Implement procedures to conduct safe and efficient flights

- a. Establish/manage practices to optimize aircraft and crew resources
- b. Prepare trip plan and related documents
- c. Explain operational control designation for the leg(s)
- d. Apply company policies for trip plan
- e. Manage known or potential special needs of passengers and crew
- f. Employ flight scheduling resources to maintain trip, passenger, aircraft availability, and crew records
- g. Designate pilot-in-command (PIC) authority to commence and conduct flight
- h. Employ strategies to ensure the safe storage and handling of food and cabin service items

OPS3: Manage an effective record-keeping system

- a. Identify the information needed to report on applicable regulatory and tax requirements
- b. Manage record-keeping and reporting systems
- c. Evaluate the record-keeping system for intended results

OPS4: Develop emergency response plans (ERPs)

- a. Identify elements of an aviation ERP
- b. Integrate organization and department procedures
- c. Employ strategies for developing and implementing ERPs
- d. Employ strategies to test and validate ERPs
- e. Revise ERP

OPS5: Develop and implement a Safety Management System (SMS)

- a. Identify regulatory requirements related to SMS
- b. Identify methods to implement an SMS
- c. Apply the components of an SMS
- d. Recognize safety reporting system tools
- E. Evaluate organizational changes for impacts on the company's level of acceptable risk

OPS6: Recognize requirements to operate within the National Airspace System (NAS) and international Flight Information Regions (FIR)

- a. Recognize Traffic Flow Management (TFM) principles
- b. Apply strategies to effectively integrate with airspace constraints to minimize operational impact
- c. Utilize principles for operations in domestic and international airspace

OPS7: Apply procedures to conduct operations in a secure manner

- a. Identify applicable regulatory security programs
- b. Manage organizational security procedures
- c. Employ risk management procedures to include cybersecurity
- d. Recognize security issues unique to international travel

OPS8: Employ principles of Human Factors (HF)

- a. Employ components of Threat and Error Management (TEM)
- b. Identify the effect of ergonomic design in the work environment
- c. Recognize signs and causes of degraded human performance
- d. Recognize how physical and mental health affects performance and develop and implement mitigation strategies

OPS9: Apply procedures to provide a safe and secure facility

- a. Manage facility security
- b. Communicate hazards, associated risks, and appropriate mitigation techniques
- c. Identify strategies for training the facility security procedures
- d. Comply with regulations and guidelines for tracking and maintaining emergency equipment

OPS10: Identify applications of emerging technologies and innovations

- a. Determine personnel qualifications and training requirements
- b. Identify operational concerns
- c. Address regulatory requirements
- d. Utilize best practices for developing, reviewing, and implementing policies and strategies