



Training Guide

OPERATIONAL RISK ASSESSMENTS



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Contents

Assigning Access Levels	3
Creating Operational Risk Assessments.....	4
Step 1: Create a Risk Assessment Type	4
Step 2: Create a Checklist	5
Step 3: Setup Risk Bands and Notifications	7
Completing Operational Risk Assessments	9
Linking Operational Risk Assessments to Flights	12
Reviewing Operational Risk Assessments.....	13

Assigning Access Levels

Before users can attempt to manage operational risk assessments, they must be assigned the correct access levels. Follow the steps below to assign the access levels:

- Step 1. Select **Operations > People > Personnel**. The **Personnel** screen is displayed.
- Step 2. Filter the **Personnel** screen according to your requirements.
 - Enter filter criteria in the text-box and click [Filter].
 - Select a value from the **Department** drop-down list to view personnel located in a particular department.
 - Select a value from the **Base** drop-down list to view personnel located in a particular base location.
 - Select the **Show In-Active** tick box to include personnel that are no longer active in the system. This includes personnel which have ceased employment with your organisation.
- Step 3. Click [Details] to view detailed personnel information. If you do not have the required access level to view personnel details, a warning is displayed.
- Step 4. Select 'Access Levels' from the **Personnel Profile** pane.
- Step 5. Click [Edit].
- Step 6. Select all the applicable access levels in the '**Operational Risk Assessment**' group.

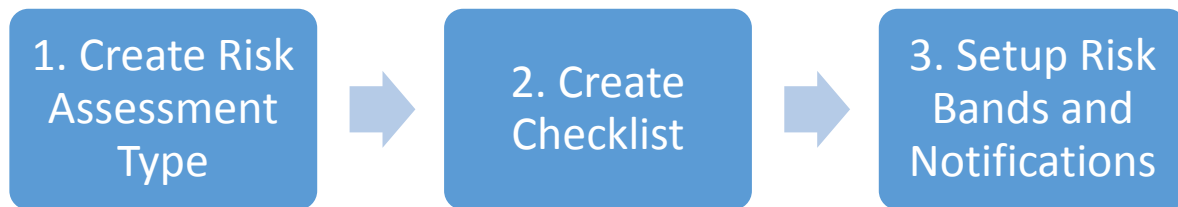
Access Level	Description
Operational Risk Assessment > View Selection	Allows users to view completed operational risk assessments for a selected base and department.
Operational Risk Assessment > View All	Allows users to view all completed operational risk assessments.
Operational Risk Assessment > Modify Self	Allows users to complete, view and delete their own operational risk assessments.
Operational Risk Assessment Administration > Modify All	Allows users to create new operational risk assessment forms and edit and delete existing ones.

- Step 7. Click [OK].

Creating Operational Risk Assessments

Air Maestro’s operational risk assessment function allows organisations to create online risk assessment forms, which calculate the risk for the applicable activity. The operational risk assessments can then be used before each flight/mission/activity to determine the risk associated with conducting the task and consequently whether it is advisable to continue the task.

The process for creating an operational risk assessment requires three steps:



Step 1: Create a Risk Assessment Type

You can create multiple risk assessment types (for each department, task etc) based on your company requirements. Each risk assessment type can evaluate a unique set of criteria, pertaining to the task/function.

Step 1. Select **Operations > Operational Risk Assessment > Setup**.

Risk Assessments Crew Pre-Flight Checklist FAA 8900 HEMS Flights						
Add New						Refresh
Risk Assessment	Formula	Link to Flights	Show Score	Active	No. times used	
Crew Pre-Flight Checklist	A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	
HEMS Flights	A*B	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	6	

Step 2. Click [+ Add New].

Risk Assessments Crew Pre-Flight Checklist FAA 8900 HEMS Flights						
Add New						Refresh
Risk Assessment	Formula	Link to Flights	Show Score	Active	No. times used	
Crew Pre-Flight Checklist	A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	
HEMS Flights	A*B	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	6	

The **Risk Assessment** tab displays a new row.

Risk Assessments Crew Pre-Flight Checklist FAA 8900 HEMS Flights						
Add New						Refresh
Risk Assessment	Formula	Link to Flights	Show Score	Active	No. times used	
<input type="text"/>	<input type="text" value="A"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

Step 3. Complete the applicable fields.

Risk Assessments Crew Pre-Flight Checklist FAA 8900 HEMS Flights						
Add New						Refresh
Risk Assessment	Formula	Link to Flights	Show Score	Active	No. times used	
Crewman Checklist	<input type="text" value="A"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

Field	Description
Risk Assessment	Enter a name for the risk assessment.
Formula	Enter the formula associated with this risk assessment. For example, if the risk assessment total is calculated by summing the sub totals of the headers enter A+B. If the risk assessment total is derived by multiplying the sub total of each header enter A*B. If the risk assessment consists of a single header, enter A.
Link to Flights	Select the Link To Flights tick box to include the Aircraft, Pilot in Command and Flight Date fields in the risk assessment form.
Show Score	Select the Show Score tick box to show the score associated with the completed risk assessment in the risk assessment form.
Active	Select the Active tick box for the risk assessment to be immediately available to personnel with the required access level.

Step 4. Click [✓]. The new risk assessment is added to the tab strip.

Risk Assessment	Formula	Link to Flights	Show Score	Active	No. times used
Crew Pre-Flight Checklist	A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0

Step 2: Create a Checklist

A checklist is a set of one or more evaluations assessed within the operational risk assessment. All checklist items must be grouped under a header. For this reason, a header must be created before any checklist item. The text in the header should reflect the checklist items that will exist below it.

For example, the header 'Weather Forecast' would be appropriate for a group of checklist items used to evaluate the expected weather conditions for the flight.

In the example below, the text 'Weather Forecast' is a header item in a checklist, while the text 'Thunderstorms' and 'Turbulence' are checklist items. The checklist item may consist of label, checkbox, checkbox list, radio button list or drop-down list. In the example below, the 'Thunderstorms' item is check box, while the 'Turbulence' item is a drop-down list.

Weather Forecast

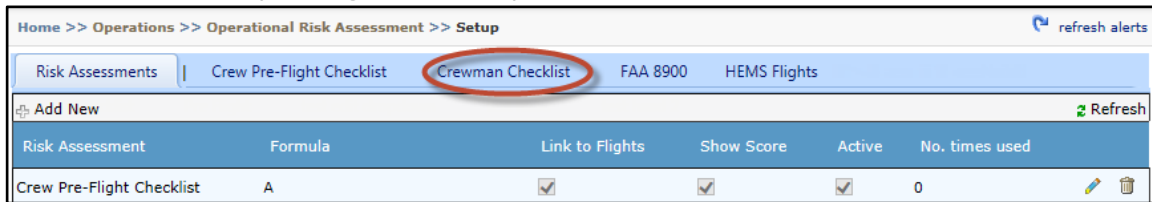
Thunderstorms

Turbulence

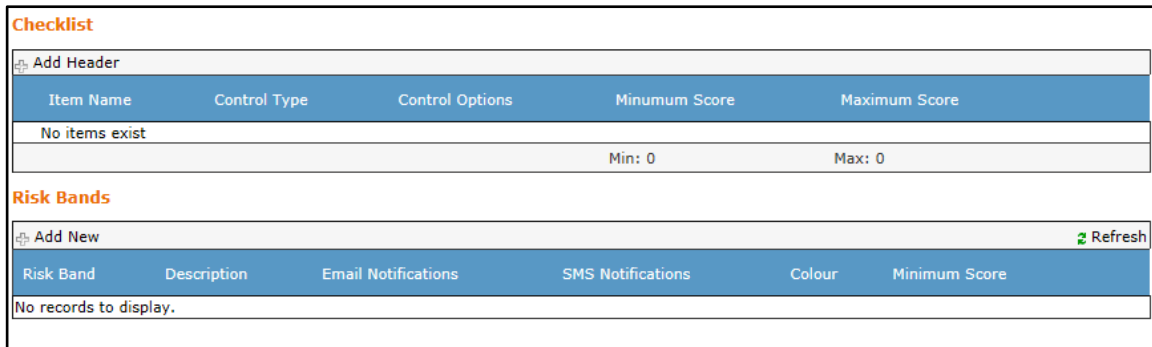
Step 1. Select **Operations > Operational Risk Assessment > Setup**.

Risk Assessment	Formula	Link to Flights	Show Score	Active	No. times used
Crew Pre-Flight Checklist	A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
HEMS Flights	A*B	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	6

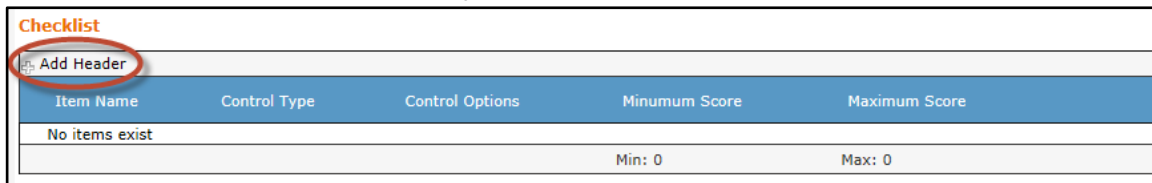
Step 2. Select the tab corresponding with the required risk assessment.



The **Checklist** and **Risk Bands** panes are displayed.

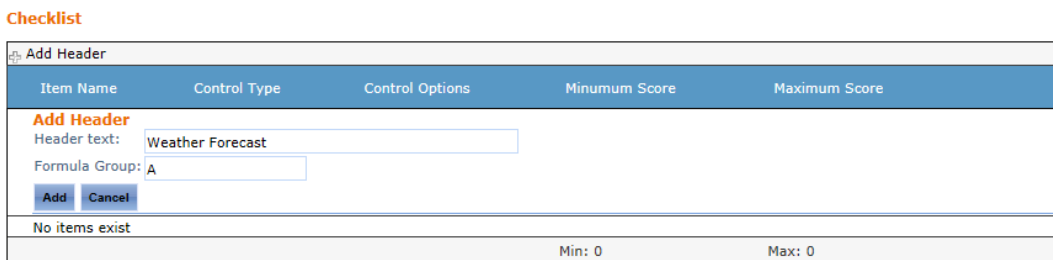


Step 3. Click [+Add Header] in the **Checklist** pane.



Step 4. Enter a descriptive title for the header in the **Header** text text box.

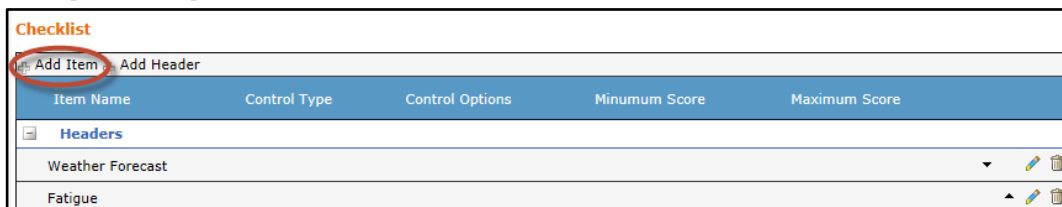
Step 5. Enter the required formula in the **Formula Group** text box.



Step 6. Click [Add].

Step 7. Repeat **Steps 3-6** to continue adding additional headers to the checklist.

Step 8. Click [Add Item].



Step 9. Enter a meaningful name for the checklist item in the Item name text box.

Step 10. Select the applicable header for the checklist item from the **Header** drop-down list.

Step 11. Select the applicable control type from the **Control Type** drop-down list.

Control Type	Description
Label	Select the Label control type to include a text label within the operational risk assessment form.
Checkbox	Select the Checkbox control type to include a check/tick box for the checklist item. This control is used to indicate whether the criterion specified by the checklist item is present.
Checkbox List	Select the Checkbox List control type to include a series of check/tick boxes for the checklist item. This control is used when one or more options may apply to the checklist item.
Radio Button List	Select the Radio Button List control type to include a series of radio buttons for the checklist item. This control is used where the user is required to select a unique option from a series for the checklist item.
Dropdown List	Select the Dropdown List control type to include a predefined list with a series of options for the checklist item. This control is used when the information to be entered into the checklist item is limited to particular words and phrases and only one option may be selected.

Step 12. Complete the applicable fields associated with the selected control type. For example, for the dropdown list control, you must enter each list item and the score applicable to each item.

Step 13. Click [Add].

Step 14. Repeat **Steps 8-13** to continue adding additional checklist items to the checklist.

Step 3: Setup Risk Bands and Notifications

Step 1. Select **Operations > Operational Risk Assessment > Setup**.

Risk Assessment	Formula	Link to Flights	Show Score	Active	No. times used
Crew Pre-Flight Checklist	A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0
HEMS Flights	A*B	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	6

Step 2. Select the tab corresponding with the required risk assessment.

Risk Assessment	Formula	Link to Flights	Show Score	Active	No. times used
Crew Pre-Flight Checklist	A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0

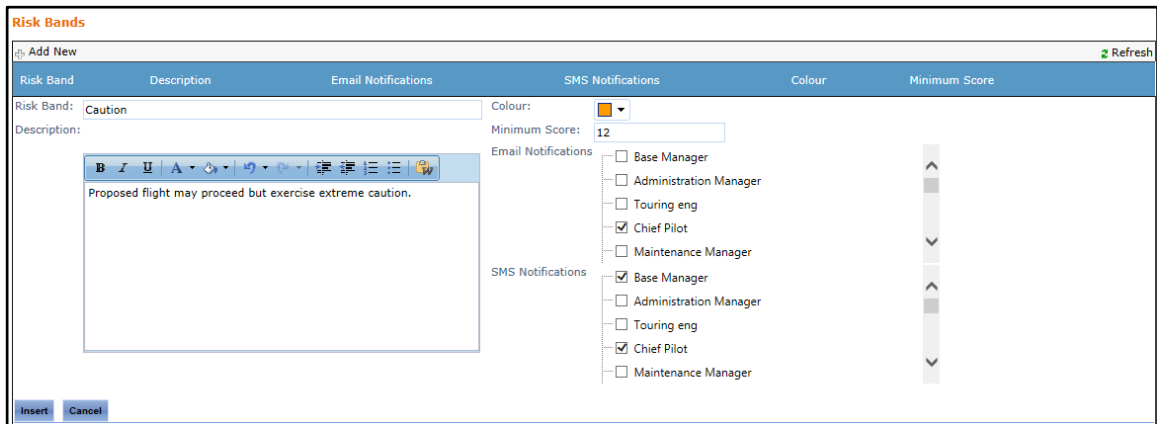
The **Checklist** and **Risk Bands** panes are displayed.

Step 3. Click [+Add New] in the **Risk Bands** pane.

Risk Band	Description	Email Notifications	SMS Notifications	Colour	Minimum Score
No records to display.					

Step 4. Enter a descriptive title for the risk band in the **Risk Band** text box. For example, High, Caution, Low, Abort Flight, Seek Approval etc.

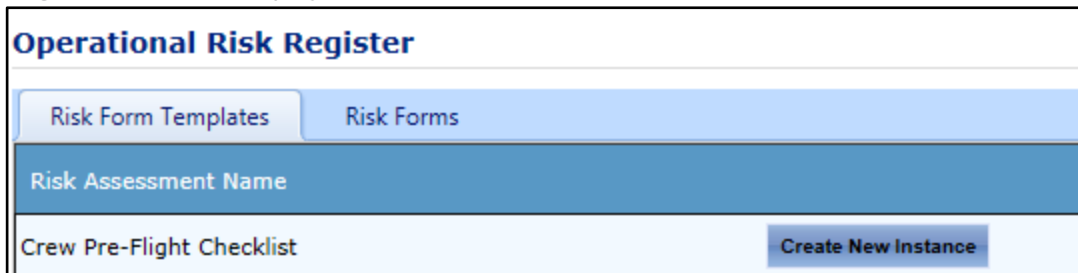
- Step 5. Enter a description of the risk band in the **Description** text box.
- Step 6. Select the colour to represent the risk band from the **Colour** picker.
- Step 7. Enter the minimum score that must be reached to trigger this risk band in the **Minimum Score** field.
- Step 8. Select the users who must receive an email notification when the risk band is reached in the **Email Notifications** list.
- Step 9. Select the users who must receive an SMS notification when the risk band is reached in the **SMS Notifications** list.



- Step 10. Click [Insert].
- Step 11. Repeat **Steps 3-10** to continue adding additional risk bands to the checklist.

Completing Operational Risk Assessments

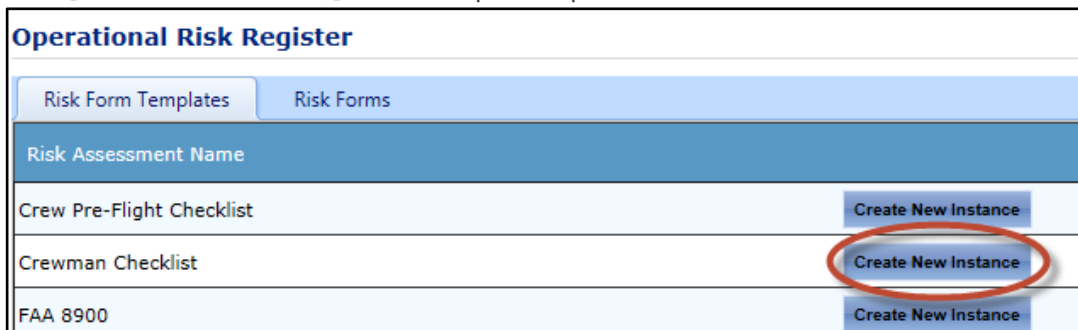
Step 1. Select **Operations > Operational Risk Assessment > Register**. The **Operational Risk Register** screen is displayed.



The screenshot shows the 'Operational Risk Register' interface. At the top, there are two tabs: 'Risk Form Templates' and 'Risk Forms'. Below the tabs is a table with the following structure:

Operational Risk Register	
Risk Assessment Name	
Crew Pre-Flight Checklist	Create New Instance

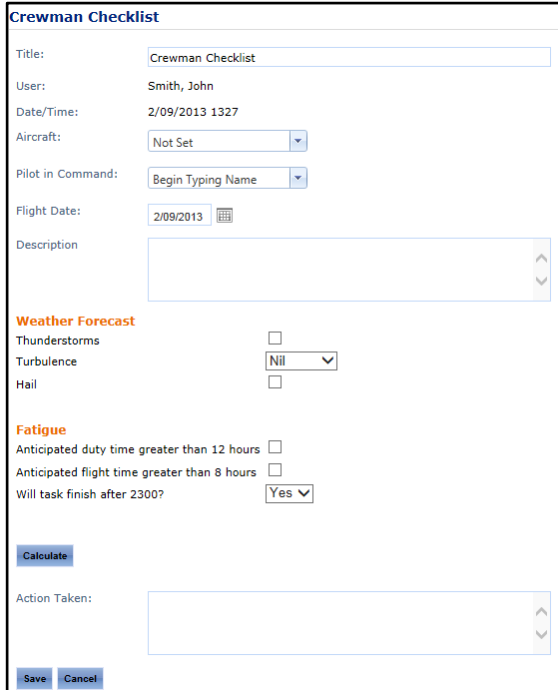
Step 2. Click [Create New Instance] for the required operational risk assessment.



This screenshot is similar to the previous one but includes an additional row in the table. The 'Crewman Checklist' row is circled in red, indicating the button to be clicked.

Operational Risk Register	
Risk Assessment Name	
Crew Pre-Flight Checklist	Create New Instance
Crewman Checklist	Create New Instance
FAA 8900	Create New Instance

A new operational risk assessment is displayed.



The screenshot shows the 'Crewman Checklist' form. It contains the following fields and options:

- Title: Crewman Checklist
- User: Smith, John
- Date/Time: 2/09/2013 1327
- Aircraft: Not Set
- Pilot in Command: Begin Typing Name
- Flight Date: 2/09/2013
- Description: (empty text area)
- Weather Forecast**
 - Thunderstorms:
 - Turbulence: Nil
 - Hail:
- Fatigue**
 - Anticipated duty time greater than 12 hours:
 - Anticipated flight time greater than 8 hours:
 - Will task finish after 2300?: Yes
- Buttons: Calculate, Save, Cancel
- Action Taken: (empty text area)



If **[Create New Instance]** is not displayed, you have not been assigned the access level to complete this operational risk assessment. You must have the **Operational Risk Assessment > Operational Risk Assessment > Modify Self** access level assigned to create new operational risk assessments.

Step 3. Complete all the relevant fields in the operational risk assessment form.



If **[Create New Instance]** is not displayed, you have not been assigned the access level to complete this operational risk assessment. You must have the **Operational Risk Assessment > Operational Risk Assessment > Modify Self** access level assigned to create new operational risk assessments.

Field	Description
Title	Enter a descriptive title for this operational risk assessment. By default the risk assessment name is displayed in the title. If the Title field is not populated by the user, the system automatically assigns the name of the user completing the form, the date and time the form is saved and the risk band to the Title field.
Aircraft	Select the registration of the aircraft involved in the flight related to this operational risk assessment.
Pilot in Command	Select the name of the pilot in command performing the flight related to this operational risk assessment.
Flight Date	Select the date of the flight related to this operational risk assessment.
Description	Enter any comments relating to this operational risk assessment.

Step 4. Complete the operational risk assessment checklist by selecting the applicable values for each checklist item.



The checklist items displayed will vary from the example below as each organisation can customise their own operational risk assessment forms.

Step 5. Click [Calculate] to obtain the result of the operational risk assessment.

Weather Forecast

Thunderstorms

Turbulence

Hail

Fatigue

Anticipated duty time greater than 12 hours

Anticipated flight time greater than 8 hours

Will task finish after 2300?

Calculate

The result of the operational risk assessment is displayed below [Calculate].

Calculate

Extreme Caution The task may proceed but exercise extreme caution. Score: 12



*If the **Show Score** tick box is unselected in the **Risk Assessment Setup**, the total score for the operational risk assessment is not displayed. The title and description for the resulting risk band is displayed with no associated score.*

Step 6. Enter the action taken in the **Action Taken** text box, if applicable.

Step 7. Click [Save].

Action Taken:

Save **Cancel**

The completed operational risk assessment is saved in the **Operational Risk Register** and if applicable, nominated personnel are notified by email and/or SMS of the risk associated with the assessment.

Linking Operational Risk Assessments to Flights

Operational risk assessment forms can be associated with completed flights in the **Flight Records** module.

Step 1. Select **Operations > Flight Records**. The **Flight Records Register** screen is displayed.



The screenshot shows the 'Flight Records Register' interface. It features a 'Filters' section with several dropdown menus: 'Registration' (set to 'Any'), 'Pilot In Command' (set to 'Any'), 'Flight No.' (set to 'Any'), and 'Personnel' (set to 'Any'). There are also 'Start Date' and 'End Date' fields with calendar icons, and a 'Book' dropdown set to 'Any'. At the bottom of the filter section, there are 'Filter' and 'Reset Filters' buttons, and an 'Add New Filter' button with an 'Add' button next to it.



*Alternatively, if flight records are integrated within the **Timesheet** module for your organisation, the operational risk assessment can be linked directly in the flight record in your timesheet.*

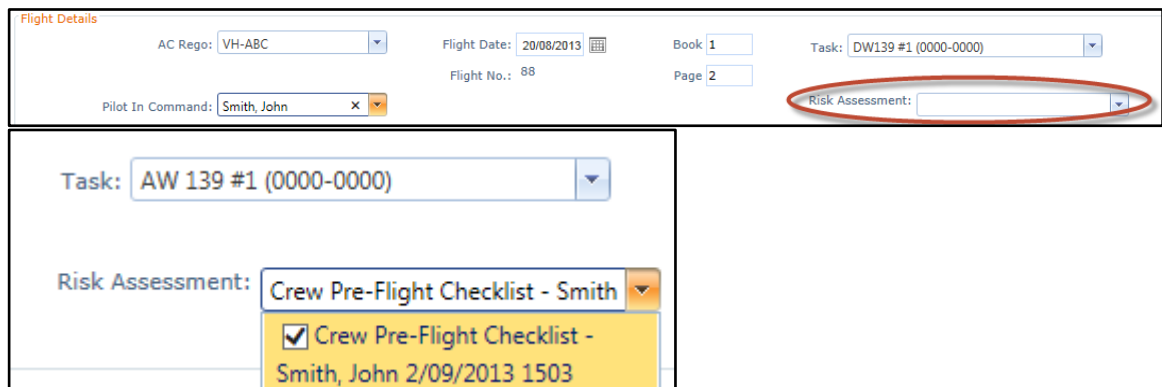
Step 2. Apply filters to the Flight Records Register in order to locate the required flight record.

Step 3. Click [✎] corresponding with the required flight record.



*Alternatively, if there is no existing flight record, click **[Add Flight]** and complete all the applicable flight record fields.*

Step 4. Select the applicable operational risk assessment form from the Risk Assessment drop down list.



The screenshot shows the 'Flight Details' form. Fields include 'AC Rego: VH-ABC', 'Flight Date: 20/08/2013', 'Book: 1', 'Task: DW139 #1 (0000-0000)', 'Flight No.: 88', 'Page: 2', and 'Pilot In Command: Smith, John'. The 'Risk Assessment' dropdown menu is highlighted with a red circle. Below the main form, a detailed view of the 'Risk Assessment' dropdown is shown, displaying the selected option 'Crew Pre-Flight Checklist - Smith' and a list of other available assessments, including 'Crew Pre-Flight Checklist - Smith, John 2/09/2013 1503'.

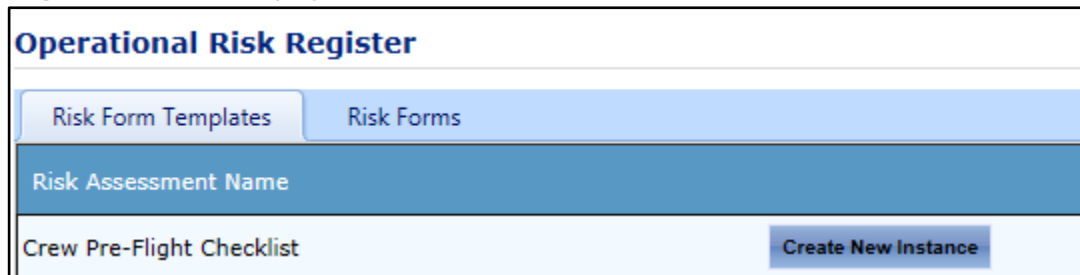


*The **Risk Assessment** drop-down list displays all operational risk assessments completed for the user selected in the **Pilot In Command** drop-down list on the date entered in the **Flight Date** field.*

Step 5. Click [Update] to save the changes to the flight record or [Insert] to save the new flight record.

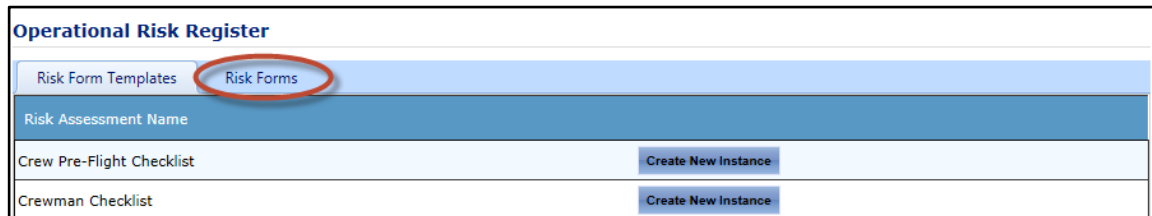
Reviewing Operational Risk Assessments

Step 1. Select **Operations > Operational Risk Assessment > Register**. The **Operational Risk Register** screen is displayed.



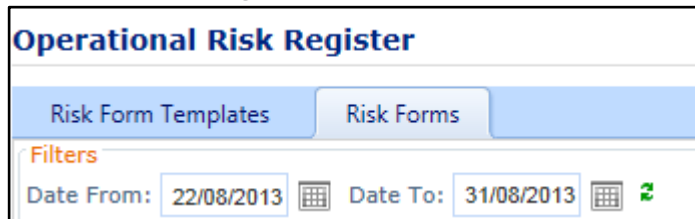
The screenshot shows the 'Operational Risk Register' page with the 'Risk Form Templates' tab selected. Below the tabs, there is a 'Risk Assessment Name' field containing 'Crew Pre-Flight Checklist' and a 'Create New Instance' button.

Step 2. Select the **Risk Forms** tab to view all the submitted forms.



The screenshot shows the 'Operational Risk Register' page with the 'Risk Forms' tab selected. Below the tabs, there are two 'Risk Assessment Name' fields: 'Crew Pre-Flight Checklist' and 'Crewman Checklist', each with a 'Create New Instance' button.

Step 3. Select the date range from the **Date From** and **Date To** filters.




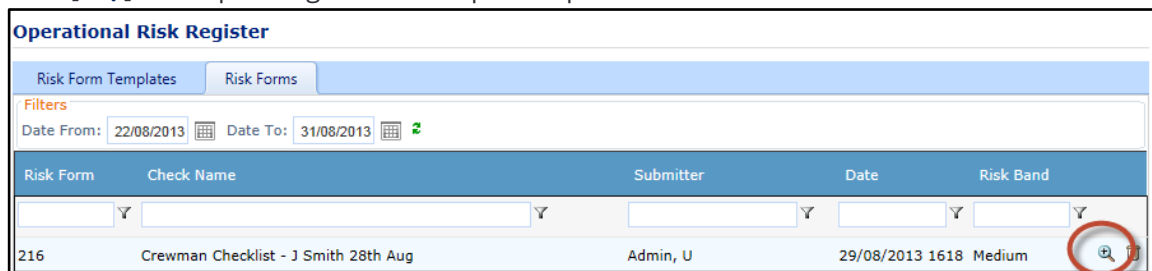
The screenshot shows the 'Operational Risk Register' page with the 'Risk Forms' tab selected. Below the tabs, there is a 'Filters' section with 'Date From' set to '22/08/2013' and 'Date To' set to '31/08/2013'. There are calendar icons and a refresh icon next to the date fields.

Step 4. Click [] to view all the operational risk assessment forms for the selected date range.



The system only displays the operational risk assessments that you have permission to view according to your access levels.

Step 5. Click [] corresponding with the required operational risk assessment form.



The screenshot shows the 'Operational Risk Register' page with the 'Risk Forms' tab selected. Below the tabs, there is a 'Filters' section with 'Date From' set to '22/08/2013' and 'Date To' set to '31/08/2013'. Below the filters, there is a table with columns: Risk Form, Check Name, Submitter, Date, and Risk Band. The table contains one row: 216, Crewman Checklist - J Smith 28th Aug, Admin, U, 29/08/2013 1618, Medium. A magnifying glass icon is circled in the bottom right corner of the table.

Risk Form	Check Name	Submitter	Date	Risk Band
216	Crewman Checklist - J Smith 28th Aug	Admin, U	29/08/2013 1618	Medium

The selected operational risk assessment form is displayed.