

### **2020 SM4 Online Safety Learning Management System Overview COMMUNITY OF EXCELLENCE**



Below you will find a summary of the new Learning Management System as part of the 2020 SM4 program. For a full listing of the program benefits please visit [the SM4 Website](#).

#### **1. What is the LMS?**

The LMS is an online learning management system that has been developed to enhance the training programs for Global Aerospace customers.

#### **2. Who is eligible for the Learning Management System?**

All general aviation policyholders in the United States, excluding UAS and Aeroinsure Light Aircraft.

#### **3. What can I expect to see in the LMS?**

The initial roll-out series, which will go live throughout the first quarter of 2020, will consist of:

1. Global Aerospace - Aviation Insurance 101
2. Convergent Performance - Introduction to Blue Threat (Human Factors/Professionalism/Performance)
3. Pulsar Informatics - Fatigue Risk Management
4. MedAire - Travel Risk Management
5. AJ O'Connor - Introduction to Emotional Intelligence (Personal Development)
6. Fireside Partners - Top 10 Priorities In the First 6 Hours of a Crisis (ERP and Family Assistance)
7. Prevailance Aerospace - Introduction to UPRT
8. Baldwin Aviation - Components of your SMS and Just Culture

#### **4. What is the process for signing up for the Level II Safety LMS service?**

US GA clients (excluding Aeroinsure light aircraft and UAS) can visit our SM4 website and enter minimal information for validation. Clients will be required to identify who in their organization will be designated as the administrator of their LMS. Once validation is complete, they will receive their administrator login and password via email.

#### **5. How does the LMS work?**

After you receive your login information, a simple internet connection will allow you to launch the LMS website from either your laptop/desktop or your iPad.

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The courses are built to keep your attention and engagement. For example:

- Several of the learning plans have pop up charts and content that you should refer to while listening to the page. This might require you to go back and re-listen or re-read the content on the main page.
- Several of the learning plans have voiceover that is not fully transcribed on the screen so you need to pay close attention to the voice especially when reviewing charts and graphs.

### **6. Is the LMS limited to only flight departments?**

No. We encourage all eligible clients from flight to airports and FBO's to take advantage of the LMS.

### **7. Who is responsible for adding new users and deactivating users?**

With your customer validation you will identify who in your organization will be the administrator of your LMS. This individual will be responsible for setting up new users and deactivating users in your company.

### **8. Does the LMS allow for monitoring and reporting of users to ensure completion of the learning plans?**

Yes. For the individual user, their dashboard will provide notices of new course assignments as well as real time status of completed courses. Their dashboard will also store all certificates of completion for easy access.

Administrators can run reports and send out reminders to individuals who have not completed their learning plan assignments.

### **9. What happens if we forget our password?**

The system has automated password reset functionality. Your administrator will not be responsible for updating individual passwords.

### **10. How are Learning Plans assigned?**

Every Monday the system will search for new users that have been added and automatically assign the live learning plans to them. Clients can expect a new learning plan to go live every other Monday commencing on February 3, 2020.

### **11. Is there a limit to the number of users we can enroll?**

No. There is no limit and we encourage aviation operations to extend their user base to include individuals in corporate. Those that have responsibility over the aviation operation can expand their knowledge of the flight department's safety challenges.

### **12. What should I do if I have any further questions?**

You can contact your broker, your underwriter or visit the SM4 website: <https://sm4.global-aero.com>.