



# DEVELOPING WORLD-CLASS BUSINESS AVIATION PROFESSIONALS

✈ Recruiting, retaining and continually training aviation professionals is critical to maintaining a world-class workforce that provides a safe travel experience for passengers.

This mission is a central focus of the National Business Aviation Association (NBAA), an organization that supports companies that use general aviation aircraft for business purposes. The association offers a variety of professional development opportunities to help our industry's personnel refine their skills and succeed in their careers, including initiatives, like the Young Professionals in Business Aviation, specifically aimed at elevating and retaining the industry's young talent.

## **PREPARING THE NEXT GENERATION FOR FLIGHT**

With global demand for aerospace professionals expected to rise in the coming decades, it's never been more important to effectively recruit the next generation of aviators. Working with partners across the industry, NBAA offers several programmes aimed at exposing students of all ages to the career opportunities within business aviation.

NBAA's internship programmes provides guidance and tools that help companies and universities provide hands-on learning opportunities for aviation students. Programmes like these help create ways for students to learn more about the industry and ultimately transition into professional careers.

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Attendees receive valuable training at the 2018 Schedulers and Dispatchers Conference.

Before students decide on professional studies is when they need to be exposed to the world of aviation. Annually NBAA invites middle school, high school and college students to a Careers in Business Aviation Day, which features inspiring speakers, student-focused programming and access to more than 100 aircraft on static display. Additionally, activities like a college/university roundtable enable older students to interact with industry leaders to learn about specific career paths, and to best prepare for a career in business aviation.

With industry support and participation in outreach events, students can discover business aviation career and scholarship opportunities in hands-on learning environments, such as career days hosted by regional business aviation associations and collegiate aviation programmes.

#### **ADVANCED TRAINING FOR AN EVER-EVOLVING INDUSTRY**

It's not only important to recruit future business aviation workers, but to continue to ensure that current professionals remain among the best-trained people in aviation through specialized conferences training programmes and a wide array of educational seminars.

In 2003, NBAA introduced its Certified Aviation Manager (CAM) programme for business aviation professionals. The rigorous certification process identifies qualified professionals to lead flight departments and companies that use business aircraft, tests candidates' knowledge and experience across five categories:

- Leadership
- Human Resources
- Operations
- Aircraft Maintenance and Facilities Operations
- Business Management

An audience of middle, high school and college students listens to a presentation during the 2017 Careers in Business Aviation Day at NBAA-BACE.

More than 400 industry members have demonstrated their managerial aptitude by earning certification through the programme, which is accredited by the National Commission for Certifying Agencies. CAMs represent a range of disciplines, from aviation department heads to flight attendants, and are based throughout the world.

Role-specific conferences focus on the day-to-day responsibilities of each type of business aviation professional. Throughout the year, NBAA offers multi-day events for schedulers and dispatchers, maintenance technicians, flight attendants and flight technicians, as well as two different seminars about tax and regulatory policy. Additionally, there are conferences focused on different aspects of the industry, such as international operations, organizational leadership, aviation security and regional advocacy.

Sessions at these specialized conferences are designed to assist attendees with specific aspects of their jobs. For example, a session last year at NBAA's Maintenance Conference provided an in-depth review of quoting, scheduling and managing maintenance, while the NBAA Schedulers and Dispatchers Conference featured a series of briefings about the nuances of planning operations in different global regions.

NBAA also partners with third-party subject-matter experts to host upwards of a dozen professional development programme courses across the United States each year. Covering topics ranging from emergency planning to cybersecurity risk management, these one- to two-day courses keep participants up-to-date on the latest best practices, and also offer credit toward CAM certification, or re-certification.

#### **CONNECTING BUSINESS AVIATION AROUND THE WORLD**

Aviation at its core is about connecting people. Incorporating this principle into personnel development can broaden employees' knowledge base and expose them to new ideas and best practices.

Building mutually beneficial global relationships is as important as facilitating productive professional relationships with new (or newly positioned) member of the workforce.

NBAA's Young Professionals in Business Aviation ("YoPro") group builds links between emerging leaders across the United States. The events the leaders plan each year bring the youngest generation of aviation professionals together and helps connect them with industry veterans in environments that encourage mutually beneficial transactions of knowledge and ideas.





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Students explore the show floor during the 2017 Careers in Business Aviation Day at NBAA-BACE.



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The industry's young talent connects at the 2016 YoPro Networking Session at NBAA-BACE.

Professional mentorships are another proven way to develop talent and guide people to successful careers within aviation. Through its Mentoring Network, NBAA matches industry veterans with individuals exploring opportunities in business aviation.

The initial group of mentees includes students trying to enter a business aviation career and people already in the industry looking to make a step up or change, such as transitioning to a new role, moving up from a turboprop to a jet or beginning international operations.

Industry response to the pilot programme has been enthusiastic, and the association is planning to do a full nationwide launch of the programme in 2019.

Around the world, more entrepreneurs and companies are utilizing business aviation than ever before. With this increased prominence comes expectations of excellence in all facets of business aircraft operations.

NBAA is dedicated to ensuring that the business aviation workforce continues to meet these expectations.

The association's investment in recruiting, retention and training efforts is essential to not only giving talented personnel the tools they need to succeed, but also to making sure the next generation is prepared to meet the high standards demanded of modern aviation. <sup>TR</sup>

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