

## Aircraft Ground Handling Training Guide

1. Aircraft Ground Handling Training is now available online and it works well with most dial-up and broadband internet service providers. To date, more than 1,500 members have successfully completed the online course. However, we have encountered some specific problems that we have no control over at NHQ. For example, if you are trying to access the video from your workplace, your network administrator may have certain firewall restrictions in place that will prevent you from viewing the video. Contact your office's network administrator for help when this happens. Additionally, a small number of users, specifically those with dial up connections or some slower speed modems, may still encounter problems downloading the video. If this is the case, we recommend that you hold a classroom training session. For these situations, a member who has a high-speed internet connection can download the video and save it to a disk or memory stick for use in the classroom on a computer with a projector. Use the "Download video" option under CAP Multimedia – Video Courses to download the video file you will need.
2. We do know that Windows Media Player works best with this video. You may download the most recent version at:  
<http://www.microsoft.com/windows/windowsmedia/download/AllDownloads.aspx> .  
  
Mac users can download the viewer at:  
<http://www.microsoft.com/windows/windowsmedia/player/wmcomponents.msp>
3. Members who complete the training online automatically have their training recorded in eServices. You can also record completion of group training in the Ops-Quals application in eServices. Use the the Multi-Person Achievement form under the Emergency Services -->Operations Qualifications (restricted)-->Emergency Services-->Multi-Person Achievement. The first item on the drop down menu for the achievement/task is "Aircraft Ground Handling." **Note: Only Commanders, Safety Officers, Operations Officers and Emergency Services Officers who hold these duty positions as listed in eServices will be able to manually enter training completion.**
4. To determine who has not completed the ground handling video course, use the "Missing Ground Handling Video" report in the reports section of Ops-Quals (restricted) -->Reports. This report lists all those people in a unit who have completed it as well as those who have not taken it. It only lists those people who are required to complete the training as outlined in Gen Courter's 30 Mar letter.
5. Training completion for individual members is documented in the Member Qual/Achv report under the CAP VFR Pilot subheading (even if the person is not a pilot) and the Member Search report under the Training tab --> Professional Development Section.
6. Although not required, you may print a certificate documenting successful completion of your training for your records. It was not initially available but everyone who has successfully completed the course may now print a certificate if desired. To print your certificate, go to the CAP Multimedia link under CAP Utilities. If you have successfully completed the course you will see the "Print Certificate" option there. You will only be able to print your own certificate and you will not see the "Print certificate" option unless you have successfully completed the course. **Note: You must have Adobe Acrobat Reader to view and print the certificate. You can download Adobe Acrobat Reader under the Downloads section of eServices.**