



**МИНИСТЕРСТВО ТРАНСПОРТА
РОССИЙСКОЙ ФЕДЕРАЦИИ
(МИНТРАНС РОССИИ)
ФЕДЕРАЛЬНОЕ АГЕНТСТВО
ВОЗДУШНОГО ТРАНСПОРТА
(РОСАВИАЦИЯ)**

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Руководителям межрегиональных
территориальных управлений воздушного
транспорта

Руководителям авиакомпаний и
авиапредприятий (по списку)

07.05.2020 № _____ Исх-19103/03

На № _____ от _____

Уважаемые коллеги!

В Федеральное агентство воздушного транспорта поступило информационное письмо от организации “LEONARDO Helicopters” о возможности поддержки своих клиентов в условиях распространения коронавирусной инфекции.

Прошу проинформировать подведомственные Вам авиакомпании и авиапредприятия, эксплуатирующие вертолеты AW109, AW139 и AW189 вышеуказанного производителя, а также организации по ТО, имеющие сертификат на выполнение технического обслуживания данной техники.

Приложение: письмо “LEONARDO Helicopters” в 1 экз. на 25 л.

Начальник Управления поддержания
летной годности воздушных судов



В. В. Кудинов

Абрамов М. А.
+7(495) 645-85-55 доб. 5343

Sesto Calende, 15 April 2020

Prot. n° TQ-2020-064-AC
Training Academy
Ref. Approval: 10/3

To: Alexander Neradko
Head of the Federal Agency for Air Transport
**Federal Air Transport Agency of the
Russian Federation Ministry of Transport**
37, Leningradsky prospect,
A-167, GSP-3, 125993
Moscow (Russian Federation)

Copy to: P. Petrosso, S. Caporale, S. Giorgino

SUBJECT: Theoretical knowledge training in “livestreaming” “LEONARDO S.p.a. – Helicopters” – FATA Approval 10/3

Esteemed Authority,

this letter is to inform FATA of the initiatives taken by the organization “LEONARDO Helicopters” in order to continue to support its customers all over the world, notwithstanding the adversities and restrictions caused by the Covid-19 Pandemic. The safety measures imposed by the Italian Government and Ministry of Health have heavily impacted the training activities of “LEONARDO Helicopters”: classroom training and also training with FSTDs have been stopped in Italy and in the satellite centers of the Organization. At the moment, there is no sound forecast for the complete re-start of the activities.

Therefore, in terms of theoretical knowledge training for pilots and technicians the Organization has been working, since the beginning of March, to deliver theoretical training in videoconferencing mode using a virtual classroom (“livestreaming”). The use of the “live streaming” mode for the delivery of courses differs from the traditional one in the fact that the attendees are not physically present in the classroom but they benefit from the remote “live” lesson given by an instructor; the instructor and the students interact at the same time. Everything else remains unchanged: instructors, teaching materials, lesson plans, interaction instructor-attendees, etc.

Leonardo - Società per azioni
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Piazza Monte Grappa, 4 - 00195 Roma - Italy
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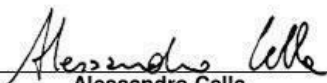
Company Share Capital € 2,543,861,738.00 fully paid up
Tax Code & Company Register no. 00401990585
VAT no. 00881841001
R.E.A. no. 7031

This means of providing instruction was already discussed and refined with the support of Italian CAA that granted the approval until the end of the emergency, as per attachment 1, for pilot training. Concerning technician training, Italian CAA has permitted us to deliver "livestreaming" training as per attached e-mail (attachment 2), in the view to submit at the end of a "trial period the revised ATC documentation. We have already started to deliver "livestreaming" training for four weeks.

As Russian customers are interested in our courses in "livestreaming", we would like to inform FATA that we intend to deliver the theoretical knowledge training courses for FATA licence holder in "livestreaming", until the end of the emergency, unless different directions by FATA. In attachment 3 please find also some more details, such as the instructions for students/instructors and the outcome of the risk assessment.

We are also available to provide any additional details and clarifications.

Yours Faithfully


Alessandro Cella
Compliance Monitoring Manager
Leonardo S.p.A. – Helicopters
Training Academy

- Attachment 1 ENAC ATO approval "livestreaming" and courtesy translation (2 pages)
- Attachment 2: ENAC MTO e-mail and courtesy translation (2 pages)
- Attachment 3: "Livestreaming" documents (19 pages)

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Direzione Operazioni Nord Ovest

Spett.le

Leonardo S.p.A. HELICOPTERS

pec: elicotteri@pec.leonardocompany.com

c.a. Mr A. CELLA alessandro.cella@leonardocompany.com

p.c. Direzione R.P.O.- Funzione Organizzativa Personale di Volo

Subject: Certificate IT.ATO.002 – Request of temporary authorization

With reference to your ENAC-PROT-13/03 / 2020-0030202-A application and in consideration of the D.P.C.M. of 9 March 2020, the use of the "Theoretical Type Training delivered in Live Streaming / Videoconferencing" system is approved with the following limitations:

1. Authorization limited to April 3, 2020 and in any case until the end of the "coronavirus emergency";
2. exclusion of theoretical courses already approved in distance learning;
3. FCC access also guaranteed to the ENAC surveillance team during the lessons;
4. ability of teacher / students interaction and document projection;
5. ability to see all connected users simultaneously;
6. ability to record duration and attendance as indicated in the approved manuals

Cordiali saluti

Il Direttore

Ing. Salvatore MAUTESE

(documento informatico firmato digitalmente
ai sensi dell'art. 24 D.Lgs. 82/2005 e ss.mm.ii.)

CD/

Spett.le
Leonardo S.p.A. HELICOPTERS
pec: elicotteri@pec.leonardocompany.com

c.a. Mr A. CELLA alessandro.cella@leonardocompany.com

p.c. Direzione R.P.O.- Funzione Organizzativa Personale di Volo

Oggetto: Certificato IT.ATO.002 - richiesta autorizzazione temporanea.

Con riferimento alla vs domanda ENAC-PROT-13/03/2020-0030202-A e in considerazione del D.P.C.M. del 9 marzo 2020 si approva l'uso del sistema "Theoretical Type Training delivered in Live Streaming/Videoconferencing" con le seguenti limitazioni:

1. Autorizzazione con durata limitata al 3 aprile 2020 e comunque fino al termine "emergenza coronavirus";
2. esclusione corsi teorici già approvati in distance learning;
3. accesso in FCC garantito anche al team di sorveglianza durante lo svolgimento delle lezioni;
4. capacità di interazione docente/allievi e di proiezione documenti;
5. capacità di vedere contemporaneamente tutti gli utenti collegati;
6. capacità di registrare durata e presenze come indicato nella manualistica approvata.

Distinti saluti

Il Direttore
Ing. Salvatore MAUTESE
(documento informatico firmato digitalmente
ai sensi dell'art. 24 D.Lgs. 82/2005 e ss.mm.ii.)

CD/



From: Narciso, Eugenio <e.narciso@enac.gov.it>
Seny: Sunday 29 March 2020 11:34
To: Cella Alessandro
Cc: Dallan Annamaria; AWTA Training Quality; Petrosso Paolo; Giorgino Stefano; Enrico Ciorba; Ruggiero Sepe; Claudia Failla
Subject: Re: Start courses in Livestreaming

Good morning,

as per additional clarifications sent with mail dated 23rd and 26th March, no objection to start courses in Livestreaming for organization IT.147.0002 starting from March 30th.

As per verbal agreement, at the end of the first course delivered, the Organization will submit a dedicated report as summary and and collection of the observations and improvement raised during the delivery of the first course, together with a revision of the MTOE (Maintenance Training Organization Exposition) that will take into account this new methodology.

Additional inputs will be shared from the colleagues of ENAC (Italian CAA) (in copy) who are admitted as students to the course in subject .

I take the opportunity to thank the Organization and the possibility offered to our colleagues to attend the AW139 course.

Kind regards

Ing. Eugenio Narciso



Process Manager Coordinamento Settore Aviazione Commerciale e Addestramento Naviganti Ala rotante

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Paratore Fabio

Da: Narciso, Eugenio <e.narciso@enac.gov.it>
Inviato: domenica 29 marzo 2020 11:34
A: Cella Alessandro
Cc: Dallan Annamaria; AWTA Training Quality; Petrosso Paolo; Giorgino Stefano; Enrico Ciorba; Ruggiero Sepe; Claudia Failla
Oggetto: Re: Inizio corsi in Llivestreaming

Buongiorno,

sulla base delle integrazioni trasmesse con vs. mail del 23 e del 26 marzo, nulla osta all'avvio dei corsi in Llivestreaming per la IT.147.0002 a partire dal 30 c.m. .

Come da intese, al termine del primo corso, codesta organizzazione produrrà dedicata relazione per la consuntivazione e raccolta delle eventuali osservazioni emerse durante lo svolgimento insieme ad una revisione di MTOE per includere tale modalità.

Ulteriori elementi verranno dall'esperienza dei colleghi ENAC (che leggono in copia) ammessi alla partecipazione.

Colgo l'occasione per ringraziarvi per l'opportunità e la disponibilità dimostrate nell'ammettere i colleghi al corso AW139.

Cordiali Saluti

Ing. Eugenio Narciso



Process Manager Coordinamento Settore Aviazione Commerciale e Addestramento Naviganti Ala rotante

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Risk Assessment (RA) for the provision of theoretical courses in "Live streaming" mode

Date: 11th March 2020

Subject: Following the current Covid-19 outbreak and according to the related safety measures, Leonardo Helicopters Training Academy (LHTA) stopped the delivery of the following theoretical training courses from 24/02/2020:

- SC_20_0363 - AW139 (PWC PT6-67C) AIRFRAME MAINTENANCE TYPE TRAINING COURSE Cat. B1.3 – Theoretical Elements
[3 settimane di corso da completare]
- SC_20_0414 - AW139 (PWC PT6-67C) Airframe and Avionic System Maintenance Type Training Course-(Cat. B1.3+B2)-Engine Included - Theoretical Elements
[4 weeks of course to complete]
- SC_20_0446 - AW189 Airframe Maintenance Type Training Cat.B1.3 (Engine Included) - Theoretical elements
[3 weeks of course to complete]
- SC_20_0287 - AW109E-S-SP (PWC PW206/207) Avionic Systems Maintenance Type Training Course Cat.B2 – Theoretical Elements
[1 week of course to complete]

In addition, the persistence of the emergency health condition is having serious impacts on the planned courses.

Given the current scenario, the need to complete the training courses already started and not completed, and to ensure business continuity, LHTA intends to make use of the available technology to provide theoretical courses also in "live streaming" mode.

This document intends to assess the risks associated with the use of this method of delivering of theoretical courses and identify the necessary measures to ensure a standard equivalent to that provided by the traditional "lesson in attendance" method.

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Information collected for evaluation: Regulations (EU) no. 1321/2014 (Continuing Airworthiness Regulation) and n. 1178/2011 (Aircrew Regulation), applicable respectively to the MTO and ATO, do not regulate the use of the "live streaming" mode for the delivery of courses.

However, in the Subpart ORA.ATO of the Aircrew Regulation (ref. AMC1 to ORA.ATO.305) it is specified that:

"Classroom instruction delivered by an instructor to a student may include videoconferencing appropriate to the task if the necessary level of communication is ensured and appropriate equipment and tools are available"

Therefore, the "live streaming" mode is, according to the Regulator, compared to the classroom instruction, provided that the necessary communication level and the availability of adequate equipment and tools are ensured.

The new multimedia classrooms in use by LHTA are equipped with state-of-the-art technology (see attached document "Management of virtual classroom") which allows to carry out distance lessons, in "live streaming" with the possibility of sharing the contents displayed on the smartboards available in the classrooms.

Regarding the method of conducting the theoretical exams, regardless of the area (ATO or MTO), the current regulations provide that these are carried out exclusively in the locations identified in the approved manuals. This method must be ensured regardless of how the course is delivered: "face-to-face/in presence" or "live streaming".

Identified risks: The use of the "live streaming" mode for the delivery of courses differs from the traditional one (in presence) mainly in the fact that the attendants are not physically present in the classroom but they attend the "live" lesson remotely.

Everything else remains unchanged (instructors, teaching materials, lesson plans, instructor-attendees interaction, etc.)

Therefore, the risks identified in the delivery of courses are the following:

- lack of or inadequate knowledge of the tools / equipment to be used for the delivery of the course in "live streaming";
- confirmation of the actual attendance by the attendees;



- device used by the attendee inadequate to attend the lessons properly (eg device that does not meet the minimum system requirements);
- poor audio / video quality due to a slow network connection;
- loss of connection during the lessons;
- inadequate environment in which the attendee receive the training (eg presence of distractions, noises);
- too many participants that does not allow adequate management of the virtual classroom by the instructor;
- the maximum allowed time zone offset between instructor's and student's location is ± 4 hours from the instructor's time zone.
- protection of intellectual property.

As regards the conduct of the examinations, which as mentioned will continue to be carried out exclusively at the approved locations identified in the approved manuals of the ATO and MTO organization, the identified risk concerns the risk to be infected by COVID-19 virus.

Mitigation of the identified risks: In order to mitigate the risks referred to in the previous points and to ensure that the quality of the lessons delivered in "live streaming" mode is equivalent to those "Face-to-face/in presence ", the following measures are identified:

- all personnel identified to give instruction in "live streaming" mode will undergo specific training on the correct use of the equipment and tools of "MS Teams";
- before starting the lesson, and after each break, the instructor must verify the presence of the participants through the recognition of the attendees via webcam; the records of presences and absences must be carried out in the same way as for the "in presence" lessons.
- The following information will be provided to all attendees of the live streaming courses:
 - the minimum requirements that must be met by the device to be used for the "live streaming";
 - internet connection requirements;
 - environmental requirements (free of noise, distractions);



- instructions to attend the lessons (e.g., use of PCs, webcams), as per document “System Requirement for Attending Events through Microsoft Teams”;
 - attendance rules (e.g. acceptable delay on the start of the lesson, notification of absences and early disconnections)
 - the procedure to be adopted in case of technical connection problems.
- The maximum number of participants in the "live streaming" sessions, in order to ensure the correct management of the virtual classroom by the instructor, is 12 students;
 - The maximum time difference between the teacher's location and the student's location, in order to ensure learning effectiveness is set at ± 4 hours.

Concerning the risks associated with the execution of the examination (risk of being infected by COVID-19 virus) carried out at the LHTA or customer premises (in accordance with approved procedures) and in areas at risk of contagion, the following mitigations have been identified:

- in the classroom where the examination takes place (as listed in the ATO manual or MTOE, as applicable) a minimum safety distance of at least 2 meters between one candidate and the another must be ensured; in any case, no more than 6 candidates will attend the examination at the same time;
- at the end of each examination session, the room used must be sanitized and disinfected.

These measures regarding the execution of the examinations must be applied until the end of the emergency COVID-19 is declared.

When the candidate enrol into the “live streaming” course, he will accept to be filmed through his own webcam and to be viewed by the other participants and he also accepts the NDA (Non Disclosure Agreement), as mitigation in terms of safeguarding the intellectual property of LHTA, as per instructions received.



Conclusions: As a result of the analysis, the implementation of the mitigation measures identified above allows the courses to be delivered also in "live streaming" mode, ensuring a standard equivalent to that envisaged for the course " face-to-face/presence" mode.

For Approval

For Approval:

S. Giorgino
Training Manager

S. Caporale
Head of Training

For validation :

For validation:

R. Bonantini
Safety Manager

A. Cella
Compliance Monitoring
Manager/ Quality Manager

Courtesy translation

Management of virtual classroom

System Description

In order to use the "Virtual Classroom" system, Classrooms of the LHTA shall be equipped as follows:

- Personal Computer with microphone, webcam and internet access (ADSL connection or faster), dedicated to the Theoretical Knowledge Instructor (TKI);
- secondary monitor of at least 18 inches, which allows TKI to see the students remotely connected;
- additional camera filming the whiteboard when necessary and show the spare parts;
- application that allows adequate instructor-student interaction and the instructor to share, with a good level of quality, the audio and video content of the lesson.

The selected software is Microsoft Teams (MS Teams), which allows communities, groups, or teams to join through a specific URL or invitation sent by a team administrator or owner. It is widely used by universities to perform on-line real time teaching sessions.

The system is laid in such a way that a technical problem of any user, even the TKI, does not affect the other users, and the virtual classroom is always available.

The student, in order to connect and attend to the lessons, needs the following equipment:

- Personal Computer/Tablet, with at least 10 inches screen size, with audio system, microphone, webcam and internet access;
- headset or earbuds;
- Internet connection via ADSL line (with or without WiFi).

Note: the connection via USB device is not recommended and is allowed only in case of emergency.

Further details about minimum and recommended system's requirements are provided in the "System Requirement for Attending Events through Microsoft Teams" document available for every attendee.



The "Virtual Classroom" system, allows everybody to interact with each other. So, the remotely connected students can interact with the virtual classroom, rising questions to the TKI (even with chat tool) and answering to questions.

Moreover, the system allows the recording of the lessons, and permit the students to rehearse the past lessons.

This software is extremely user-friendly; the "How to use MS Team" guide is provided to all attendees before the course start date.

Moreover before the course start date, the expected attendees are encouraged to join a virtual test class to check whether the attendee's equipment is working as it should and familiarize with the MS Teams user interface.

The system accepts up to 250 users per virtual classroom, of which one must be the TKI. However, in order to ensure a proper management of the virtual classroom, maximum 12 attendees are allowed.

LHTA in any case and in any moment, grants a dedicated connection to the Authority (the authority)

Instructors familiarization training

The Lesson in "Virtual Classroom" must be held by a qualified TKI.

To be qualified every TKI must attend a familiarization training on the use of the MS Teams before commencing to teach.

The topics in the training must include the:

- instruction guide to the new system and
- best way to zoom on the spare parts with the camera in order to show them to the attendees (if necessary).

Virtual lesson rules

- before the course start:
 - email and telephone contacts of the attendees shall be available; this in order to get in touch with them in case of any technical issue;
 - the following information shall be provided to the attendees:



- the minimum requirements for the device used by the participant to follow the video conference lessons;
 - connection requirements;
 - the requirements for the accommodation environment; it shall be maintained such that students are able to concentrate on their studies, without undue distraction or discomfort;
 - instructions on how to access the virtual classroom, including the procedure to be adopted in case of technical connection problems;
 - the rules to be followed (delay tolerated on the start of the lesson, notification of absences and early disconnections);
 - Non-Disclosure Agreement (NDA).
- before starting the lesson, and after each break, the instructor must verify the presence of the participants through the recognition via webcam;
 - the registration of presences and absences must be carried out in the same way as for the classroom lessons;
 - the maximum number of daily training hours shall be the same provided for classroom lessons;
 - the maximum allowed time zone offset between instructor's and student's location is ± 4 hours from the instructor's time zone.
 - The maximum allowed student per virtual classroom is 12;
 - for anything not specified, rules already in use for classroom lesson are applied.



Lesson Execution

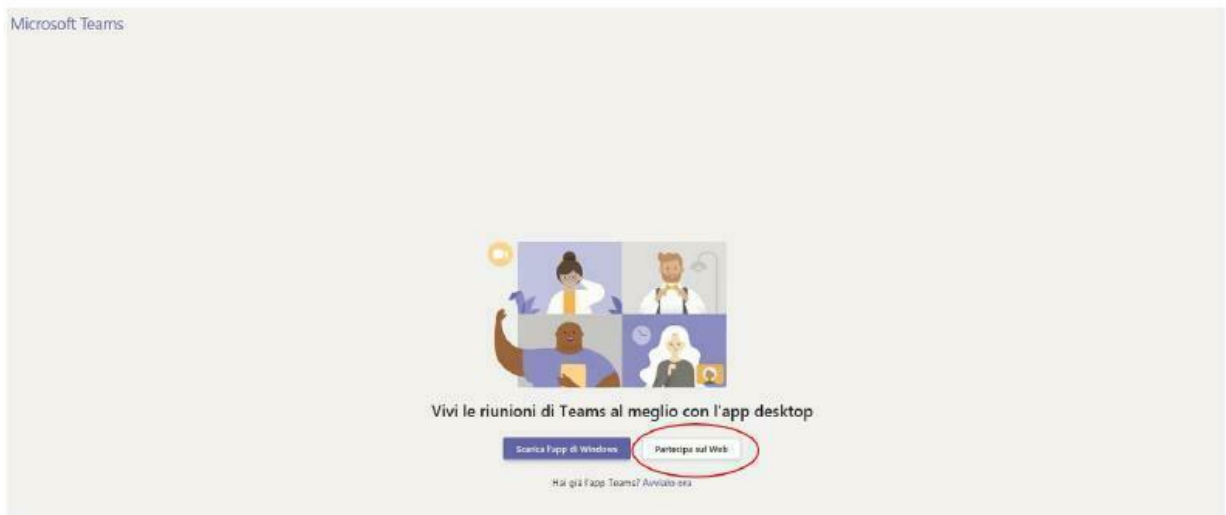
Before the course start, the TKI sends expected attendees a message by email to invite them to “virtual classroom”. They’ll automatically get an email invite and a notification.

In order to join the virtual classroom, they have to:

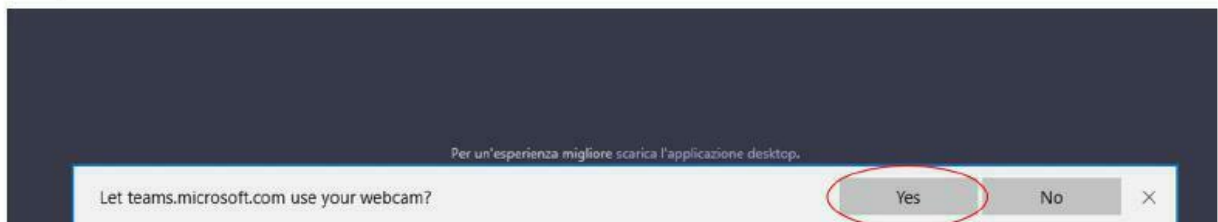
Step 1: Click on the link sent by Instructor :

Join Microsoft Teams Meeting

Step 2: If you are using a web browser, click here:



Step 3: Grant access to the webcam:



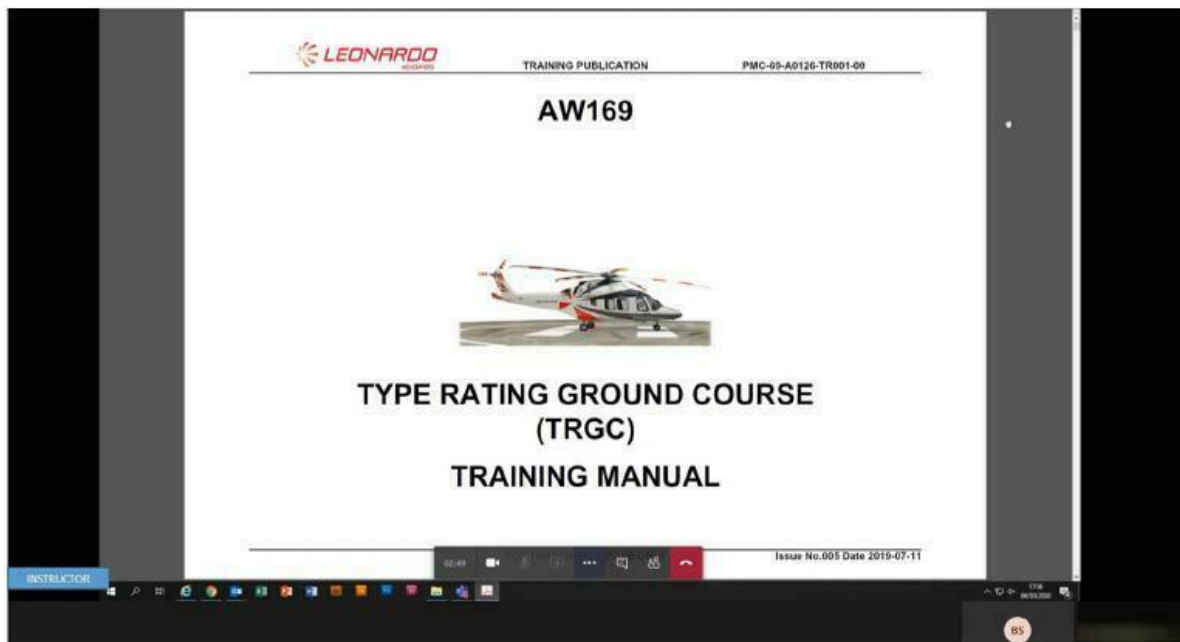


Step 4: Type your name, surname and then click on "Join"



Step 5: Once admitted by the instructor, you are in.

The virtual classroom will appear as follows:

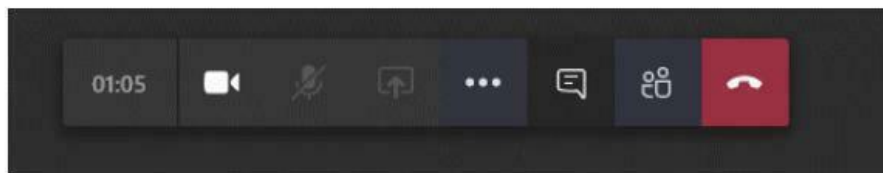




The list of the attendees is shown as follows:



The student can interact with the TKI and the classroom by the following indicators/ tools:



Moreover, the student has the possibility to verbally interact by the microphone, and the possibility use the chat.

At the end of the lesson, it is necessary to log-out.

In case the student is not able to start or complete a lesson by the "virtual classroom" system, that lesson will be considered not attended.

System Requirement for Attending Events through Microsoft Teams

Computer, Tablets

Microsoft Teams is supported on most of the operating systems and devices.

To attend a live session you can use one of the following devices:

- Laptop or desktop computers running Windows:
This includes Windows 7, Windows 8 and Windows 10.
- All Apple computers running MAC OS 10.8 and above.

We highly recommend the installation of the application “Microsoft Teams”, available through this link: <https://teams.microsoft.com/downloads>

Supported web Browser: Microsoft Edge, Google Chrome and Mozilla Firefox.

- All Android based tablets or phones running an Android version 7 and above.
- All iOS devices - iPhone, iPad and iPod running iOS13 and above.

For iOS and Android devices it is required to install the mobile App “Microsoft Teams” available through the public stores.

Network and Connection & Bandwidth Considerations

For a live session, it is required a reliable internet connection.

We recommend an ADSL or a faster connection.

If you share your internet connection with other home or office users please make sure there is at least 5 mbps bandwidth available for your live session.

The bandwidth requirements are not dependent on the number of attendees in the live.

Audio Communication

Live sessions include audio communication.

To be able to listen you need to have speakers or headphones attached to your device.

If you are going to speak in a live session you will also need a microphone.

While currently most devices have built-in microphones and speakers **we strongly recommend using a headset or earbuds instead of built-in or loud speakers.**

Using loud speakers may cause echo for everyone else in your live session at times when you are also using your microphone.

Webcam

You will also need a webcam. Most devices already have built-in web cams. You may use that or any webcam attached to your computer. We recommend that you make sure your computer has the most up to date drivers installed.

Gain access to Microsoft Teams from a PC/tablet equipped with microphone and webcam and enabled to browse the internet(*)


Security Notice

The use of Microsoft Teams must be in compliance with local IT Security policies and procedures.

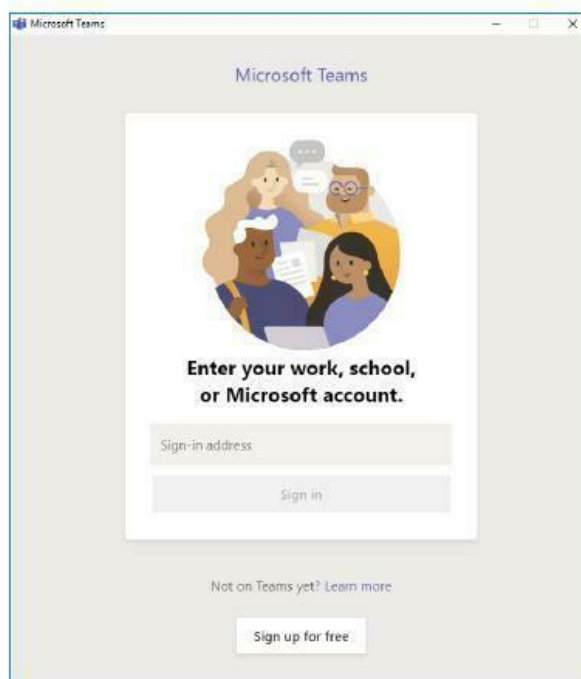
() this access could be limited by firewall, proxy or other IT Security policies*

User guide

Step 1: Download Microsoft Teams

PC /MAC	iOS Device	Android Device
<p>Click here: https://teams.microsoft.com/downloads</p> <p>Then click on: "Download Teams"</p> 	<p>Click here: https://aka.ms/iosteam</p> <p>and install the App</p>	<p>Click here: https://aka.ms/androidteams</p> <p>and install the App</p>

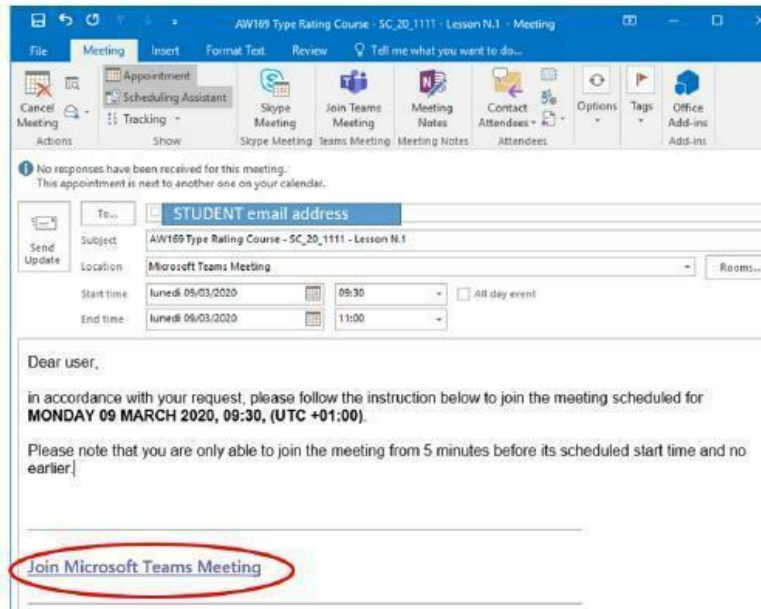
Once opened the installed application, it will ask you to gain access or to create a free account.



**It is not needed to perform the actions above.
You can gain access to the lessons as “guest”.**

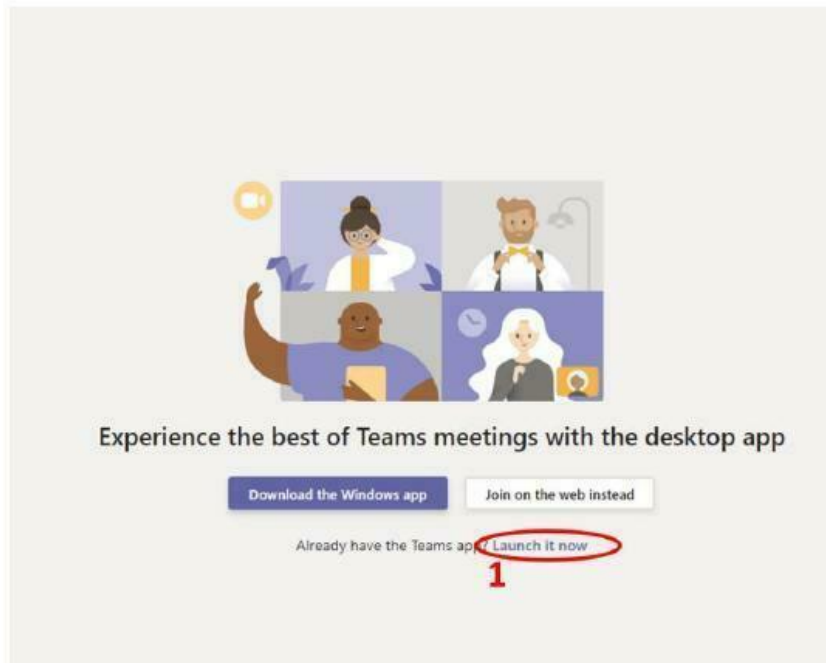
Step 2:

Click on the link sent to you by LHTA



Step 3:

Click on “Launch it now” that will appear on the default web browser:



Step 4

If the following pop-up appears, click on “Open Microsoft Teams”:

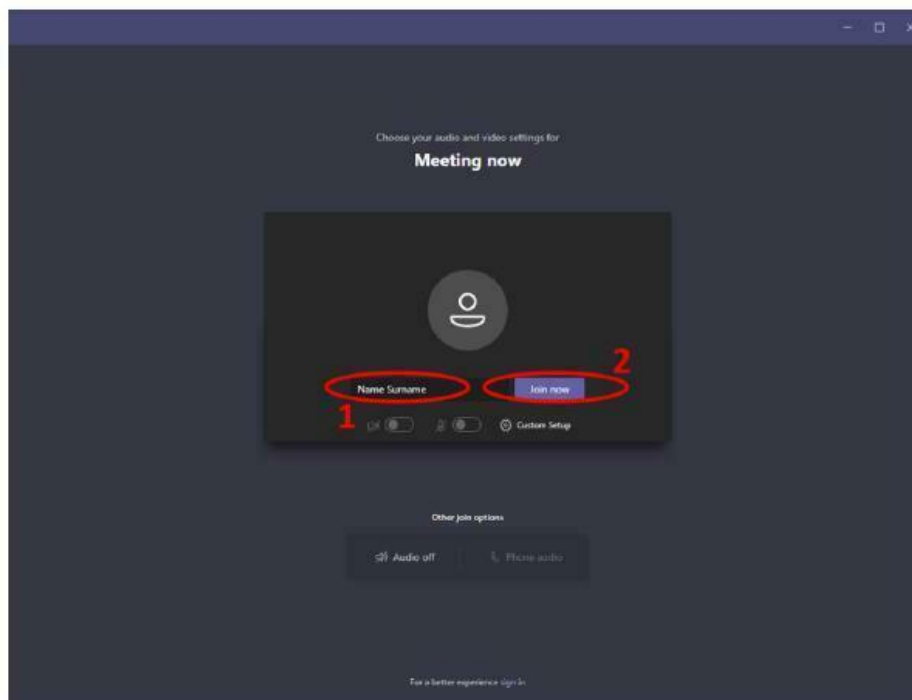
Open Microsoft Teams?

<https://teams.microsoft.com> wants to open this application.



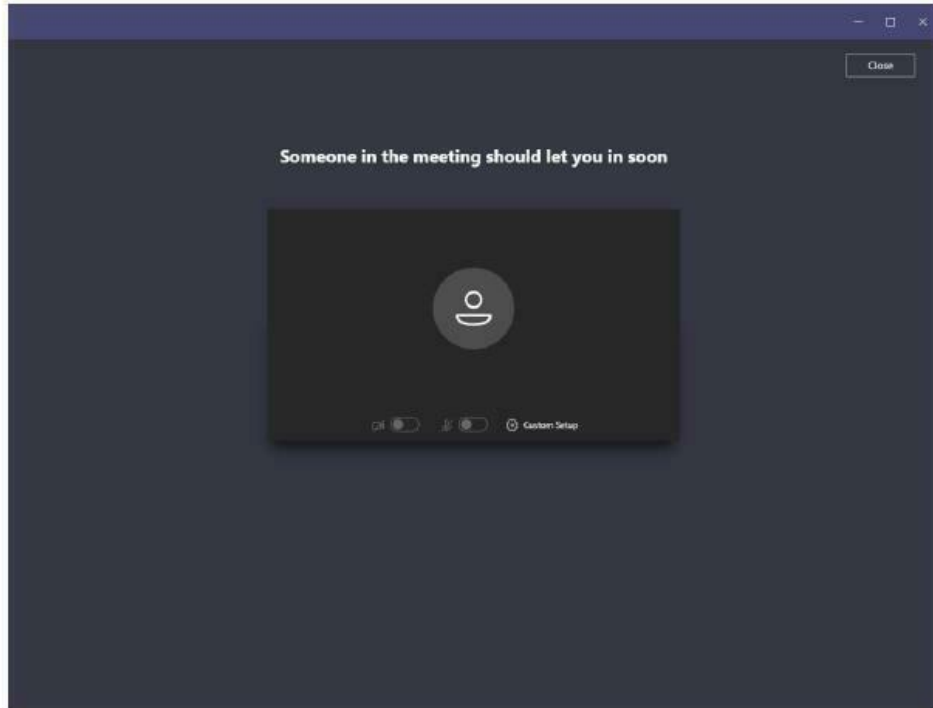
Step 5:

Type your Name and your Surname and then click on "Join Now"



Step 5:

Wait the admission:

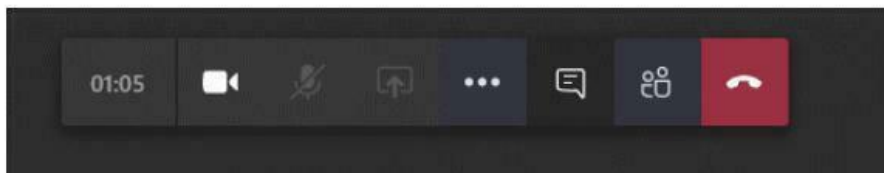


Step 7:
You are into the conference:

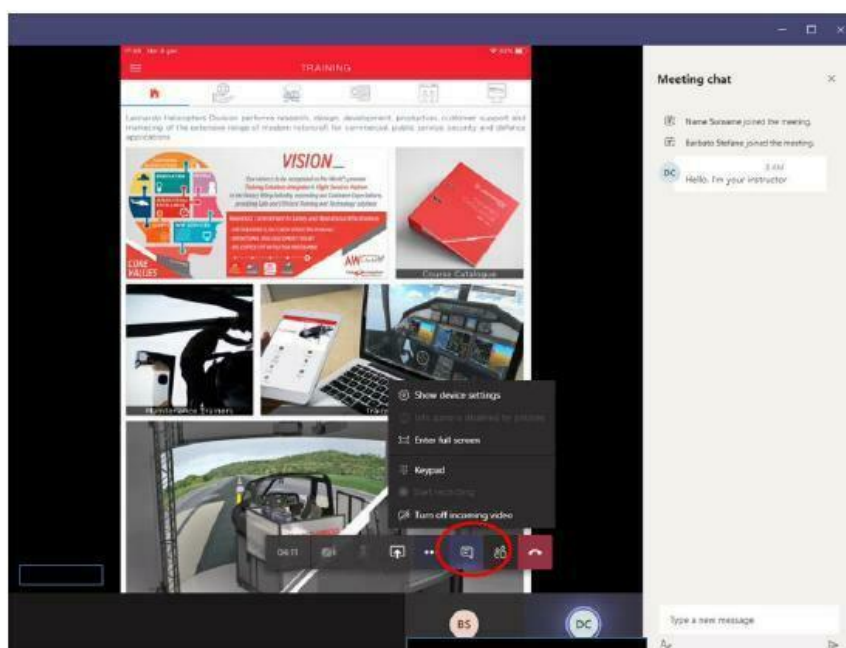


Useful info:

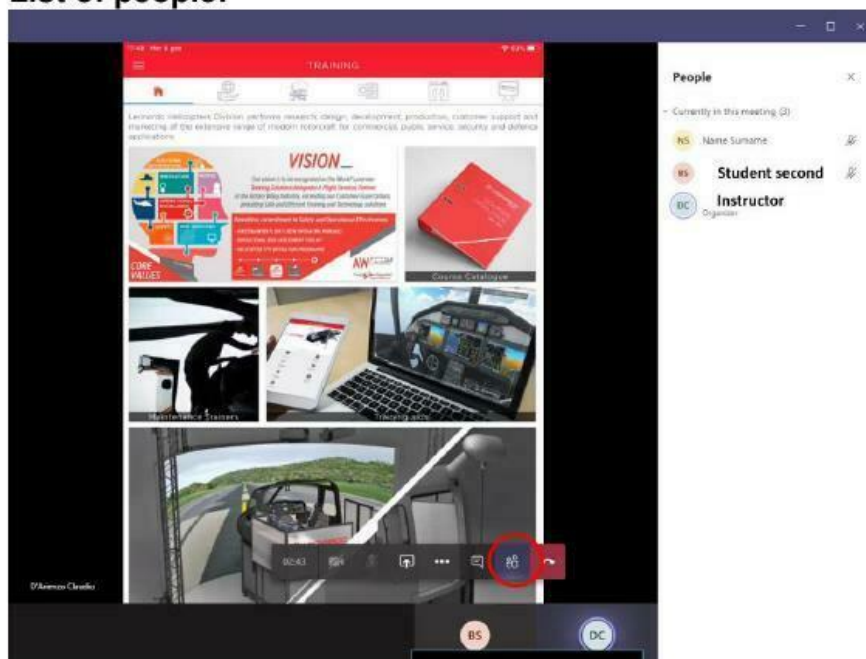
The student can interact with the instructor and the classroom by the following indicators/tools:



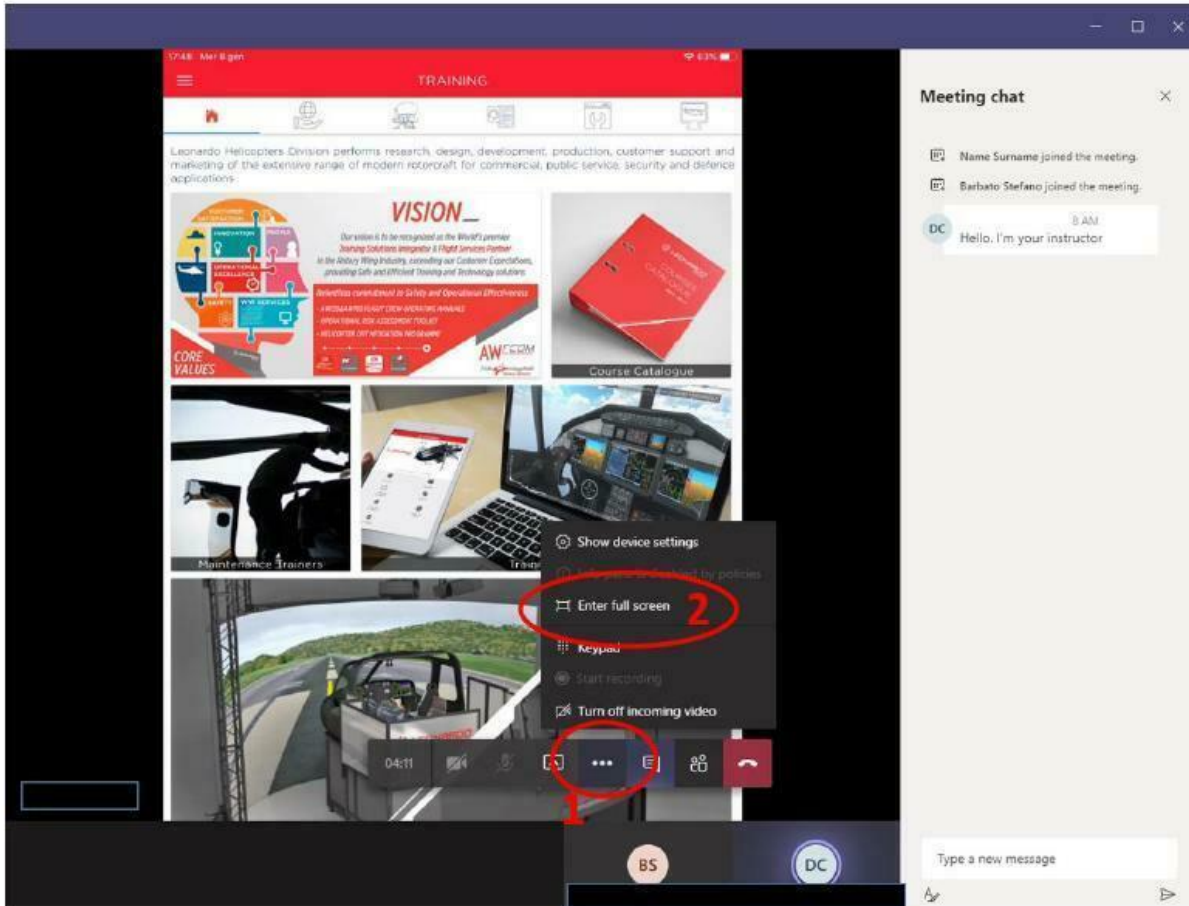
Meeting Chat:



List of people:



Enter Full screen mode:



Mute/unmute:



Leave the conference:



Лист согласования к документу № Исх-19103/03 от 07.05.2020. В ответ на № ВХ-35079 (16.04.2020)
Инициатор согласования: Абрамов М.А. Ведущий консультант отдела технического развития управления
поддержания летной годности
Согласование инициировано: 07.05.2020 11:11

ЛИСТ СОГЛАСОВАНИЯ

Тип согласования: **смешанное**

№	ФИО	Срок согласования	Результат согласования	Замечания/Комментарии
Тип согласования: последовательное				
1	Тарасенко А.Я.		Согласовано 07.05.2020 11:54	-
Тип согласования: последовательное				
2	Кудинов В.В.		Подписано 07.05.2020 13:08	-