

**Professional Standards
(Basics)
Your Comprehensive Introduction**

Your ALPA Professional Standards Committee Defined

- The ALPA Professional Standards Group is one of five Pilot Assistance groups within the new Air Safety Organization.
- The Local MEC Pro-Stans group is designed to provide peer level support.

The Professional Standards Profile

- Confidential
- Neutral
- Non-Judgmental
- No Written Records maintained

The Fundamental Focus of Professional Standards

- To promote safety
- To provide guidance for professional conduct within the ALPA Code of Ethics
- To promote unity
- To mentor other pilots
- To offer conflict resolution

The Process of Professional Standards

- Cases generated for resolution are initiated by:
 - The Individual Pilot
 - Union Leadership
 - Other Committees within the Union
 - Other Employee Groups
 - Management

The Procedures of Professional Standards

- Policies and procedures are clearly defined in the;
 - ALPA Professional Standards policy manual.
 - The Case guide and checklist
 - The ALPA Code of Ethics
 - Specific carrier addendums approved by the MEC and the National ALPA Pro-Stans Chair
 - Letters of Agreements between the Union, Professional Standards Committee and the individual carrier

Typical Casework Handled by Pro-Stans

- Cockpit Management Style (CRM)
- Crew Communication/Coordination Issues
- Personality Conflicts
- Non-SOP Operations
- Captain's Authority

Captain's Authority

Cases that CANNOT be handled by Pro-Stans

- Matters relating to grievances
- Actions resulting in FAA violations
- Substance abuse problems
- Medical problems
- Legal problems
- Piloting proficiency problems

The Pro-Stans Committee may re-direct cases to:

- Aero Medical - HIMS - Pilot Assistance
- EAP Programs
- Safety
- Training Committee
- Critical Incident Response
- MEC - LEC Officers
- ALPA Legal

Effective Pro-Stans Techniques

While Gathering the Facts:

- ▶ Use the Case Receipt Checklist
- ▶ Maintain confidentiality
- ▶ Remain neutral and non-judgmental

A STRONG word about Confidentiality

- ▶ Without it - the phone stops ringing
- ▶ There is ONLY ONE REASON to “bend” the rules of Confidentiality ... When an Immediate Threat to Flight Safety exists!

Provide a Proper Forum for Problem Resolution

- Be a good listener
- Be evenhanded and not heavy handed
- Encourage problem recognition and individual responsibility

Proper Phone Etiquette

- Identify Yourself
- State Who You Represent (ALPA Professional Standards)
- Be Aware Of Time And Time Zone
- Set Specific Time For Follow Up Call
- Thank The Person For Sharing Their Concerns With Professional Standards

Know what's in your "Pro-Stans Toolbox"

- ALPA Professional Standards Policy Manual
- The ALPA Code of Ethics
- Case Receipt Checklist