

Develop Active Leaders & Accelerate Operational Excellence

Designed to support and guide those taking the step into their first or a higher leadership position, this 6-month mentoring package supports leaders through critical career transitions while maintaining organisational performance. Mapped to EASA NPA 2023-01 and ICAO Doc 10106 competency standards, the programme combines 1:1 mentoring with formal professional qualifications across three leadership tiers.

Core Curriculum Breakdown

Level 1: New Supervisor / Team Leader (Includes Level 2 Diploma in Team Leading)

- Leadership Foundations & Branding: Personal branding, leadership styles, time management, making decisions, and understanding and adapting to change.
- People & Relationships: Challenging conversations, team motivation, conflict management, stakeholder relationship management, organisational culture, and wellbeing in the workplace.

Level 2: New Duty Manager (Includes Level 3 Diploma for Team Leaders and Supervisors)

- Management & Operational Execution: Personal development planning, chairing meetings, public speaking, coaching skills, organisational planning, operational strategy, managing data and reports, and problem-solving.
- Governance & Team Dynamics: Equality, diversity, and inclusion (EDI), giving feedback, financial awareness, stakeholder management, cross-team working, performance management, conflict management, change management, organisational culture, and wellbeing at work.

Level 3: New Department Manager (Includes Level 5 Diploma for Operations or Departmental Managers)

- Strategic Leadership: Departmental mission and structures, organisational culture, customer demand and trend analysis, innovation management, and organisational & team dynamics.
- Executive Capabilities: Strategic finance, change management, ethics and values, high-level influencing and negotiating skills, reputation management, stakeholder management, project management, and equality, diversity, and inclusion (EDI).

What You Will Gain?

- Accredited Qualifications: Formal Level 2, Level 3, or Level 5 Diplomas paired with every level of learning.
- Competency-Based Assessments: Built-in evaluation framework designed to future-proof leadership capabilities against EASA NPA 2023-01 and ICAO Doc 10106 standards.

- Fully Managed LMS Access: 6 months of structured learning, research, and self-reflection managed seamlessly online.
- Direct Professional Qualifications: Recognised certifications mapped specifically to Supervisors, Duty Managers, or Department Managers.

Who Should Enrol?

- First-Time Supervisors & Team Leaders: Professionals stepping into frontline supervision seeking structured guidance and a Level 2 Diploma.
- Newly Appointed Duty Managers: Shift and duty leaders transitioning into operational oversight and team management with a Level 3 Diploma.
- New Department Managers: Operational department heads expanding into strategic management, finance, and cross-functional leadership with a Level 5 Diploma.
- Line Managers & Organisations: Aviation companies looking to upskill newly promoted leaders and track active progress via dedicated LMS oversight.

Frequently Asked Questions

Q: How is the 6-month programme delivered?

A: Delivery features fortnightly online 1-to-1 sessions alternated with guided learning, research, and reflective activities fully managed via our online Learning Management System (LMS).

Q: How do line managers track a candidate's progress?

A: Line Managers are given direct access to the LMS platform to review participant milestones, progress, and assessment feedback throughout the 6-month duration.

Q: Are professional qualifications included with each level?

A: Yes. Each level includes an accredited qualification: Level 2 Diploma in Team Leading (Supervisor), Level 3 Diploma for Team Leaders and Supervisors (Duty Manager), or Level 5 Diploma for Operations or Departmental Managers (Department Manager).

For more information, please get in touch with aviation@crosbyaviation.co.uk.

