

## FREQUENTLY ASKED QUESTIONS

# WingMentor FAQ

Date: 2 June 2026

Audience: Pilots, instructors, training managers, and WingMentor test users

## 1. General Questions

### What is WingMentor?

WingMentor is an assessment workbench for instructors who train and assess pilots. It uses audio recordings to support Competency-Based Training and Assessment (CBTA) and Evidence-Based Training (EBT) in a structured, practical, and traceable way, covering competency assessment, evidence capture, instructor observations, trainee progress, and debrief preparation and reporting.

### What problem does WingMentor solve?

It saves hours of classification and detailed report writing for instructors. WingMentor helps training teams move from fragmented notes and informal judgement to a more consistent CBTA workflow. It gives instructors and training managers a clearer way to record and track observations, link them to competencies, identify trends, and support better debriefing and training decisions. Future versions will manage the complete EBT cycle for airlines.

### Who is WingMentor for?

WingMentor is intended for airlines, aviation training organisations, instructors, assessors, training managers, and trainees working within CBTA or EBT-style training environments.

### Is WingMentor a replacement for instructor judgement?

No. WingMentor supports instructor judgement; it does not replace it. The instructor remains responsible for observing performance, making professional assessments, and validating conclusions.

### Does WingMentor make pass/fail decisions automatically?

No. WingMentor structures evidence and supports decision-making, but it does not assign final grades or decide whether a competency was met. Final training, assessment, and progression decisions remain with the qualified instructor, the authorised training organisation and its qualified personnel. WingMentor listens to what the instructor says and then prefills the forms based on the judgement of the instructor.

### Do I need to read the WingMentor Instructor Handbook?

No. WingMentor comes with a Checklist that contains all the relevant data to use the program. The WingMentor Instructor Handbook provides extra information that may be helpful for those that want to dig in deeper.

## Do I have to record each speaker with an individual microphone connected (wirelessly) to a phone or tablet?

No, but this is possible, and it can help when the speakers are otherwise too far from the recording microphone to be captured clearly. In a briefing room or simulator this is typically not required, as the participants are close enough for a single recording microphone to pick everyone up. In an aircraft, the better solution is to connect to the audio box through an adapted headset cable. In some settings, however, individual microphones may be the right choice.

Importantly, WingMentor **does not require** each person to be tied to a specific microphone in order to know who said what. Unlike other recorders, WingMentor is designed to distinguish between speakers even when everyone is captured on the same microphone. The individual-microphone option is therefore only about audio reach and clarity, not about identifying speakers.

## Can WingMentor use aircraft flight data or simulator data to improve its analysis?

We have tested this, along with video recording, and decided against it. Both add considerable complexity and equipment for no tangible benefit. In particular, analysis speed suffers, and nobody wants to wait minutes or more before they can start a debriefing.

A common question is: how does WingMentor know that, for example, speed control on final was poor? The answer is simple - because the instructor says so, and WingMentor records it. The natural follow-up is: what if the instructor does not mention it? Then there is indeed a gap, but that is true of any system. Even a far more complex setup built on flight or simulator data cannot capture an observation the instructor never makes. We place the instructor where he or she belongs: at the centre of the training experience.

Some simulators produce useful graphics or video recordings. Our advice is to discuss these during the debriefing; WingMentor will capture the associated competencies for you automatically.

Our approach is deliberate: keep it simple, usable, and fast. That is what makes WingMentor effective in real life.

## 2. CBTA and Training Methodology

---

### What does CBTA mean?

CBTA stands for Competency-Based Training and Assessment. It is a methodology that focuses on observable behaviours and competencies rather than only on task completion or flight hours. Classic task-based training defines training exercises based on passed events and experiences. Competency-Based training trains competencies so that the pilot is ready for new and unique scenarios that may happen in the future.

### Which competencies can WingMentor support?

WingMentor can support the aviation competency frameworks used by a training organisation, including technical and non-technical competencies. The exact competency model can be configured to match the organisation's approved methodology. The full ICAO CBTA framework is included as standard.

## Can WingMentor support evidence-based training?

Yes. WingMentor is intended to support structured evidence capture, trend visibility, and debrief preparation, which are useful in evidence-based training environments. Versions of WingMentor currently under development can manage the complete EBT cycle from safety data ingestion, to training need analysis (with competency mapping), to training scenario building, training assignment and a closed feedback loop measuring training effectiveness.

## Can the methodology be customised?

Yes, within the boundaries of the organisation's approved CBTA and/or EBT training programme. Competency labels, assessment forms, scenarios, evidence types, and reporting outputs can be adapted to the operating context.

## 3. Using the WingMentor App

---

### What can I do in the WingMentor app?

Depending on your role and release version, the app allows you to review training sessions, capture observations, complete assessment inputs, view trainee progress, prepare debriefs, and access structured training records. The three core capabilities are Competency Assessment, Evidence Capture, and Instructor Debrief.

### Do I need an account?

Yes. Access is controlled by account and role. If you are part of a pilot or beta test group, the account is free and your WingMentor contact will provide account instructions.

### What should I do if I cannot log in?

Check that you are using the email address invited to the test or training environment. If the issue continues, contact your WingMentor administrator or project contact with your name, email address, device type, and a screenshot of the error if possible.

### What information should I include when reporting an issue?

Include what you were trying to do, what happened, what you expected to happen, the date and time, your device and operating system, the app version, and any screenshot or screen recording that helps explain the issue.

## 4. Installing WingMentor on iOS with TestFlight

---

### What is TestFlight?

TestFlight is Apple's official app testing tool. It allows invited users to install and test pre-release iOS apps before they are available in the App Store. WingMentor has not yet been released in the App Store.

## How do I install WingMentor through TestFlight?

1. Open the invitation email or invitation link provided by WingMentor.
2. If TestFlight is not already installed, follow the link to download TestFlight from the App Store.
3. Open TestFlight and sign in with your Apple ID if requested.
4. Accept the WingMentor test invitation.
5. Tap Install next to WingMentor.
6. Once installed, open WingMentor from TestFlight or from your iPhone home screen.
7. Log in using the account details or instructions provided by WingMentor.

## What if the TestFlight invitation link does not work?

Confirm that you are opening the link on the iPhone or iPad you want to use for testing. If the invitation has expired, the beta is full, or the wrong Apple ID is being used, contact the WingMentor project contact and ask for the invitation to be checked or resent.

## Do I need to keep TestFlight installed?

Yes, while you are testing a pre-release version. TestFlight manages beta updates and lets you see whether a newer WingMentor build is available.

## How do I update WingMentor in TestFlight?

Open TestFlight, select WingMentor, and tap Update if a newer build is available. Some builds may expire, so update promptly when WingMentor asks testers to move to a new version. Your data will remain unaffected.

## How do I send feedback from TestFlight?

Open TestFlight, select WingMentor, and use Send Beta Feedback. You can also share feedback through the WingMentor contact or [info@wingmentor.net](mailto:info@wingmentor.net).

## What happens when a TestFlight build expires?

Expired builds can no longer be opened. Open TestFlight and install the latest available WingMentor build. If no build is available to you, contact WingMentor.

## 5. Data, Privacy, and Security

---

### What data does WingMentor handle?

WingMentor may handle training session data, assessment inputs, competency observations, user account details, role information, and related operational notes. Essential session data is de-identified in accordance with GDPR requirements. The exact data set depends on the implementation and test scope.

## Is training data confidential?

Yes. Training and assessment data should be treated by the users as confidential in line with GDPR regulations. Users can only access information that is relevant to their assigned role and authorised training context.

## Can I share screenshots from the app?

Only share screenshots through approved WingMentor or organisation channels. Avoid including personal data, trainee records, or assessment details unless the recipient is authorised to receive them.

## 6. Support and Feedback

---

### Who should I contact for support?

Use the support route provided by your WingMentor project contact or training organisation. For general enquiries, contact [info@wingmentor.net](mailto:info@wingmentor.net). For beta testing, include the TestFlight build number and a clear description of the issue.

### What kind of feedback is most useful?

You are a qualified instructor. If you say something, we listen. Useful feedback is specific: describe the task, the screen, the problem, why it matters, and what would have helped. Training workflow feedback is especially valuable when it explains how the app fits, or does not fit, real instructor practice.

### How quickly will feedback be addressed?

Feedback is prioritised based on severity, impact, release timing, and alignment with the current WingMentor roadmap. Critical blockers and issues affecting test validity should be escalated immediately.

## 7. Quick Reference

---

### IOS BETA INSTALLATION

Use the WingMentor invitation link, install TestFlight, accept the invite, install WingMentor, and keep TestFlight available for updates.

### BEST SUPPORT REQUEST FORMAT

Name, email, role, device, operating system, WingMentor build version, issue summary, steps to reproduce, expected result, actual result, and screenshot if useful.

### IMPORTANT REMINDER

WingMentor supports CBTA workflows and instructor decision-making. It does not replace approved training procedures, instructor judgement, or the training organisation's formal assessment responsibilities.