COURSE CATALOGUE

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ABOUT INGENAV

INGENAV provides training and consultancy in air navigation services and research towards innovative solutions for the aviation industry.

The company's profile, together with those of its collaborators, who include air traffic controllers, commercial pilots, safety experts and engineers, guarantee that the client will have a single point of contact in every project, thus achieving the best results in the most efficient and effective way.

We offer a range of training and consulting services to international organisations. Our strength is in combining skills from across the following disciplines to provide solutions tailored to our costumer's needs:

- Training Delivery
- Training in New Systems
- Air Navigation and Airspace Procedures
- Safety
- Support to Transitions
- Technological Innovations
- Project Management

TRAINING DELIVERY AREAS

INGENAV is certified as ATC Training Organisation by the Spanish Agency for Aviation Safety in full compliance with EASA Regulation 340/2015.

EASA European Aviation Safety Agency

INGENAV delivers aviation related training in the following areas:

- Train the Trainer Skills and Techniques
- Human Factors and Human Performance
- ATM Operations
- Safety
- Airport Operations

All training courses can be tailor made to the client's needs and are developed in accordance with ICAO, EASA and Eurocontrol's specifications or recommendations.
This catalogue contains a list of the training we offer, grouped into similar areas.

TRAIN THE TRAINER SKILLS AND TECHNIQUES

If you are designing and delivering in-house training, then to ensure the best return on investment, knowledge and skill transfer, you will need to rely on well trained personnel to perform the various training tasks. These courses are aimed at preparing personnel to perform training tasks in your company:

- On the Job Training Instructor (OJTI)
- Practical Instruction Techniques
- Competence Assessment
- Instructional Design
- Classroom instruction techniques
- Management of the training function
- Simulator Instructor
- Training Needs Analysis

HUMAN FACTORS AND HUMAN PERFORMANCE

In aviation, people very rarely work in isolation. Interaction is a constant, either with other people or with technology or both. The performance of two people with equivalent technical skills and knowledge is differentiated by the level of soft skills each of them has. The one who can communicate, lead, be assertive, coach others, manage their stress and who has knowledge about how the human tends to function performs better than the other.

This set of courses is intended to impart knowledge and improve the necessary skills for higher human performance.

- Effective communication skills
- Human factors in aviation
- Operational Supervisor Management
- Team Resources Management (TRM)
- Crew Resources Management
- Human Performance in Aircraft Maintenance (HPIAM)

ATM OPERATIONS

This section focuses on operational training and is aimed at different aviation personnel categories, but all share the same objective: to equip your staff with the necessary knowledge and skills to deliver safety services.

- Environment and aviation
- Competence assessors
- ICAO Phraseology
- Introduction to Air Traffic Flow Control Management (ATFCM)
- Introduction to Air Traffic Management (ATM)
- Introduction to CNS
- Instrument Flight Procedures Training
- Unusual, emergency and contingency

SAFETY

Safety is at the core of aviation. Achieving sufficient levels of safety is not only a pre-condition but is also an enabler towards growth and competitive advantage. Safety management is therefore key to enabling any aviation company within the industry to function in an efficient, effective and pro-active way.

The courses in this area, offered by INGENAV and its partners, aim at training personnel in the processes necessary for managing safety and for fostering a safety culture in any aviation organisation, in full compliance with current regulations.

- Safety Management Systems
- SMS Management of Change
- Quality Management
- Safety Investigations
- Risk Assessment and hazard analysis
- Airport Operational Safety
- Apron Safety
- Fatigue Risk Management System
- Weather Risk Management
- Company Aviation Safety Officer Course (FSO)

AIRPORT OPERATION

Proper operational airport management is key to ensuring safe and efficient activities. INGENAV, together with its partners, offers a range of airport operation focused courses to help you achieve safer and more efficient operations in line with current practices and regulations.

The following courses are available:

- Airport Collaborative Decision Making
- Aeronautical information services

Legend

Courses marked with a icon can be delivered either on-line or face to face. All unmarked courses are normally delivered face to face, however Ingenav is ready to study each request individually.

TRAIN THE TRAINER SKILLS AND TECHNIQUES COURSES

- On the Job Training Instructor Initial Training (OJTI)
- On the Job Training Instructor Refresher Training (OJTI-R)
- Competence Assessor - Initial
- Competence Assessor - Refresher
- Instructional Design
- Classroom instruction techniques
- Management of the training function
- Synthetic Training Device Instructor Initial (STDI)
- Synthetic Training Device Instructor Refresher (STDI-R)
- Training Needs Analysis

Courtesy of EUROCONTROL

ATC ON THE JOB TRAINING INSTRUCTOR – INITIAL TRAINING (OJTI)

EASA Compliant

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	5 days
Language:	English
Instructor Profile Regulation	Qualified ATC Instructor This course is delivered in accordance with European Union Regulation 340/2015.

OBJECTIVE

The Training Programme for On-the-Job Training Instructors Initial Training (OJTI) provides theoretical knowledge and practical skills for controllers who will undertake OJTI duties.

The course includes:

- Training and instruction theory
- Motivation theory
- Report writing
- ATC Training progression knowledge
- Practice in the ATC on the job instruction process:
- Session preparation – briefing – instruction - debriefing

The training plan is based on European Union Regulation 340/2015 and the Eurocontrol Guidelines: ATCO Development Training: OJTI Course Edition 1.0 8/4/2004: HRS/TSP-004-GUI-06.

TARGET AUDIENCE

- Air Traffic Controllers.
- AFIS officers.

NON-ATC ON THE JOB TRAINING INSTRUCTOR – INITIAL TRAINING (OJTI)

EASA Compliant

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	5 days
Language:	English
Instructor Profile Regulation	Qualified Instructor This course is delivered in accordance with European Union Regulation 373/2017.

OBJECTIVE

The Training Programme for On-the-Job Training Instructors Initial Training (OJTI) provides theoretical knowledge and practical skills for staff who will undertake OJTI duties.

The course includes:

- Training and instruction theory
- Motivation theory
- Report writing
- Training progression knowledge
- Practice in the general on the job instruction process:
- Session preparation – briefing – instruction - debriefing

The training plan is based on European Union Regulation 373/2017

TARGET AUDIENCE

- ATSEP
- AIS
- MET

ATC ON THE JOB TRAINING INSTRUCTOR – REFRESHER TRAINING (OJTI-R)

EASA Compliant

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Qualified ATC Instructor
Regulation	This course is delivered in accordance with European Union Regulation 340/2015.

OBJECTIVE

The Training Programme for On-the-Job Training Instructors Refresher (OJTI-R) provides refresher knowledge and skill for controllers who need to revalidate or renew their OJTI endorsement.

The course includes:

- Training and instruction theory
- Motivation theory
- Report writing
- ATC Training progression knowledge
- Practice in the on ATC On the job instruction process:
- Session preparation – briefing – instruction - debriefing

The training plan is based on European Union Regulation 340/2015 and the Eurocontrol Guidelines: ATCO Development Training: OJTI Course Edition 1.0 8/4/2004: HRS/TSP-004-GUI-06.

TARGET AUDIENCE

- Air Traffic Controllers.
- AFIS officers.

ATC COMPETENCE ASSESSOR – INITIAL COURSE (CA-I)

EASA Compliant

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	5 days
Language:	English
Instructor Profile Regulation	Qualified ATC Instructor with certification to conduct ATC instruction. This course is delivered in accordance with European Union Regulation 340/2015

OBJECTIVE

The course will consist of one day and a half of theory followed by three days and a half of practise into assessment techniques. It includes:

- The concept of competence
- Methods of Competence Assessment
- Outcome of a Competence Assessment
- Assessment Scheme Documentation
- Record Keeping
- Appointment of Competence Assessors

The training plan is based on European Union Regulation 340/2015 and the Eurocontrol Guidelines: Guidelines for Competence Assessment Edition 2.0 16/3/2005: 050322-01.

Both the theoretical and the practical parts will be assessed.

TARGET AUDIENCE

- Civil Aviation Authorities.
- Air Navigation Service Providers.
- Air Traffic Controllers and other operational staff.
- Ground Operation Service Providers.

ATC COMPETENCE ASSESSOR – REFRESHER COURSE (CA-R)

EASA Compliant

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile Regulation	Qualified ATC Instructor with certification to conduct ATC instruction. This course is delivered in accordance with European Union Regulation 340/2015

OBJECTIVE

The course will consist of one day of theory followed by two days of practise into assessment techniques. It includes:

- The concept of competence
- Methods of Competence Assessment
- Outcome of a Competence Assessment
- Assessment Scheme Documentation
- Record Keeping
- Appointment of Competence Assessors

The training plan is based on European Union Regulation 340/2015 and the Eurocontrol Guidelines: Guidelines for Competence Assessment Edition 2.0 16/3/2005: 050322-01.

Both the theoretical and the practical parts will be assessed.

TARGET AUDIENCE

- Civil Aviation Authorities.
- Air Navigation Service Providers.
- Air Traffic Controllers and other operational staff.
- Ground Operation Service Providers.

NON-ATC COMPETENCE ASSESSOR – INITIAL COURSE (CA-I)

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	5 days
Language:	English
Instructor Profile	Qualified ANS Personnel (Non-ATC)
Regulation	This course is delivered in accordance with European Union Regulation 373/2017.

OBJECTIVE

The Training Programme for Competence Assessor (CA-I) provides the required knowledge and practice for staff who will undertake CA duties.

The course includes:

- Human Factors
- Briefing and debriefing
- ATC Training progression knowledge
- Recording and evidence
- Exam correction
- Competence Assessment
- Feeback

The training plan is based on European Union Regulation 373/2017

TARGET AUDIENCE

- ATSEP
- AIS
- MET

NON-ATC COMPETENCE ASSESSOR – REFRESHER COURSE (CA-R)

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Qualified ANS Personnel (Non-ATC)
Regulation	This course is delivered in accordance with European Union Regulation 373/2017.

OBJECTIVE

The Training Programme for Competence Assessor (CA-I) provides the required knowledge and practice for staff who need to renew their CA competence

The course includes:

- Human Factors
- Briefing and debriefing
- ATC Training progression knowledge
- Recording and evidence
- Exam correction
- Competence Assessment
- Feeback

The training plan is based on European Union Regulation 373/2017

TARGET AUDIENCE

- ATSEP
- AIS
- MET

INSTRUCTIONAL DESIGN

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	4 days
Language:	English
Instructor Profile	Aviation training expert with experience in instructional design.

OBJECTIVE

This course explores the training development process from the moment the syllabus / objectives have been determined until the course is ready for delivery.

It includes identify and describe the different phases of the instructional design process; convert training needs into performance objectives; identify characteristics that influence the design and delivery of training course, create lesson plans, choice of training media and methods, development of training material and assessments. It also includes how to evaluate training success.

TARGET AUDIENCE

- Aviation Operations (air traffic control, pilots, ATSEP and other operations) Instructors who are involved in simulation design and exercise preparation duties.
- Training managers.
- Teachers and Instructors.
- Persons with interest in training.
- Training Designers.

CLASSROOM INSTRUCTION TECHNIQUES

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	5 days
Language:	English
Instructor Profile	Training expert with experience in training delivery.

OBJECTIVE

This course covers various techniques on how classroom instruction can be delivered including: lecturing, facilitation, presentation skills, establishing contact with students, motivation, obtaining feedback and more.

Upon completing this course, you will have the skills to prepare effectively for training, managing and evaluating training events; teach to students with improved skills; have practical presentation and communication skills and motivate participants and engage their participation during training.

TARGET AUDIENCE

- Aviation Operations (air traffic control, pilots, ATSEP and other operations) Instructors who are involved in classroom training preparation and delivery.
- Training managers.
- Teachers and Instructors.
- Persons with interest in training.
- Training Developers.

MANAGEMENT OF THE TRAINING FUNCTION

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	2 days
Language:	English
Instructor Profile	Training expert with experience in training management.

OBJECTIVE

This course introduces the specific elements of management in a training function including: training strategy, human resources, facilities, communication, training portfolio and more.

The Managing the Training Function program enables participants to understand the key elements of managing training in small and large organizations and to bring the training function into the strategic core of an organization.

TARGET AUDIENCE

- Training managers.
- Training Specialists.
- Instructors.
- Training Supervisors.

SYNTHETIC TRAINING DEVICE INSTRUCTOR – Initial Course (STDI)

EASA Compliant

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	5 days
Language:	English
Instructor Profile Regulation	Qualified ATC Instructor This course is delivered in accordance with European Union Regulation 340/2015

OBJECTIVE

The Training Programme for the Synthetic Training Device Instructors Initial Training (STDI) provides theoretical knowledge and practical skills for controllers who will undertake instructional duties on a simulator / synthetic training device.

It includes:

- Skill transfer theory,
- Learning theory,
- Dealing with students,
- Using simulators as a training device,
- Examining and more.

The training plan is based on European Union Regulation 340/2015 and the Eurocontrol Guidelines: ATCO Development Training: OJTI Course Edition 1.0 8/4/2004: HRS/TSP-004-GUI-06.

TARGET AUDIENCE

- Air Traffic Controllers.
- AFIS Officers.

SYNTHETIC TRAINING DEVICE INSTRUCTOR – Refresher Course (STDI-R)

EASA Compliant

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Qualified ATC Instructor
Regulation	This course is delivered in accordance with European Union Regulation 340/2015

OBJECTIVE

The Training Programme for the Synthetic Training Device Instructors Refresher Training (STDI-R) provides refresher theoretical knowledge and practical skills for instructors who need to renew or revalidate their STDI endorsement.

It includes:

- Skill transfer theory,
- Learning theory,
- Dealing with students,
- Using simulators as a training device,
- Examining and more.

The training plan is based on European Union Regulation 340/2015 and the Eurocontrol Guidelines: ATCO Development Training: OJTI Course Edition 1.0 8/4/2004: HRS/TSP-004-GUI-06.

TARGET AUDIENCE

- Air Traffic Controllers.
- AFIS Officers.

TRAINING NEEDS ANALYSIS

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Training expert with experience in training needs analysis

OBJECTIVE

This course delivers into how to perform a training needs analysis:

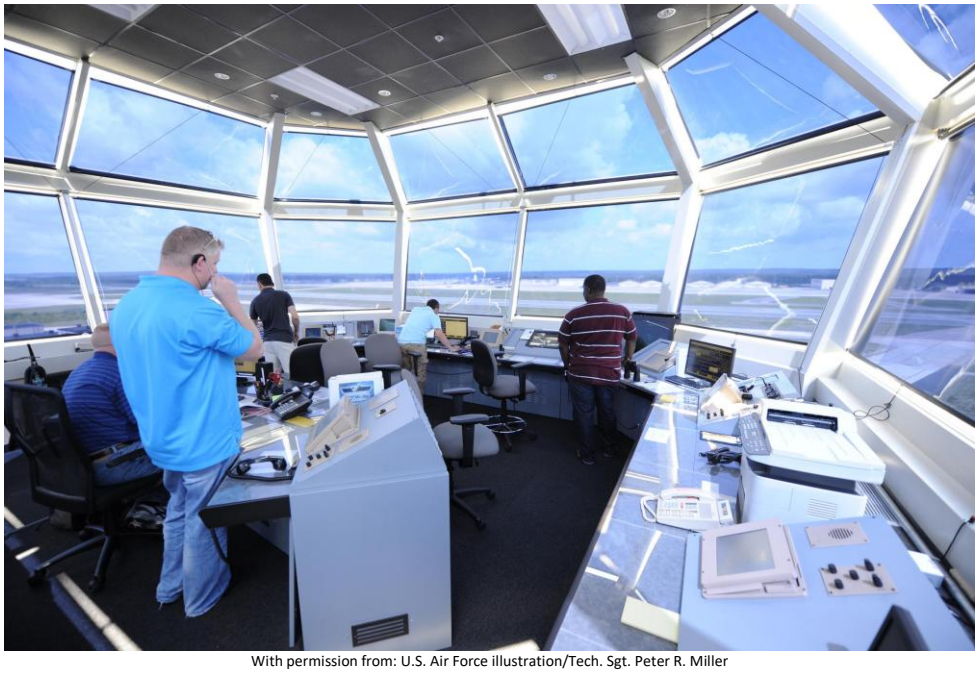
- Identifying the skill/knowledge gap,
- The target audience,
- Difference between skills and knowledge requirements
- Setting training objectives and more.

TARGET AUDIENCE

- Aviation Operations (air traffic control, pilots and other operations) Instructors who are involved in simulation design and exercise preparation duties.
- Training managers.
- Teachers and Instructors.
- Persons with interest in training.
- Training Designers.

HUMAN FACTORS AND HUMAN PERFORMANCE COURSES

- Effective communication skills
- Human factors in aviation
- Operational Supervisor Management
- Stress Management
- Team Resources Management (TRM)
- Crew Resources Management (CRM)



With permission from: U.S. Air Force illustration/Tech. Sgt. Peter R. Miller

EFFECTIVE INTERPERSONAL COMMUNICATION SKILLS

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	2 days
Language:	English
Instructor Profile	Human factors expert with experience in aviation

OBJECTIVE

Communication is an essential skill for effectively executing work, especially in the international context of aviation where staff works under pressure and with very important safety connotations. During this course improve your understanding of cross-cultural differences, explore different methods of communication, and learn how to transfer information clearly and concisely according to the needs of your audience especially in an operational environment.

Learn about verbal and non-verbal, written, briefings, presentation skills, communications plans, etc.

TARGET AUDIENCE

- Air Crew
- Air Traffic Controllers.
- Air Traffic Services Technical Staff (ATSEP)
- Airline and Ground Handling Management
- Airline managers and operational staff.
- Airside Airport Operational staff.
- Civil Aviation Authorities.
- Duty managers.
- Fire Fighters
- Ground handling personnel.
- Ground Operation Service Providers.
- Airworthiness Mechanics
- Safety specialists.
- Anyone interested in improving their communication skills.

HUMAN FACTORS IN AVIATION

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	2 days
Language:	English
Instructor Profile	Expert in Human Factors in aviation.

OBJECTIVE

An introduction to Human Factors including

- Origins of human factors
- Systemic approach to human factors
- The human information processing model,
- Human error,
- Decision making,
- Situational awareness,
- Stress management and
- Ergonomics.

Gain a comprehensive overview of human factors in aviation, as well as the key reference documents and methodologies.

TARGET AUDIENCE

- Air Navigation Service Providers staff.
- Air Traffic Controllers and Pilots.
- Air Traffic Services Technical Staff (ATSEP)
- Airline and Ground Handling Management
- Airline ground operational staff
- Airport managers and supervisor in operation services, maintenance, engineering, security and safety.
- Airport Safety Managers, officers and staff.
- Airside Airport Operational staff.
- Airworthiness Mechanics.
- Civil Aviation Authorities and Regulatory staff
- Duty managers.
- Fire Fighters
- Flight and cabin crews.
- Safety Investigators and safety specialists from ANSPs, Airlines and Civil Aviation Authorities

STRESS MANAGEMENT

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	2 days
Language:	English
Instructor Profile	Expert in Human Factors in aviation.

OBJECTIVE

Stress is a phenomenon that affects safety, performance and health in ATM.
Understanding what causes Stress as well as constructing strategies into the prevention of management of Stress are necessary skills for both ATM Management and Operational Staff.

Objectives:

- What is Stress
- Effects on Stress on their Person, professional and personal environment.
- Sources of stress specific to Air Traffic Controllers
- Strategies to Prevent and Manage Stress as Air Traffic Controllers.
- Regulations EU 373-2017 and EU 340-2015 and Stress.

TARGET AUDIENCE

- Air Navigation Service Providers staff.
- Air Traffic Controllers
- Air Traffic Services Technical Staff (ATSEP)
- ATC Management Staff
- Other managers and supervisor in operation services, maintenance, engineering, security and safety.
- Safety Investigators and safety specialists from ANSPs, Airlines and Civil Aviation Authorities

OPERATIONAL SUPERVISOR MANAGEMENT

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	5 days
Language:	English
Instructor Profile	Qualified ATC Supervisor Instructor.

OBJECTIVE

The Supervisor Management course will facilitate learning through discussion, presentations and group work on how to improve management practices for supervisors in operations by raising awareness in the following domains:

- Personal dimension
- Team dimension
- Organisational dimension
- External dimension

It will be based upon Eurocontrol´s Guidelines for Management Training for Operational ATM Supervisors (HRS/TSP-004-GUI-07).

TARGET AUDIENCE

- Operational Aviation staff newly appointed to supervisory roles including:
  - Air Traffic Services,
  - Airline Operations,
  - Ground Handling Operations,
  - Fire Fighting,
  - Airport Airside Operations, etc.
- Line management staff who manage operational teams
- This course can also fit as a refresher for those who have experience in line management.

Acceptable Means of Compliance

TEAM RESOURCES MANAGEMENT (TRM)

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Qualified human factors and TRM instructor

OBJECTIVE

The TRM course **is an acceptable means of compliance to ATC Refresher Training in Human Factors.** The course will focus on facets which enable increase of safety and efficiency in an operational environment through the effective use of the different components forming an operational aviation team. The course will cover the following subjects:

- Teamwork,
- Decision-making
- Self awareness,
- Leadership,
- Assertiveness,
- Situational awareness,
- Flexibility,
- Adaptability, and
- Communication
- Decision making,

Since the aim is to build better teams, the delivery will be focused around discussions and interaction between the participants.

The training will be based on the Eurocontrol Guidelines: Guidelines for Developing and Implementing Team Resource Management Edition 1.0 15/3/1996: HUM.ET1.ST10.1000-GUI-01. This course will require active participation from the participants and an open mind into team work.

TARGET AUDIENCE

- Air Navigation Service Providers Operational Staff
- Air Traffic Controllers
- Air Traffic Services Technical Staff (ATSEP)
- Airline managers and operational staff.
- Airline ground operational staff and ground handling staff
- Airside Airport Operational Staff
- Airworthiness Mechanics
- Civil Aviation Authorities.
- Duty managers.
- Fire Fighters
- Ground Operation Service Providers.
- Safety Investigators and Safety specialists.

CREW RESOURCES MANAGEMENT (CRM)

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Qualified pilot instructor with experience in human factors and in CRM.

OBJECTIVE

CRM - Crew Resource Management - is the effective use of all available resources for flight crew personnel to assure a safe and efficient operation, reducing error, avoiding stress and increasing efficiency.

The objective of CRM is to provide knowledge and training skills to those who attend in interpersonal areas which will improve safety and efficiency with the air crew. The areas covered are:

- Situational awareness,
- Self awareness,
- Leadership,
- Assertiveness,
- Decision making,
- Flexibility,
- Adaptability, and
- Communication

TARGET AUDIENCE

- Pilots
- Flight and cabin crews.
- Flight operations.

ATM OPERATION COURSES

- Environment and aviation
- ICAO Phraseology
- Introduction to Air Traffic Flow Control Management (ATFCM)
- Introduction to Air Traffic Management (ATM)
- Introduction to CNS
- Unusual, emergency and contingency

ENVIRONMENT AND AVIATION

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	2 days
Language:	English
Instructor Profile	Qualified aeronautical engineer with high expertise in Environment areas.

OBJECTIVE

Understand aviation environment challenges and responses by drawing on best practices developed within the industry.

Identify key factors for a sustainable aviation industry and understand aviation's contribution to climate change, noise, emissions, local air quality, land use planning and management of water and waste.

Understand the negotiation rules and practices that lead to the identification of the most suitable solutions and communications tools at the local, national and international level.

Get up to date on environmental issues in aviation and how to address them through new technology, improved operations, modernized methods of airspace, and airport management. Learn how to identify key factors for a sustainable industry and develop your own environmental assessment methods.

TARGET AUDIENCE

- Corporate and executive staff from airlines and airports.
- Civil Aviation Authorities.
- Air Navigation Service Providers.
- Ground Operation Service Providers.
- Pilots, Air Traffic Controllers and other operational staff.
- Representatives of aviation business.

ICAO PHRASEOLOGY

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	2 days
Language:	English
Instructor Profile	Qualified and licensed ATC or Pilot Instructor.

OBJECTIVE

This course refreshes knowledge of ICAO standard phraseology and benefit from numerous examples of ICAO standard phraseology and the consequences of misunderstandings between Air Traffic Controllers and Pilots.

TARGET AUDIENCE

- Pilots, Air Traffic Controllers and other operational staff.
- Civil Aviation Authorities.
- Air Navigation Service Providers.
- Airline managers and operational staff.

INTRODUCTION TO AIR TRAFFIC FLOW CONTROL MANAGEMENT (ATFCM)

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	ATFCM training specialist with previous experience in ATFCM operations.

OBJECTIVE

This course provides a good theoretical knowledge and understanding in Air Traffic Flow and Capacity Management and Network Operations, mainly focusing on the operational processes of the Aircraft Operators.

The course covers principles of flow control, flight planning, IFPS, Network operations portal and the Network Manager's systems and procedures.

TARGET AUDIENCE

- Staff working in Airline Operations and engaged with Air Traffic Flow and Capacity Management and Network Operations.
- Air Traffic Controllers.
- Air Navigation Service Providers.
- Other staff participating in Airport Collaborative Decision-Making processes.
- Civil Aviation Authorities.

INTRODUCTION TO AIR TRAFFIC MANAGEMENT (ATM)

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	2 days
Language:	English
Instructor Profile	Qualified personnel in air traffic management.

OBJECTIVE

This course aims at giving a good overview about how the air traffic management part of aviation (air traffic services, airspace management, flow control, etc.) is organised.

This course will provide participants with an overview of how the present air traffic is managed as well as how this will probably develop in the future including the elements and enablers that will make the system to work, and the strategy for its implementation.

Its outlines include the organisation of airspace, the time sequence for flow management and flight events, and the data flow and interactions between databases and controller working positions including the dialogues between pilots and air traffic controllers.

TARGET AUDIENCE

- Anyone who has interest in Air Navigation Services, Air Traffic Control, Air Traffic Management and Airport Operations.
- Civil Aviation Authorities.
- Corporate and executive staff from airlines and airports.
- Air Navigation Service Providers.
- Air Traffic Services Technical Staff (ATSEP).
- Ground Operation Service Providers.
- Representatives of aviation business.

INTRODUCTION TO COMMUNICATIONS, NAVIGATION AND SURVEILLANCE

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	2 days
Language:	English
Instructor Profile	Qualified personnel in aviation CNS.

OBJECTIVE

CNS in Air Traffic Management stands for Communications, Navigation and Surveillance systems.
The course aims to give a good overview of these systems, what they are, how they interact with one another and how together they enable current and future air traffic services. It also discusses how these systems will probably develop in the future, including the elements and enablers that will make the system work, and the strategies for implementation. It includes:

- Communication:
  - Frequency management, Datalink, ATM Message Handling Systems and Ground data networks.
- Navigation
  - Performance based navigation and Global Navigation Satellite Systems.
- Surveillance
  - Radar Technology, Multilateration and ADS-B

TARGET AUDIENCE

- Anyone who has interest in Air Navigation Services, Air Traffic Control and Air Traffic Management
- Civil Aviation Authorities.
- Corporate and executive staff from airlines and airports.
- Air Navigation Service Providers.
- Air Traffic Controllers and Pilots.
- Ground Operation Service Providers.
- Representatives of aviation business.

UNUSUAL SITUATIONS AND EMERGENCIES

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Qualified and licensed ATC Instructor.

OBJECTIVE

This course is custom made for the rating being trained on, i.e. Tower, Approach or En-Route.

The course is based on practicing different scenarios using an ATC Simulator.
It explores several unusual or emergency situations and shows the commonalities between them.

The aim of the course is to present unusual and emergency situations, and to practice and refresh procedures on how to best manage them.

TARGET AUDIENCE

- Qualified and Student Air Traffic Controllers.
- Air Navigation Service Providers.

SAFETY COURSES

- Safety Management Systems
- SMS Management of Change
- Quality Management
- Safety Investigations
- Risk Assessment
- Weather Risk Management
- Company Aviation Safety Officer Course (FSO)

SAFETY MANAGEMENT SYSTEMS (SMS)

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	5 days
Language:	English
Instructor Profile	Qualified Safety Manager.

OBJECTIVE

This practical course aims to provide its candidates with the necessary expertise for implementing a successful Safety Management System (SMS) in their organization using the latest tools and processes. The course aims to introduce all aspects of safety management within the domain of Air Navigation Service Provision including:

- Safety regulation and policy,
- Incident investigations,
- Reporting and safety culture.
- Safety planning, monitoring,
- Implementation of improvements.

TARGET AUDIENCE

- Staff within air navigation service providers, airport operations and airline operations acceding to positions related to safety and safety management.
- Safety specialists.
- Operational managers and supervisors.
- Civil aviation authority managers.
- Civil aviation regulatory members.
- Representatives of aviation business.

SMS CHANGE MANAGEMENT

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Qualified Safety Manager.

OBJECTIVE

Implementation of an effective Safety Management System (SMS) requires the knowledge, planning and support of Senior Management within organizations. It is not practicable to send a representative from the Safety Department to attend training and then expect that individual to return and implement a fully functional SMS Program because the resources required to implement a new SMS program are controlled by Senior Management.

A formal change management process should identify changes within the organization which may affect established processes, procedures, products and services. All necessary arrangements to ensure safety performance should be identified and described prior to implementing changes. The result of this process is the reduction in the safety risks resulting from changes in the provision of services by the organization to as low as reasonably practical (ALARP) level. Your best source of Hazard Identification and Safety Information within the organization lies within your own people.

TARGET AUDIENCE

Medium and Senior management in the following organizations:

- ATC,
- Airport Operations,
- Ramp Operations,
- Aircraft Maintenance, and
- Flight operations.

An SMS Change Management toolkit will be provided to participants with copies of Videos, Checklists, case studies and other material required to contribute to the success of the program.

QUALITY MANAGEMENT

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Qualified quality manager with insight in the aviation industry.

OBJECTIVE

This course covers the main elements of a quality management system, including:

- Processes and process mapping,
- Configuration control,
- Specification,
- Planning,
- Auditing,
- Identification of non-conformities as well as
- Taking preventive and corrective actions.

Learn how to build a management system that integrates safety, quality and risk processes for all aviation operations.

It also includes insights on how to plan and implement a QMS in your organization.

TARGET AUDIENCE

- Staff within air navigation service providers, airport operations and airline operations acceding to positions related to quality management and safety management
- Safety specialists.
- Air Navigation Service Providers (ANSP).
- Civil Aviation Authorities (CAA)
- Civil aviation regulatory members.
- Airline managers and operational staff.
- Airport managers.

SAFETY INVESTIGATIONS

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	5 days
Language:	English
Instructor Profile	Qualified Safety Manager in the aviation sector.

OBJECTIVE

This course is aimed at personnel who are or will be required to perform safety related investigations within an aviation environment. It explores and describes the Eurocontrol Systemic Occurrence Analysis Methodology (SOAM) and includes practice in interviewing skills, developing and reporting findings as well as consideration of just culture and human error.

TARGET AUDIENCE

This course is aimed for individuals who may become involved in future safety investigations in any capacity and need to understand basic investigation technology.

- Staff within air navigation service providers, airport operations and airline operations acceding to positions related to safety related occurrence investigations
- Safety specialists.
- Air Navigation Service Providers.
- Civil Aviation Authorities.
- Civil aviation regulatory members.
- Airline managers and operational staff.
- Airport managers.

RISK / SAFETY ASSESSMENT AND HAZARD ANALYSIS

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Safety personnel in aviation with experience in conducting risk assessments.

OBJECTIVE

The objective of this course is to enable attendants to actively participate in safety assessment of aviation related functional changes in their field of expertise and meeting the requirements of the respective regulations.

The process includes:

- Identifying hazards,
- Combining hazards into a risk framework
- Evaluating the risk
- Agreeing on a mitigation
- Monitoring the risk.

TARGET AUDIENCE

This course is suitable for all those involved in developing a risk assessment and/or enforcing procedures in the workplace.

- Staff within air navigation service providers, airport operations and airline operations acceding to positions related to safety / risk assessments
- Air Navigation Service Providers (ANSP).
- Civil Aviation Authorities (CAA)
- Civil aviation regulatory members.
- Airline managers and operational staff.
- Airport managers.

WEATHER RISK MANAGEMENT

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	Qualified safety aviation expert with knowledge in weather phenomena.

OBJECTIVE

Advancements in modern aviation technology have produced aircraft of increased capacity, faster speed and longer range. With these advancements, the understanding of atmospheric phenomena becomes more critical as weather conditions place the aircraft in a vulnerable position. Despite the availability of forecasts and reports, flight planning and decision-making can be challenging under adverse weather conditions. Encounters with unfavourable weather elements can impact all phases of flight and affect safety, decision-making, fuel costs and profits. Therefore, analysing weather encounters would play a critical role in the operators' overall safety programme.

This course will equip participants with the skills and methodology required to develop and implement the Weather Risk Control System (Wx-RCS) which is designed to enhance and support decision-making relating to changing weather conditions. Emphasis will be placed on identifying and understanding weather hazards and the contributing factors through investigation using a sound framework for analysing weather-related hazards and incidents. Through the fundamental understanding of risk control and management systems, the course aims to promote a healthy safety culture with a focus on Meteorology to reduce the probability of aircraft accidents.

What is covered

- Analyzing Weather Hazards
- "Code Grey" Proactive Forecasting Programme
- Weather Occurrence Investigations
- Forecast and Flight Planning Reviews
- Weather Decision-making
- Accident Prevention Concepts/Methods

TARGET AUDIENCE

Personnel involved in the implementation of safety programmes or accident prevention from:

- civil aviation authorities,
- airport authorities/operators,
- air traffic service providers,
- airlines and
- meteorology agencies

COMPANY AVIATION SAFETY OFFICER COURSE (FSO)

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	5 days
Language:	English
Instructor Profile	Qualified safety aviation expert.

OBJECTIVE

This course is designed to provide individuals with a working knowledge of aircraft mishap prevention and mishap investigation procedures, policies and techniques.
Attendants will be capable of performing the duties of a full-time flight safety officer and as the investigator for aircraft incidents.

- Learn about techniques to establish, administer and evaluate an accident/Incident prevention program.
- Acquire a basic understanding of human factors, human performance and the physiological limitations that apply to mishap prevention in the aviation environment.
- Acquire basic understanding of Human Factors Analysis and Classification System (HFACS)
- Develop an understanding of the investigation process and prepare to participate in future investigations.

Course Topics

Distribution of Safety Information and Information Reporting Systems
Fundamentals of Prevention
Mishap Prevention Concepts
Aviation Safety Agencies
Organization & Elements of A Safety Program
Hazard Reporting Systems and Hazard Elimination
The Duties of a Flight Safety Officer
Conducting Internal Investigations
Investigation Interviews
Development of Operational Safety Training
The Elements of a Flight Safety Program
Operational Risk Management
Safety Theories and Philosophy
Safety Inspections and Audits
Airfield Safety

TARGET AUDIENCE

- Safety personnel who will be assigned as organizational Aviation safety officers.
- Anyone who needs an in-depth understanding of the accident/incident mishap prevention process.

AIRPORT OPERATIONS COURSES

- Airport Collaborative Decision Making

AIRPORT COLLABORATIVE DECISION MAKING

GENERAL CHARACTERISTICS OF THE COURSE

Duration:	3 days
Language:	English
Instructor Profile	ATM expert with experience in the implementation A-CDM

OBJECTIVE

Airport CDM is about the processes and eventually tools that permit airport partners to work together more efficiently and transparently. This course begins by highlighting the importance of full and common operational situational awareness for airport partners. It then goes on to explain to participants how to fully implement Airport CDM at their respective airports and describes the local benefits, the return on investment and the gains envisaged for the overall ATM network.

The objective of this course is to have a detailed understanding of sharing of data and situational awareness at airports between all players involved. In addition, participants will gain an understanding of the difficulties that may be encountered and of how to successfully secure support from colleagues.

There is an emphasis on benefits to all airport partners.

TARGET AUDIENCE

- Pilots, Air Traffic Controllers and other operational staff.
- Airside Airport Operational Staff.
- Fire Fighters working in an airport environment.
- Flight operations.
- Ground handling staff.
- Airline operational staff.
- Cargo Handlers.
- Anyone from other organizations involved in the implementation of A-CDM activities.

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