

COURSE PROSPECTUS

ATC INCIDENT INVESTIGATION



Course Summary

The management of air traffic within an organisation encompasses many factors which involve skilled personnel and harmonised systems that allow aircraft to operate safely and efficiently within an airspace.

Our ATC Incident Investigation course provides a comprehensive understanding of the concepts and issues that provide a framework for ATC Incident Investigation.

The course employs case studies to demonstrate human factors and engineering failures within safety management systems. In addition, the course builds a strong understanding of data collection and trend analysis techniques, both of which are key for the cultivation of an effective incident investigation system.

Course Curriculum

- Human Factors
- Engineering Failures in Safety Management Systems
- Data Collection
- Trend Analysis Techniques
- Developing Effective Investigation Systems

Who Is This Course For?

This course is designed for candidates looking to become an Air Traffic Management or Aviation Safety Management Specialist. However, it is equally valuable to Air Traffic Controllers and ATC Managers looking to broaden their understanding of Air Traffic Management.

In addition, all candidates hoping to take this course must be able to demonstrate an excellent command of oral and written English, assessed to ICAO Level 4 English Language Proficiency at minimum.



Course Duration
1-5 Days



Group Size
1-20 Students
per Course



Course Summary

The management of air traffic within an organisation encompasses many factors which involve skilled personnel and harmonised systems that allow aircraft to operate safely and efficiently within an airspace.

Our Critical Incident Stress management course demonstrates how to provide structured assistance following the human reaction to an abnormal event or critical incident.

We teach a stepped approach towards coping with critical incident stress reactions, through direct and immediate intervention, which decreases the probability of consequential disorders.

Course Curriculum

- Understanding the Human Reaction to Abnormal Events or Critical Incidents
- Coping with Critical Incident Stress Reactions
- Providing Structured Assistance

Who Is This Course For?

This course is designed for candidates looking to become an Air Traffic Management or Aviation Safety Management Specialist. However, it is equally valuable to Air Traffic Controllers and ATC Managers looking to broaden their understanding of Air Traffic Management.

In addition, all candidates hoping to take this course must be able to demonstrate an excellent command of oral and written English, assessed to ICAO Level 4 English Language Proficiency at minimum



Course Duration
1-5 Days



Group Size
1-20 Students
per Course

COURSE PROSPECTUS
TEAM RESOURCE
MANAGEMENT (TRM)



Course Summary

The management of air traffic within an organisation encompasses many factors which involve skilled personnel and harmonised systems that allow aircraft to operate safely and efficiently within an airspace.

Our Team Resource Management course demonstrates the best use of available resources in support of a safe and efficient Air Traffic operation.

The course explores reducing incidences of error, improving the functioning of teams, as well as understanding interpersonal behaviours and human factors that are likely to affect operational safety.

Course Curriculum

- Information Resource Management
- Equipment Resource Management
- Personnel Resource Management
- Reducing Errors
- Improving Team Function
- Interpersonal Behaviour and Human Factors



Course Duration
1-5 Days



Group Size
1-20 Students
per Course