

# EMERGENCY RESPONSE PLANNING (ERP) AWARENESS COURSE

## Course Objectives and Learning Outcomes

By the end of this course, referencing the organisation's ERP documentation, the participants will be able to:

- ✓ Identify the operational aspects of Emergency Response.
- ✓ Identify the effective internal and external coordination activities during an emergency.
- ✓ List prioritised activities for the respective functions and roles.

## Course delivery mode

Physical classroom

Virtual classroom

## Target Group

- ✓ Crisis management centre (CMC) team members
  - Accountable Managers,
  - Chief Financial Officers or Finance Managers
  - Commercial Directors and Marketing Managers
  - Chief Operations Officers, Heads of Operations
  - Heads of Maintenance, Chief Engineers
  - Heads of Safety, Quality and Security
  - etc.
- ✓ Operations Control Centre (OCC) team members
  - Operations Managers
  - Flight Operations Officers and Dispatchers
- ✓ Local Incident Command Centre team members

- Base/Station managers and supervisors
- Key outstation personnel
- ✓ Respnse team (Go team) members

Note: Nominated postholders (Heads of Safety, Heads of Quality, Heads of Operations, Heads of Maintenance, etc.) are required to take the SMS for Managers course as their initial SMS course.

## Prerequisites

- 1) Experience in aviation management.
- 2) Computer skills - working knowledge of office productivity software. Access to, and basic use of data processing, spreadsheet and presentation tools (like Microsoft Word, Excel, PowerPoint) is a requirement.

## Instructional Delivery Methods

- ✓ Classroom lectures
- ✓ Course notes
- ✓ Practical Exercises

## Duration

Total of 9 hours:

7 hours (1 day) of in-class training + 2 hours of reading and homework exercises.

## Required Materials

Participants must bring to class a laptop which has functional office productivity software (Microsoft 365/Google Workspace etc.) and internet connection capability.

## Course Qualification Standards

- ✓ 100% class attendance.
- ✓ Successful completion of exercises

## Course Content

- 1) Safety Management Fundamentals
  - Introduction – defining safety

- Changing Approach to safety management – from prescriptive to performance-based safety
- Just Culture – error and violation management
- Safety management methods
- 2) SSP and SMS requirements
  - SSP requirements - components and elements of SSP
  - SMS requirements - components and elements of SMS
- 3) Safety Risk Management
  - Hazard definition
  - Sources of hazard information
  - Safety risk analysis – probability, severity, tolerability
  - Risk mitigation/control
- 4) Safety Performance Monitoring
  - Acceptable Level of Safety Performance (ALOSP)
  - Safety objectives
  - Safety performance Indicators, targets and alert levels
- 5) SMS implementation
  - Gap Analysis
  - SMS implementation planning

## Contact Details



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