



CRM – Crew Resource Management (initial and refresher training)

Objective

The introduction course is intended to provide participants with the basic knowledges of Crew Resource Management. Knowledges will enable participants to understand and utilize basics of optimum crew performance and interactions for the conduct of safe flights. Furthermore it is desirable to enable additional company staff (Management/OPS/ technicians) with these basic knowledges in the context of a total Safety management loop.

Target Group

The target audience for this course are the persons within the organisations involved in flight operations as prescribed and in addition the personal as listed like:

- Cockpit and Cabin (prescribed);
- Accountable Manager of any approved AOC / ATO company;
- Safety Managers of any approved AOC;
- Technicians on top of a computer based training
- OPS staff
- Ground Handling companies and their associated staff (awareness training)
- Ramp Agents (awareness training)
- Load Master of CAO (awareness training)
- National Aviation Authorities staff members (awareness training)

Content

The following subjects will be introduced during the course:

- Stress Management;
- Resilience Training;
- Startle and Surprise Effect;

- Cultural Differences;
- Aircraft Accidents;
- Teamwork;
- Automation;
- Definition of Human Factor Principles;
- Threat and Error Management;
- Situational Awareness;
- Standard Operating Procedures (SOPs)
- Personal Leadership
- Communication
- CRM Circuit
- Aircraft specific CRM (company operations and procedures adopted) as necessary

Duration

Initial course: 12 hours theoretical part including team work tasks (2 days).

Refresher course: 4 hours theoretical refresher part.

Amount of participants

Initial course:

Minimum number of participants for each course: 6 persons

Refresher course:

Minimum number of participants for each course: 11 persons

Course costs

For price information please contact our Customer Service listed below.

Schedule

For course dates please contact our Customer Services listed below.

Terms

Please follow our most current and updated terms and conditions on www.star-wings.com. Those are binding for our contracts.

Additional courses

For more information about our additional courses, please visit our website at www.star-wings.com or contact our Customer Service listed below.