



Ramp Safety “Train the Trainer” – 2 Days

INTRODUCTION

A significant percentage of Accidents and Incidents occur when the aircraft is parked at the Airport or is being serviced or attended to during a transit check or layover. For the operators an accident or incident often causes expensive delays and usually has multiple repercussions. For the passengers, accident or incident related delays cause missed connections or spoiled holidays or business trips.

Whilst the operator is responsible for all activities taking place in support of its operations, each separate activity usually is delivered as a subcontracted activity provided by the subcontract organisation. In accordance with the EASA regulatory approval supporting the AOC (Air Operators Certificate) The ultimate responsibility for compliance with the regulations remains with the Operator.

During Subcontract Audits the Operator looks at the Subcontract organizations ability to manage its workforce in respect of Competency and meeting and managing the ongoing training requirements.

We know that Human Factors plays a significant role in the cause of Aircraft Accidents and Incidents with approximately 80% of today's Accidents and Incidents caused by Human Error.

This course aims to provide a comprehensive understanding of the requirement for effective Ramp Safety Training and provides a thorough grounding in effective techniques to enable your nominated RS trainer to deliver appropriate and specific Ramp Safety and Human Factor training within your organization. The course is highly practical, and promotes best training practices.

It is an industry specific two-day program specifically designed for those who need to manage, or deliver Ramp Safety Training.

The course is a highly participative and stimulates involvement and provides for powerful motivation. To introduce the delegate to training skills and to provide the confidence which can be developed to deliver effective Ramp Safety Training

Detailed Content / Topics - The following Subjects will be addressed

- Background to RS Human Factors
- Why do we have RS Human Factors Training ?
- What is Andragogy – Understanding the Adult learning process – Understanding the Feedback Process

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Detailed Content / Topics - The following Subjects will be addressed

- Knowles Theory
- Understanding the role of Extrinsic & Intrinsic Motivation
- Balancing Presentation, Motivation Debate & Discussion.
- The Use of Case Studies
- Presenting Workplace RS Human Issues – Precursors
- Non Verbal Communications
- Human Factors Safety Culture and Safety Management
- Human Factors the Safety Cycle and Risk Assessment
- Incident to Accident Effective Presentation of Data
- Where do we use Coaching Skills
- Teaching Styles - Deductive or Inductive ?
- Developing your organisational RS Training Program
- Writing Lesson Plans

Target groups

This course will be of very significant benefit to current and potential Ramp Safety Trainers who need to have the necessary competence to deliver effective Ramp Safety Training. Training Department Managers and other Training staff will also benefit from attendance at this course.

Pre-requisites

A background and understanding of the various functions to be found in aviation Ground Services. Ideally you should have already attended 1 or more Ramp Safety and Human Factor training courses

Course presenter

This course is being presented by Steven Bentley an industry professional with 40 years experience in the Commercial Aviation Environment. An accomplished trainer, with over 10 years experience in the auditing of Aviation Ground Support and Ramp Service Companies. Steven Bentley has developed associated training courses dealing with the Management of Competences within the maintenance and maintenance management environment, and emergency response management.

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What delegates say about previous trainings?

- A very competent presenter who used his knowledge of the industry.
- The course adequately addressed my needs.
- Once again excellent knowledge and made it interesting.
- Excellent Delivery.
- A great course which provided a very good description about how to manage.
- A well structured and efficient training

Learning Objectives

After attending this course, participants should be able to develop a company specific comprehensive Ramp Safety Training program which will satisfy any operator contractual responsibility.

Duration

2 days - each day will commence at 09.00 and finish at 17.30, with appropriate refreshment breaks

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