

# Aviation Operations Emergency Response Introduction – 1 Day

## Introduction

Emergency Response Planning (ERP) is all about planning for an eventuality we strive to ensure will never happen. In fact, there is an opinion that the more prepared the organisation, then the less likely the event. Nevertheless, airlines need to have the capacity to deal with any unforeseen event from the smallest to the largest.

This course is specifically designed to raise awareness of all persons who are required to engage with the Emergency Response Process and who may be called on to manage a crisis and need to have a strong understanding of roles responsibilities and control methodologies.

This course provides an insight into your expected role in an emergency, considering the effectiveness of your current ERP by performing a detailed gap analysis. Moving onto consider implementation of any additional elements together with processes to drive improvements.

This course is highly practical with multiple workshop activities to ensure full engagement.

## Who is this course for?

Accountable Managers and Nominated Persons / Post Holders (NP) Senior Executives. Flight OPS, Maintenance, Crew Training and Ground Ops, Compliance Monitoring Managers (Quality Managers) and Auditors, Safety Managers, Flight Safety Officers, Flight Operations Officers and Cabin Crew Management.

## What is the Benefit of this Training – What will I learn?

- a) Achieve an understanding of the Responsibilities of the Emergency Response Plan Stake Holders
- b) Develop a focus on Management System requirements related to ERP SMS requirements
- c) Understand the objectives related to the training of airline and operational staff related to emergency response or other crisis situations.

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**Date**

**Category**

Personal Development

Venue

Level

Price

## Why Should I choose SAS for the training?

Sofema Aviation Services is a Regulatory Training and Consulting company with 45 years of commercial aviation experience and 10 years operational experience. Since the start we have provided certificates to approx 20,000 delegates and we have grown for 2 primary reasons!

The first is that we are professional and we listen to our customers.

The second reason is a combination of outstanding course fees, together with a world beating discount program which leaves our competitors way behind – please do not take our word for it, [check it out!](#)

## What Makes SAS Aviation Operations Emergency Response Introduction – 1 Day Different?

Because our courses are written by people who have lived through the regulations. The author of the training material has more than 25 years' experience as an auditor across the entire regulatory spectrum.

At Sofema Aviation Services our focus is on accepting that compliance with Regulations is in fact minimum compliance. Interpreting the regulations in a way which enables the development and optimisation of our business is where we should see opportunity to drive efficiencies and cost saving.

## Detailed Content / Topics - The following Subjects will be addressed

ICAO Annex 13 Introduction  
Airline key ERP Crises Responsibilities & Continuity Planning  
Developing a Corporate Emergency Response Plan  
Local Emergency response plans  
Developing the Go Team Concept  
Crisis Communication Effective Management Processes and Media Management  
Developing the Care Team for Special Assistance & Family Assistance  
Review ERP Forms and Response Templates

## Target Groups

Accountable Managers and Nominated Persons / Post Holders (NP) Senior Executives. Flight OPS, Maintenance, Crew Training and Ground Ops, Compliance Monitoring Managers (Quality Managers) and Auditors, Safety Managers, Flight Safety Officers, Flight Operations Officers and Cabin Crew Management.

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## Pre-Requisites?

A broad range of aviation exposures will typically be found in attendees to this training. The course is highly practical and significant and active participation will be expected.

## Learning Objectives

This course aims to provide a thorough and comprehensive understanding of the roles and responsibilities of the various stake holders in an Emergency Response System.

## What do People Say about Sofema Aviation Services Training?

*"This training offers very good explanations of difficult topics."  
"All aspect were useful, the examples were great."  
"This training helped me to develop some new skills."  
"The instructor is very resourceful and intelligent."  
"Having a visual material helps a lot the learning process."*

## Duration

1 Day – To commence at 09.00 and finish at 17.00, with appropriate refreshment breaks.

Sofema Aviation Services offers a flexible approach to developing all in-company training courses which are specific to the client's needs. If you would like additional information concerning how course content may be configured to be more appropriate for your organisation please email [office@sassofia.com](mailto:office@sassofia.com)



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