

# Practical Crisis Management and Emergency Response Planning – 2 Days

## Introduction

The focus of this 2 Day training is to ensure that the organisation is able to satisfy EASA regulations related to the management of emergency situations and to demonstrate compliance with both ICAO SARP's and IATA ISARP's.

The course focuses on the fundamental importance of managing the organisation process for planning for any emergency situations. To ensure that correct control is enabled and that the organisation is able to manage all activities during a crisis situation.

Consideration is given to understanding the international obligations and requirements of an Emergency Plan, how the nominated spokesperson should manage social media, the press and media in crucial situations.

This course focuses on the practical development and implementation of an Emergency Response System

## Who is the Course for?

This training is suitable for Nominated Persons and Post holders, Directors & Airline Operations Managers, Emergency Response Managers and other Airline ERP Stake Holders. Quality & Safety Managers and Auditors.

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

- Understand how to engage with the Emergency Response Process
- Be Able to Gap Analyse your Organization's emergency planning function
- To consider all Phases of the ERP Process
- How to develop and Manager Emergency Preparedness Documentation
- Consider Roles & Responsibilities within the Crises Management Centre
- Gain an Awareness regarding which areas require an emergency response checklist
- Consider ERP Co-ordination across the business

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**Date**

**Category**

Personal Development

Venue

Level

Price

## Why Should I choose SAS for the training?

Sofema Aviation Services a Regulatory training and consulting company with 45 years commercial aviation experience and 13 years operational experience. Since we started we have provided certificates to approx 30,000 delegates we have grown for 2 primary reasons!

The first is that we are professional and we listen to our customers. Please visit our [download area](#) as an example of how we engage with our customer.

The second is not only the fact that our prices are far more cost effective than our competitors it is that our [discount program](#) leaves all the others way behind – please do not take our word for it check it out!

## What Makes SAS Practical Crisis Management and Emergency Response Planning – 2 Days 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

Day 1

Abbreviations & Definitions

- General Introduction & challenges

Arline Emergency Response Plan – Key Considerations

Emergency Response Program Best Practices

Developing ERP Policy

- EASA Regulatory Drivers for ERP

- ICAO SARP & SMS Drivers related to ERP

- IATA IOSA requirements for ERP / Crises Management

- Selecting and Managing Personnel in respect of ERP

- Performing a current assessment GAP analysis of your Organisations ERP / Crises Management Process

- Building an Emergency Response Program

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

Day 2

Aviation Emergency Response Plan – Considering Crises Control Centre Facilities

Using Emergency Response Exercises

Developing an Airline Emergency Response Manual

Crises Management Fundamentals – lessons learned

Aviation Emergency Response Plan – Communication with Stakeholders

Aviation Emergency Response (ERP) Go Team Considerations

Legal and Financial Requirements Obligations & Issues

Dealing with Social Media and the Press

Airline OPS Emergency Response Planning Simulation Exercising Considerations

- What Technical Aviation Documentation needs to be Collected & Protected following an Incident or Accident I.A.W the Emergency Response Plan (ERP)

Airline Emergency Response Training and Simulation Program

Developing Checklists

## Target groups

Nominated Persons and Post holders, Directors & Airline Operations Managers,

Emergency Response Managers and other Airline ERP Stake Holders. Quality & Safety Managers and Auditors.

## 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:

After Completion Delegates will understand:

- All essential roles with the ERP Process;
- Be able to identify and focus on the need for best practices in Crises Management;
- Understand the need for Tools and Checklists to ensure realisation of plans and procedures.

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

*"The instructor used the right words to explain the material."  
"The discussions among the group were very beneficial."  
"The instructor showed very resourceful background and experience."  
"All sections of the course were related to my field."  
"Adequate answers were given to specific questions."*

## Duration

2 days – each day will commence at 09.00 and finish at 17.00, with appropriate refreshment breaks.  
To register for this training, please email [team@sassofia.com](mailto:team@sassofia.com) or Call +359 28210806

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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