

## 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 is. 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 the 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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<b>Date</b>	On Demand
<b>Category</b>	Personal Development
<b>Venue</b>	On Demand
<b>Level</b>	Basic
<b>Price</b>	On Demand

## 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

## 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 stakeholders in an Emergency Response System.

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

*"I found satisfying answers to all my questions."*  
*"The instructor demonstrated very deep knowledge of the subject."*  
*"The length of the course fit my needs and expectations."*  
*"The content was really effective, I gained a lot of new knowledge."*  
*"The practical examples were perfectly delivered."*

## Duration

1 day – Start 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

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