

<b>I. GENERAL DATA ON SUBJECT COURSE</b>	
CODE AND NAME OF SUBJECT (in Estonian and English)	AM.057 Sidetehnilise teenuse korraldamine <i>Organisation of CNS (Communication, Navigation, Surveillance)</i>
ACADEMIC YEAR, TERM, FORM OF STUDIES	2018 autumn term, daytime study
CURRICULUM, SPECIALITY AND MODULE WHERE THE SUBJECT BELONGS TO	Aviation Company Management (2284): AM
SCOPE OF SUBJECT (ECTS)	3.0 ECTS
FORM OF CONTROL	Examination
WORKLOAD AND FORMAT OF STUDIES	Contact hours – 21 hrs; independent work – 54 hrs; practical training 2 hrs; examination 1 hrs.
LANGUAGE OF INSTRUCTION	Estonian/English
ADDITIONAL INFORMATION (prerequisite subject courses, restrictions on participating in the course, etc)	-
LECTURER	Mati Tarlap

<b>II. THE GOAL, LEARNING OUTCOMES AND DESCRIPTION OF SUBJECT COURSE</b>	
GOAL OF SUBJECT COURSE	Give the students an overview of the organisation of communication service (technical support), the components relating to it and of the processes of quality management.
LEARNING OUTCOMES	The student having covered the subject course: <ol style="list-style-type: none"> <li>1) Knows the organisational systems for offering technical support;</li> <li>2) Has obtained the understanding of the interconnection between the quality and safety system and the procedures of offering technical maintenance service;</li> <li>3) Is able to apply different methods for organising technical support;</li> <li>4) Is aware of the necessity for evaluating the competence of the technical personnel and knows the methods of evaluation;</li> <li>5) Has got an overview of the life cycles of technical systems, and the related procedures and documentation;</li> <li>6) Is able to evaluate the necessity for evidence;</li> <li>7) Has obtained knowledge of planning the management of technical equipment and devices.</li> </ol>

<b>SUBJECT COURSE DESCRIPTION</b>	<p>The subject course covers the topics related to the management and structure of the components of technical support.</p> <p>The subject course deals with the following technical support components: organisation, personnel, processes/procedures, and the quality and safety management system.</p> <p>In addition to covering the components in depth, the different cycles of systems are dealt with beginning from the vision and ending with their dismounting.</p>
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<b>III. METHODS AND CRITERIA OF EXAMINATION</b>	
PREREQUISITES TO BE ALLOWED TO TAKE EXAMINATION/PRELIMINARY EXAMINATION	<ol style="list-style-type: none"> <li>1. Participation in team work for at least 75% of the time</li> <li>2. Participation in the lectures for at least 75% of the time</li> </ol>
FORMATION OF EXAMINATION MARK/OF PRELIMINARY EXAM	<p>Written examination – 100% of the ECTS credits.</p> <p>Test is a multiple choice test.</p>
OPPORTUNITIES FOR SETTLING ARREARS /INSUFFICIENCIES IN ACADEMIC PROGRESS	Examination can be retaken.
GRADING SYSTEM	<ol style="list-style-type: none"> <li>1. Test is a multiple choice test.</li> <li>2. Evaluation criteria: <ul style="list-style-type: none"> <li>”A” (perfect) – 10 (9 high activity during team work)/10</li> <li>”B” (very good) – 9 (8 high activity)/10</li> <li>”C” (good) – 8 (7 high activity)/10</li> <li>”D” (satisfactory) – 7 (6 a high activity)/10</li> <li>”E” (poor) – 6/10</li> <li>”F” (failure) – 0-5/10</li> </ul> </li> </ol>

<b>IV. SCHEDULE AND LIST OF TOPICS</b>		
WEEK OF YEAR	WORK FORMAT	TOPICS
	Lecture, 3h	Overview of the course & Introduction to Organization of CNS
	Lecture, 3h	Organization of technical support
	Lecture, 3h	Personnel. The role of human factor in service provision. ATSEP competence system, technical experts ratings
	Lecture, 3h	Procedures. Data security assurance. Change management
	Lecture, 3h	Quality Management System in CNS. Overview and main elements
	Lecture, 3h	Safety Management for Organisation of CNS

	Lecture, 3h	System's lifecycles. Preparation and planning, implementation, maintenance
	Seminar, 2h	Summary of the course
	Exam, 1 h	Written test

## V. DESCRIPTION OF COURSE

GOAL OF SUBJECT COURSE	<p>The course consists of lectures and team work.</p> <p>At the beginning of the course the expectations of students are gathered. At the end of the course the students will give feedback on the course and express their opinion to what extent their expectations were fulfilled.</p> <p>The course subject is split into 7 main modules and is accompanied by introduction.</p> <p>Presentations of the modules are available in the Moodle environment.</p> <p>Every module starts with the introduction and is completed with the executive summary.</p> <p>Lectures are accompanied by team work. Team work consists of classroom work and homework performed by the team developed voluntarily.</p> <p>Team work consists of 5 chained exercises.</p> <p>The team work scenario and expected result is explained by the lecturer.</p> <p>Every team shall present their work result in the lecture room to the other teams.</p> <p>Work format:</p> <ol style="list-style-type: none"> <li>1. introduction + module 1</li> <li>2. modules 2–3 (organisation; personnel)</li> <li>3. team work 1–2</li> <li>4. modules 4–5 (procedures; quality system)</li> <li>5. team work 3</li> <li>6. modules 6–7 (safety management; system lifecycles)</li> <li>7. team work 4</li> <li>8. course summary</li> <li>9. team work 5</li> <li>10. examination.</li> </ol> <p>Additional information and answers to questions could be obtained at <a href="mailto:mati.tarlap@eans.ee">mati.tarlap@eans.ee</a></p> <p>The course is completed with the pass of a written examination.</p> <p>A visit to ATCC is a part of the course.</p>
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## **V. LEARNING MATERIALS**

COMPULSORY	Materials and examples available in the Moodle
ADDITIONAL	<a href="http://www.eurocontrol.int">www.eurocontrol.int</a>