

„Team Resource Management (TRM) for ATCos“ Refresher Training



Time of Training	On request
Place of Training	Estonian Aviation Academy / as agreed on
Schedule for Training	Schedule tailor-made
Teaching Methods	Classroom teaching
Language of Instruction	English
Instructor(s)	Experts from French Civil Aviation University
Base of course syllabus	Air Traffic Services curriculum (<i>Registered in EHIS, code 2282</i>)
Volume of Training	3 days
Curriculum group	Transport Services
Price of Training	As agreed on
Target Group	Air traffic controllers, instructors, ATC supervisors and examiners
Size of Training Group	10-12 participants
Aim of Training	The objective of this course is to: <ul style="list-style-type: none">• Provide a good understanding of the reasons why the Human Factor is an essential component of safe Air Traffic Control;• Help Air Traffic Controllers understand their role within the system and within their team;• Give an introduction to Threat & Error Management;• Highlight individual and collective mechanisms that may have an impact of safe air traffic control (this course could be implemented as a component of a periodic continuation training scheme)
Topics of Training	<ul style="list-style-type: none">• Human Factors in the Aviation world;• The characteristics of ATC Communication;• Human Error;• Teamwork and Team Roles;• The relation between the ATCo and the Computerized interface (Situational Awareness);• Transition phase management;• Safety Management by Experience Feed-Back;• Professional Attitudes & Behaviors
Learning outcomes	After completing the course participants should have good understanding of human factor's role for safe ATC as well as their role within the system and their team. Participants should have gained an overview of threat and error management, an individual and collective mechanisms that may have an impact of safe air traffic control
Study materials	Available in Moodle e-learning environment (moodle.eava.ee)
Requirements for Passing the Training Certificate	Participation – 100%
Registration and Additional Information	Eesti Lennuakadeemia Certificate of Attendance (tõend) Registration and additional information from Karine Mandel, karine.mandel@eava.ee , +372 7 448 121