

SYLLABUS

I. GENERAL DATA ON SUBJECT COURSE	
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	2019 autumn term, daytime study
CURRICULUM, SPECIALITY AND MODULE WHERE THE SUBJECT BELONGS TO	Aviation Company Management (2284): AM
VOLUME OF SUBJECT (ECTS)	3.0 ECTS
FORM OF CONTROL	Examination
WORKLOAD AND FORMAT OF STUDIE	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)	-
LECTURER	Mati Tarlap

II. GOAL OF SUBJECT, LEARNING OUTCOMES AND SHORT DESCRIPTION OF THE COURSE	
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"> 1) Knows the organisational systems for offering technical support; 2) Has obtained the understanding of the interconnection between the quality and safety system and the procedures of offering technical maintenance service; 3) Is able to apply different methods for organising technical support; 4) Is aware of the necessity for evaluating the competence of the technical personnel and knows the methods of evaluation; 5) Has got an overview of the life cycles of technical systems, and the related procedures and documentation; 6) Is able to evaluate the necessity for evidence; 7) Has obtained knowledge of planning the management of technical equipment and devices.
SUBJECT COURSE DESCRIPTION	The subject course covers the topics related to the management and structure of the components of technical support. The subject course deals with the following technical support components: organisation, personnel,

	<p>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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III. GRADING SYSTEMS AND CRITERIA	
PREREQUISITES TO BE ALLOWED TO TAKE EXAMINATION/PRELIMINARY EXAMINATION	<p>1. Participation in team work for at least 75% of the time</p> <p>2. Participation in the lectures for at least 75% of the time</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>
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	<p>Examination can be retaken.</p>
GRADING SYSTEM	RESPECTIVE MARKING CRITERIA
	<p>1. Test is a multiple choice test.</p> <p>2. Evaluation criteria:</p> <p>”A” (perfect) – 10 (9 high activity during team work)/10</p> <p>”B” (very good) – 9 (8 high activity)/10</p> <p>”C” (good) – 8 (7 high activity)/10</p> <p>”D” (satisfactory) – 7 (6 a high activity)/10</p> <p>”E” (poor) – 6/10</p> <p>”F” (failure) – 0-5/10</p>

IV. SCHEDULE AND LIST OF TOPICS			
WEEK OF YEAR	WORK FORMAT	TOPICS	LECTURER
	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. LEARNING MATERIALS

Compulsory materials:

Materials and examples available in the Moodle

Additional materials recommended:

www.eurocontrol.int