

## CUSTOMISED COURSES

The Singapore Aviation Academy offers the following courses that can be delivered overseas or customised<sup>1</sup> for your organisation. Drop us an enquiry [here](#) to find out how we can fulfil your training needs.

No.	Course Title	Duration	Modes of delivery
<b>Safety Oversight</b>			
1.	State Safety Programme Implementation*	5 days	Virtual classroom or in-person
2.	Resolution of Safety Issues*	5 days	Virtual classroom or in-person
3.	Auditing Techniques and Best Practices	5 days	In-person
4.	Review of Auditing Findings and Corrective Actions <sup>#</sup>	3 days	Virtual classroom or in-person
<b>Aviation Safety Inspectors</b>			
5.	Personnel Licensing for Regulators	5 days	Virtual classroom or in-person
6.	Air Operator Certification and Surveillance for Flight Operations Inspectors	5 days	Virtual classroom or in-person
7.	Cabin Safety Oversight	5 days	Virtual classroom or in-person
8.	Dangerous Goods Safety Inspectors	5 days	In-person
9.	ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air	5 days	In-person
<b>Safety Management</b>			
10.	Safety Management Systems Implementation*	5 days	Virtual classroom or in-person
11.	Investigation of Cabin Safety Aspects in Accidents and Incidents Workshop	5 days	Virtual classroom or in-person
<b>Crisis Management</b>			
12.	Aviation Crisis Management Programme	5 days	Virtual classroom or in-person

<sup>1</sup> Modules and duration can be customised according to your training requirements.

## Airport Emergency Services

13.	Basic Airport Firefighters	12 weeks	In-person (SAA, Singapore)
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Courses marked with asterisk (\*) can count towards SAA's Diploma in Civil Airport Management and/or Diploma in Aviation Safety Management. Find out more about SAA's diplomas at <https://caas.gov.sg/saa>

#Pre-requisite: Only for participants that have attended Auditing techniques and Best Practices.

## State Safety Programme Implementation

This course provides you with the knowledge and competency on ICAO Annex 19 Standards and Recommended Practices ICAO Doc guidance material pertaining to State Safety Programme (SSP) implementation and administration. This course is a core module of the [Diploma in Aviation Safety Management](#) and an elective of the [Diploma in Civil Aviation Management](#)

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Have an appreciation of fundamental safety management principles and concepts
- Understand and apply Annex 19 SARPs and ICAO Doc 9859 relating to SSP implementation and its processes

### MODE OF DELIVERY

Virtual classroom or in-person available

*Details on how to access the online course will be provided to successful applicants.*

### WHAT IS COVERED

- Safety Management Fundamentals
- ICAO Annex 19 SARPs
- SSP processes
- Supplementary Tools and Guidance Material

### WHO SHOULD ATTEND

Aviation professionals who are responsible for SSP implementation and administration, state safety oversight, acceptance and surveillance of service providers' Safety Management Systems, or aviation accident investigation matters.

## Resolution of Safety Issues

The course provides you with the knowledge and best practices in the resolution of safety issues arising from audit findings and violation of safety regulations. You will learn how to apply different actions to resolve various types of safety issues in safety oversight. This course is an elective of the [Diploma in Aviation Safety Management](#) and [Diploma in Civil Aviation Management](#).

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Understand a State's obligation to the resolution of safety issues
- Develop and decide the appropriate procedures and processes to resolve safety issues
- Prepare enforcement manuals and guidance materials
- Adopt best practices in investigations and conducting interviews

### MODE OF DELIVERY

Virtual classroom or in-person available

*Details on how to access the online course will be provided to successful applicants.*

### WHO SHOULD ATTEND

Aviation safety inspectors and professionals involved in safety policy design, regulation, auditing and compliance function in aviation oversight.

### WHAT IS COVERED

- ICAO documentation related to resolution of safety issues
- State's and operator's responsibilities
- Philosophy of enforcement actions
- Inspector responsibility and authority
- Safety and just culture
- Errors and violations
- Types of unsafe behaviour
- The Reason Model
- Format and contents of an Enforcement Manual
- Planning of investigation
- Interpretation of regulations
- Types of evidence
- Preparation and planning of interview
- Interview structure
- Interview tips
- Interview practice
- Auditing process and expectations
- Common enforcement decision tools
- Enforcement Decision Process (EDP)
- Risk assessment

## Auditing Techniques and Best Practices

This course provides you with the foundation on the principles and procedures for the conduct of safety audits on an aviation organisation.

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Write an audit finding accurately
- Assess the root cause (s) of a finding
- Determine acceptance of corrective actions in addressing findings
- Develop audit questionnaires
- Resolve audit findings
- Develop communication skills for auditing

### MODE OF DELIVERY

In-person

*Details on how to access the online course will be provided to successful applicants.*

### WHAT IS COVERED

- Safety oversight and critical elements
- Audit principles and auditor attributes
- Responsibilities of audit team members
- effective communications
- Planning for an audit
- Conduct of an audit
- Post-audit
- Audit follow-up
- Resolution of safety issues
- Organisational Risk Profile (ORP)

### WHO SHOULD ATTEND

Aviation professionals involved in the oversight or management of safety audits and assurance.

## Review of Audit Findings and Corrective Actions

This course provides you with the principles and procedures for the conduct of safety oversight audits.

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Improve in writing audit findings
- Assess the root cause (s) of a finding
- Determine the adequacy of a Corrective Action Plan in addressing a finding

### MODE OF DELIVERY

Virtual classroom or in-person available

*Details on how to access the online course will be provided to successful applicants.*

### WHAT IS COVERED

- Principles of auditing
- Audit findings
- Root Cause Analysis (RCA)
- Corrective actions
- Desktop audit
- Audit exercises

### WHO SHOULD ATTEND

Aviation professionals or inspectors involved in the oversight or management of safety audits and assurance of flight operations, cabin safety and dangerous goods.

This course also serves as refresher training for auditors.

### PREREQUISITE

Participants are required to attend the Auditing Techniques and Best Practices, or equivalent before attending this course.

## Personnel Licensing for Regulators

This course provides you with the fundamental knowledge required of Personnel Licensing (PEL) officers and inspectors.

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Identify the essential components and processes of a PEL system
- Describe the regulatory system governing PEL and the requirements of a PEL office
- Describe the processing of licences, language proficiency requirements, and the examining principles of PEL

### MODE OF DELIVERY

Virtual classroom or in-person available

*Details on how to access the online course will be provided to successful applicants.*

### DURATION

5 days

### WHO SHOULD ATTEND

PEL officers involved in developing or providing oversight of PEL system, including flight operations inspectors.

### WHAT IS COVERED

- Chicago Convention and Articles related to PEL
- ICAO Annex 1 (PEL)
- Safety oversight
- Overview of PEL and delegation of functions
- Regulatory system governing PEL
- Licensing authority
- Examining principles
- Medical requirements
- Licence format
- Aircraft leasing, Article 83 *bis* and licensing
- Approved Training Organisation (ATO)
- Competency-based training
- Language proficiency
- Multi-Crew pilot training
- Enforcement
- Universal Safety Oversight Audit Programme (USOAP) Continuing Monitoring Approach (CMA)

## Air Operator Certification and Surveillance for Flight Operations Inspectors

This course provides you with the foundation on safety regulations, principles and procedures for flight

operations safety oversight of an air operator.

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Carry out flight operations inspections related to the issuance of Airport Operator Certificate (AOC)
- Learn the best practices in safety oversight management with a focus on special operations approval for Transport of Dangerous Goods by Air and Extended Diversion Time Operations (EDTO).

### MODE OF DELIVERY

Virtual classroom or in-person available

*Details on how to access the online course will be provided to successful applicants.*

### WHAT IS COVERED

- ICAO Annex 6 and Doc 8335
- Certification Process for the grant of an AOC
- Operator's Operations Manual
- Approval and acceptance
- EDTO
- Master Minimum Equipment List (MEL)
- Dangerous Goods
- Aircraft leasing
- Safety oversight activities
- ICAO Universal Safety Oversight Audit Programme (USOAP) audit

### WHO SHOULD ATTEND

New flight operations inspectors and air operators' flight operations management professionals.

This course would also serve as refresher training for current flight operations inspectors.

## Cabin Safety Oversight

This course provides you with the foundation of the processes and practices surrounding the regulation of cabin safety.

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Understand the cabin safety issues to be addressed for the grant of an Air Operator Certificate (AOC)
- Apply procedures for the conduct of cabin safety inspections
- Apply cabin safety procedures related for aircraft leasing
- Address safety concerns arising from the cabin safety inspections

### MODE OF DELIVERY

Virtual classroom or in-person available

*Details on how to access the online course will be provided to successful applicants.*

### WHAT IS COVERED

- Cabin safety issues
- AOC cabin safety certification process
- Conduct of cabin safety inspections
- Minimum cabin crew complement
- Certification of aircraft cabin
- Procedures for partial evacuation demonstration
- Procedures for proving flights
- Portable electronic devices
- Dangerous Goods
- Lithium batteries

### WHO SHOULD ATTEND

New and current flight operations, cabin safety and dangerous goods inspectors and air operators' professionals responsible for flight operations of aircraft.

## Dangerous Goods Safety Inspectors

This course provides you with the foundation on safety regulations, principles and procedures for safety oversight of the transport of Dangerous Goods by air.

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Establish a State's Dangerous Goods Safety Oversight Programme
- Gain insight on the best practices in safety oversight management

### MODE OF DELIVERY

In-person

### WHO SHOULD ATTEND

New Dangerous Goods inspectors, flight operations inspectors and air operators' flight operations management professionals.

This course may also serve as refresher training for current Dangerous Goods and flight operations inspectors.

### WHAT IS COVERED

- ICAO Annex 18
- Dangerous Goods legislative framework
- Dangerous Goods audit and process inspection
- Certification process for granting operations specification for Transport of Dangerous Goods by Air
- Surveillance planning
- Dangerous Goods surveillance procedures
- Granting of approval and exemption
- Dangerous Goods accident and incident

## ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air

This course provides you with an understanding on ICAO Doc 9284 (Technical Instructions for the Safe Transport of Dangerous Goods by Air) to ensure compliance with the Standards and Recommended Practices (SARPs) of ICAO Annex 18 The Safe Transport of Dangerous Goods by Air.

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Identify, classify, pack, label and document Dangerous Goods in accordance with the Technical Instructions
- Understand the legal obligations related to the transport of Dangerous Goods by air
- Identify whether appropriate emergency response information can be correctly extracted from the Emergency Response Guidance for Aircraft Incidents Involving Dangerous goods (ICAO Doc 9481)

### MODE OF DELIVERY

In-person

### WHO SHOULD ATTEND

Air operators and freight forwarders responsible for the handling, storage and loading of cargo, mail and baggage.

### WHAT IS COVERED

- ICAO Annex 18 and the Technical Instructions
- Content of the Technical Instructions
- Classification
- The Dangerous Goods list
- Dangerous Goods not specifically listed by
  - name
  - Packing requirements
  - Package performance testing and specification markings
  - Marking and labelling
  - Documentation
- Different Dangerous Goods together in one package and Overpacks
- Dangerous Goods in limited quantities and excepted quantities
- Limitation on Dangerous Goods
- Radioactive materials
- Provisions for passengers and crew members
- Operator's responsibilities

## Safety Management Systems Implementation

This course provides you with the knowledge and skills to facilitate the design, implementation and maintenance of an operationally effective Safety Management System (SMS) to meet the standards prescribed in ICAO Annex 19 Safety Management, ICAO Doc 9859 Safety Management Manual (SMM) and other related guidance materials.

This course is a core module of the [Diploma in Aviation Safety Management](#) and an elective of the [Diploma in Civil Aviation Management](#)

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Have an appreciation of fundamental safety management principles and concepts
- Understand and apply Annex 19 SARPs relating to SMS implementation
- Be competent with SMS implementation and its pertinent processes
- Be conversant with ICAO Doc 9859 guidance materials relating to SMS

### MODE OF DELIVERY

Virtual classroom or in-person available

*Details on how to access the online course will be provided to successful applicants.*

### WHAT IS COVERED

- Safety management fundamentals
- ICAO Annex 19 SARPs
- SMS processes
- Supplementary Tools and Guidance Materials

### WHO SHOULD ATTEND

Aviation professionals involved in safety management and SMS oversight.

## Investigation of Cabin Safety Aspects in Accident and Incidents Workshop

This workshop provides you with the knowledge of cabin safety aspects in the conduct of an aircraft accident investigation.

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Gain a general knowledge on ICAO provisions relevant to cabin safety and security contained in the ICAO Annexes
- Identify the competencies for professionals involved in investigating cabin safety aspects of occurrences
- Apply cabin crew competency-based training concepts, human performance and associated guidance material.

### MODE OF DELIVERY

Virtual classroom or in-person available

*Details on how to access the online course will be provided to successful applicants.*

### WHAT IS COVERED

- Overview of ICAO Annex 13, ICAO provisions and cabin safety investigations
- Human performance training and skills development
- Cabin investigator competencies and training
- Cabin safety aspects in accident investigation
- Research on brace positions and crash injury risk
- Conducting interviews
- Documenting the cabin
- Analysis and reporting
- Preparation and presentation of an accident report

### WHO SHOULD ATTEND

Aviation professionals who are responsible for accident and incident investigations, including cabin safety specialists and airline safety managers.

It is recommended that you have a general understanding of national regulations relating to flight operations and cabin safety.

## Aviation Crisis Management Programme

This course provides you with the knowledge and skills to manage responses for effective crisis management in the new normal. This course is designed in accordance with ICAO Standards and Recommended Practices and with reference to the ICAO Council Aviation Recovery Taskforce (CART) report. This programme is an elective module offered under the [Diploma in Civil Aviation Management](#)

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Recognise crisis readiness roles of various stakeholders in the aviation industry
- Identify cyber-incidents and appropriate response
- Integrate the challenges faced by government, airport and airlines in navigating health control measures during the COVID-19 pandemic
- Apply airport emergency responses best practices during an air crash accident
- Acquire the knowledge of basic crisis intervention, the conduct of effective briefings to next-of-kin and breaking bad news
- Explain the types of swift decisions required by Crisis Managers to limit damage caused by crises. Implement an emergency/business continuity plan for aviation crises

### WHO SHOULD ATTEND

Aviation professionals in middle or senior management, or those with at least 5 years of experience who are responsible for planning and managing aviation crisis events

### WHAT IS COVERED

- Crisis readiness of the aviation industry today
- Overview of aviation crisis management
- Emergency plan (EP) and business continuity plan (BCP)
- Responding to cyber-attacks and incident responses
- Public health crisis and aviation
- Air crash crisis
- Crisis communications and reputation management in a digital age
- Crisis communications for new media
- Best practices in aviation crisis management

### MODE OF DELIVERY

Virtual classroom or in-person available

*Details on how to access the online course will be provided to successful applicants.*

## Basic Airport Firefighters

This competency-based course provides you with the fundamentals to perform the duties as an aircraft firefighter and the techniques to deal with aircraft incidents and accidents in accordance with ICAO requirements. It will also cover building and other infrastructure incidents that may occur at airports.

### WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:

- Perform aircraft fire fighting, search and rescue operations and procedures in confined spaces.
- Perform technical rescue and mitigation of hazardous materials.
- Demonstrate understanding of Aircraft Rescue Fire-fighting (ARFF) subjects and tactics, as well as rescue and fire-fighting in other aviation related areas.
- Understand the concepts, principles and practical application of structural fire-fighting, pressure fed firefighting, BA control board setup flash over training and bulk fuel storage tanks rescue tactics.

### WHAT IS COVERED

#### Module 1 - Firemanship Fundamentals

- Introduction to Aviation fire-fighting
- Fire physics and chemistry
- Fire-fighter safety
- Delivery and suction hoses
- Fire-fighting and rescue equipment
- Ground ladders
- Fire extinguishers
- Rope and knots
- Fire pumps and primers
- Casualty management & stretchers
- Communications and hand signals
- Extinguishing medias
- Self-contained breathing apparatus
- Fire vehicle operating system
- Fire ground hydraulics
- Firefighters duties and responsibilities
- Fire hydrant operations

#### Module 2 - Structural, Breathing Apparatus Operations and Hazardous Material Operations

- BA operations and entry control board
- Working in confined spaces
- Structural fire-fighting strategy and tactics
- Working in heat and humidity
- Smoke hazards
- Liquefied petroleum gas fires
- Basic vehicle extrication
- Dangerous Goods and approach to hazardous materials incident
- Large storage tank fire-fighting strategy
- Basic fire prevention
- Introduction to Workplace Safety and Health
- Thermal imaging camera
- Flash over training
- Specialised rescue equipment and forcible entry
- Swimming techniques

#### Module 3 - Aircraft Rescue and Firefighting

- Aircraft construction
- Aircraft electrical and emergency power systems
- Aircraft fuel systems
- Aircraft evacuation systems
- Aircraft fire extinguishing systems
- Aircraft lighting systems
- Aircraft emergency shutdown procedures
- Aircraft oxygen systems
- Freighter aircraft and dangerous goods
- Aircraft engine fires
- Aircraft landing gear fires
- Aircraft internal fires
- Helicopter fire-fighting
- Military aircraft fire-fighting
- Full scale aircraft fire-fighting strategy and tactics
- Night aircraft fire-fighting

## MODE OF DELIVERY

In-person (only available for delivery at the Singapore Aviation Academy in Singapore)

## WHO SHOULD ATTEND

This course is beneficial for those aspiring to be an airport fire-fighter.

## DURATION

12 weeks

## PRE-REQUISITES

- Be physically fit and capable of performing strenuous work during the performance of the practical training sessions;
- Be proficient in English; and
- Supported / recommended by his/her organisation that he/she is suitable for the course.

## Module 3 - Aircraft Rescue and Firefighting (cont'd)

- Aircraft black boxes
- Aircraft incident/accident at remote areas
- Causality handling
- Communication and coordination at crash site
- Occupational first aid training

## ASSESSMENT AND CERTIFICATION

You must achieve at least 80% attendance to be eligible for the theory and practical assessments. A certificate of successful completion will be awarded if you passed the assessments with a minimum score of 70%.