

CUSTOMISED COURSES

The Singapore Aviation Academy offers the following courses to cater to the individual needs of your organisation. Email us at saa@caas.gov.sg to find out how we can deliver these courses to suit your training requirements.

No.	Course Title	Duration (day)	Available Mode of delivery
Safety Oversight			
1.	Customised State Safety Programme Implementation*	5	Virtual classroom or in-person
2.	Customised Resolution of Safety Issues*	5	Virtual classroom or in-person
3.	Customised Auditing Techniques and Best Practices	5	Virtual classroom or in-person
4.	Customised Review of Auditing Findings and Corrective Actions#	3	Virtual classroom or in-person
5.	ICAO Training Package: Oversight of Aircraft Leasing Operations	5	Virtual classroom or in-person
6.	ICAO Training Package: Personnel Licensing (PEL) System	7	Virtual classroom or in-person
Aviation Safety Inspectors			
7.	Customised Safety Oversight Inspectors (Aerodrome)*	5	Virtual classroom
8.	Customised Personnel Licensing for Regulators	5	Virtual classroom or in-person
9.	Customised Air Operator Certification and Surveillance for Flight Operations Inspectors	5	Virtual classroom or in-person
10.	Customised Cabin Safety Oversight	5	Virtual classroom or in-person
11.	Customised Dangerous Goods Safety Inspectors	5	In-person
12.	Customised ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air	5	In-person
Safety Management Systems			
13.	Customised Safety Management Systems Implementation*	5	Virtual classroom or in-person

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14.	ICAO Standardized Training Package: Operational Hazard Identification and Risk Mitigation*	4	Virtual classroom or in-person
15.	Customised Investigation of Cabin Safety Aspects in Accidents and Incidents Workshop	5	Virtual classroom or in-person
Air Traffic Services			
16.	Customised Safety Audits of Air Traffic Services*	5	In-person
Airport Operations and Management			
17.	Customised ICAO Annex 14 Requirements and Application*	5	Virtual classroom
18.	Customised Airport Management in COVID Recovery	5	Virtual classroom or in-person
Crisis Management			
19.	Customised Introduction to Crisis Management	5	Virtual classroom or in-person

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.

Customised 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 via Zoom or in-person available

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

DURATION

5 Days

WHAT IS COVERED

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

WHO SHOULD ATTEND

The course is beneficial to 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.

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Customised 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 via Zoom or in-person available

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

DURATION

5 days

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

WHO SHOULD ATTEND

This course is beneficial to all aviation safety inspectors and professionals involved in safety policy design, regulation, auditing and compliance function in aviation oversight.

Customised 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

Virtual classroom via Zoom or in-person available

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

DURATION

5 days

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

This course is beneficial to aviation professionals involved in the oversight or management of safety audits and assurance.

Customised Review of Audit Findings and Corrective Actions

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

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 via Zoom or in-person available

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

DURATION

3 days

WHAT IS COVERED

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

WHO SHOULD ATTEND

This course is beneficial to 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.

ICAO Training Package: Oversight of Aircraft Leasing Operations

This course provides you with the competencies to design and implement operational processes and procedures for acceptance, approval and oversight of aircraft leasing arrangements in accordance with Chicago Convention and its Annexes in particular ICAO Annex 1, Annex 6 Part I, Part II, and Part III and Annex 8, as well as ensure the various leasing arrangements are in compliance with the State's regulatory framework.

WHAT YOU WILL LEARN

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

- Develop processes and procedures to recognise, accept, approve and oversee operations with different cases of aircraft leasing arrangements.
- Implement oversight procedures for different cases of aircraft leasing arrangements.
- Identify various categories of aircraft leasing and their implications on States and Aircraft Operator Certificate (AOC) holders' responsibilities with respect to personnel licensing, aircraft operations and airworthiness.
- Identify necessary regulations and procedures to ensure compliance with Chicago Convention and its Annexes for various cases of aircraft leasing.

MODE OF DELIVERY

Virtual classroom via Zoom or in-person available

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

DURATION

5 days

WHAT IS COVERED

- Evaluation of air operator leasing arrangements application
- Approval of proposed air operator leasing arrangements
- Inspection and surveillance of air operator leasing arrangements

WHO SHOULD ATTEND

This course is beneficial to aviation professionals involved in operational control of aircraft leasing operations, aviation safety inspectors from flight operations, airworthiness and personnel licensing as well as professionals who manages the overview of legal and safety issues related to aircraft leasing from civil aviation administrations, airlines and related aviation organisations.

PREREQUISITES

- Minimum one-year experience as an aviation safety inspector, legal officer, or
- Minimum two years experience in airline operations (e.g. pilot, flight operations officer, maintenance control, flight crew training manager)

ASSESSMENT AND CERTIFICATION

You must achieve at least 80% attendance to be eligible for the assessment. A certificate of participation will be awarded if you pass the assessment with a minimum score of 80%.

ICAO Training Package: Personnel Licensing (PEL) System

This blended-learning course provides you with an understanding of the fundamental concepts and principles to set-up an effective personnel licensing (PEL) system in a PEL office. It will equip you with the essential know-how and attitudes to manage the PEL system, which should facilitate the answering of the ICAO's Universal Safety Oversight Audit Programme (USOAP) Continuous Monitoring Approach Protocol Questions (PQs).

PART ONE (SELF-DIRECTED ELEARNING)

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

WHAT IS COVERED

- The Action of PEL
- The Licensing Authority
- Principles Governing the Establishment and Implementation of a PEL office
- Regulatory System Governing PEL
- Establishment of a PEL Office
- Record Keeping
- Technical Guidance for Licensing Procedures
- Processing of Personnel Licences and Ratings
- Language Proficiency Requirements
- Delegation and Transfer of Functions and Responsibilities
- Written and Oral Examinations
- Flight Test and Practical Examinations

NOTE

This course is Part One of the ICAO Training Package (ITP): PEL System course.

DURATION

2 days (Online) and 5 days (Virtual Classroom or in-person available)

PART TWO (VIRTUAL CLASSROOM)

WHAT YOU WILL LEARN

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

- Apply procedures for the issuance, validation and conversion of flight crew and non-flight crew licences
- Determine criteria for designation of medical examiners and the process of medical assessment
- Determine key elements and processes addressing approval of training organisation
- Describe enforcement actions for noncompliance of regulations

WHAT IS COVERED

- Licensing of Flight Crew and Non-Flight Crew
- Conversion and Validation of Foreign Licences
- Medical Assessment
- Approval and Surveillance of Training Organisations
- Enforcement Policy and Procedures

PREREQUISITE

To qualify for Part Two (Virtual Live Classroom), you must successfully complete Part One (Online) within 60 days before the commencement of Part Two (Virtual Live Classroom).

WHO SHOULD ATTEND

This course is beneficial to inspectors involved in developing or upgrading its own State licensing or PEL system.

Customised Safety Oversight Inspectors (Aerodrome)

This course provides you with an understanding of the fundamental principles underlying the safety oversight measures and activities relating to aerodromes required of a State's aviation regulatory body and their importance, in accordance with ICAO's requirements. This course is an elective module under the [Diploma in Aviation Safety Management](#).

WHAT YOU WILL LEARN

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

- Understand the roles and responsibilities of an aerodrome inspector
- Understand the ICAO Standards and Recommended Practices (SARPs) on safety oversight relating to aerodromes
- Review and update your organisation's safety oversight mechanisms relating to aerodromes

DURATION

5 days

MODE OF DELIVERY

Virtual classroom via Zoom

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

WHO SHOULD ATTEND

This course is beneficial to aviation professionals and inspectors involved in safety oversight management and inspection of aerodromes

WHAT IS COVERED

- Overview of the State's safety oversight obligations
- Overview of ICAO Annex 14 (Aerodromes), Vol I (Aerodromes Design and Operations) requirements
- Aerodrome maintenance
- Aerodrome certification
- Overview of ICAO Annex 19 – Safety Management
- ICAO PANS-Aerodromes (Doc 9981)
- Manual on Certification of Aerodromes (ICAO Doc 9774)
- Safety Management Manual (ICAO Doc 9859)
- Circular on Assessment, Measurement and Reporting of Runway Surface Conditions (ICAO Cir 329)
- Manual on Prevention of Runway Incursions (ICAO Doc 9870)
- Aerodromes audits and inspections

Customised 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 via Zoom or in-person available

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

DURATION

5 days

WHO SHOULD ATTEND

This course is beneficial to 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)

Customised 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 via Zoom or in-person available

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

DURATION

5 days

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

This course is beneficial to new flight operations inspectors and air operators' flight operations management professionals.

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

Customised 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 via Zoom or in-person available

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

DURATION

5 days

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

This course is beneficial to new and current flight operations, cabin safety and dangerous goods inspectors and air operators' professionals responsible for flight operations of aircraft.

Customised 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

DURATION

5 days

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

WHO SHOULD ATTEND

This course is beneficial to 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.

Customised 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

DURATION

5 days

WHO SHOULD ATTEND

This course is beneficial to 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

Customised 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 via Zoom or in-person available

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

DURATION

5 days

WHAT IS COVERED

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

WHO SHOULD ATTEND

This course is beneficial to aviation professionals involved in safety management and SMS oversight.

ICAO Standardized Training Package: Operational Hazard Identification and Risk Mitigation

This advanced Safety Management System (SMS) course provides you with the knowledge and skills to develop and apply hazard identification and safety risk mitigation (HIRM) tools in the context of a SMS and State Safety Programme (SSP). The fundamental HIRM processes in this course is based on guidance materials in ICAO Doc 9859 Safety Management Manual with various enhancements as appropriate. This competency-based training has been developed in accordance with ICAO Doc 9941 TRAINAIR PLUS Methodology. This course is an elective of the [Diploma in Aviation Safety Management](#).

WHAT YOU WILL LEARN

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

- Develop proactive, reactive and predictive methodologies for hazard identification
- Establish Hazards and Risk Management database
- Validate hazard information and activate Safety Risk Management (SRM) projects for specific hazards
- Utilise a SRM Tool to perform and document a SRM Task

MODE OF DELIVERY

Virtual classroom via Zoom or in-person available

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

DURATION

4 days

WHAT IS COVERED

- Operational context of SRM
- Various approaches for hazard identification
- Processing of hazard information
- Management of SRM process
- Completing the SRM project report
- SRM tools

WHO SHOULD ATTEND

This course is beneficial to aviation professionals and regulatory inspectors involved in the performance or oversight of HIRM processes.

PREREQUISITES

- Attended SMS/SSP or equivalent courses
- Have relevant aviation professional/operational background

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 via Zoom or in-person available

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

DURATION

5 days

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

The workshop is beneficial to 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.

Customised Safety Audits of Air Traffic Services

This course provides you with an understanding of international requirements and gain the skills necessary for the effective planning and conduct of safety audits of air traffic services (ATS). This course is an elective of the [Diploma in Aviation Safety Management](#).

WHAT YOU WILL LEARN

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

- Define the role and responsibilities of safety auditors
- Plan and develop safety audit procedures
- Identify deficiencies in the ATS system and implement corrective action plans

DURATION

5 days

MODE OF DELIVERY

In-person

WHAT IS COVERED

- Safety audit concept
- Safety audit planning and processes
- Principles for safety audits
- Scope of safety audits
- Procedures for low visibility aerodrome operations
- Operational and technical Issues
- Licensing and training requirements

WHO SHOULD ATTEND

This course is beneficial to aviation professionals responsible for the planning and conduct of safety audits of ATS

Customised ICAO Annex 14 Requirements and Application

This course provides you with an understanding of ICAO Annex 14 (Aerodromes and Heliports), Circular 305 on Operations of New Larger Aeroplanes on Existing Aerodromes and ICAO PANS-Aerodromes (ICAO Doc 9981), as well as international specifications on the planning and design of aerodromes and their operations. You will develop competencies to plan and design aerodromes in accordance with ICAO Standards and Recommended Practices (SARPs), as well as learn procedures and best practices relating to aerodrome certification, development, operations and regulatory compliance. This course is an elective module under the [Diploma in Aviation Safety Management](#)

WHAT YOU WILL LEARN

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

- Gain knowledge and skills on the planning and design of aerodromes and their operations
- Understand ICAO Annex 14 (Aerodromes) and be able to implement related SARPs.

DURATION

5 days

MODE OF DELIVERY

Virtual classroom via Zoom

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

WHAT IS COVERED

- Safety assurance, responsibilities and obligations
- ICAO Annex 14, Volume I (Aerodrome Design and Operations) – Latest version
- ICAO Circular 305 (Operations of New Larger Aeroplanes on Existing Aerodromes)
- ICAO PANS-Aerodromes (ICAO Doc 9981)
- ICAO Annex 14, Volume II (Heliports)

WHO SHOULD ATTEND

This course is beneficial to aviation professionals involved in the regulation, design, development and certification of airports

CUSTOMISED AIRPORT MANAGEMENT IN COVID RECOVERY

This course provides you with the skills to analyse the impact of the pandemic on airport planning, and evaluate the challenges faced by organisations in responding to crises. This course is designed in accordance with ICAO Standards and Recommended Practices, ICAO Council Aviation Recovery Taskforce (CART) Report, ICAO Annex 9 facilitation, and IATA Airport Handling Manual (AHM).

WHAT YOU WILL LEARN

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

- Examine the changes to the modus operandi of ground operations including Facilitation (FAL) matters on below-wing and above-wing operations due to slowdown in operations
- Co-relate the measures adopted by airports and airlines to address the COVID-19 challenges and discuss restart strategies
- Examine a typical regulatory framework in a service regulations context and impact on a regulator-regulatee framework in the current climate
- Analyse the financial and commercial management and Public-Private-Partnership (PPP) model
Evaluate the requirements of ICAO Annex 9 and IATA AHM and the implications of COVID-19

DURATION

5 days

MODE OF DELIVERY

Virtual classroom via Zoom or in-person available

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

WHAT IS COVERED

- Overview of the aviation ecosystem
- Terminal planning
- Changes in modus operandi of airfreight, ramp and terminal operations (abovewing/below-wing ops)
- Facilitation – “modified” processes in the new normal
- Challenges and strategies to manage new border health control and regulatory requirements and guidelines
- Airport-Collaborative Decision Making (A-CDM)

WHO SHOULD ATTEND

- This course is beneficial to aviation professionals with at least 5 years of experience who are involved in the airport COVID-19 recovery phase and facilitation management, oversight and planning at airports, including operations managers in terminal/ ramp/cargo, and supervisory staff from the ground services team

Customised Introduction to Crisis Management

This course provides you with the knowledge to identify different types of crisis and examine the best practices and appropriate applications of regulatory requirements in crisis management. This course is designed in accordance with ICAO Standards and Recommended Practices [Doc 9859, 9973 and 9998] incorporating ICAO CART Guidance for COVID-19.

WHAT YOU WILL LEARN

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

- Identify the types and magnitude of aviation events and its impact on all affected parties
- Define the key elements of Crisis Management Plans
- Identify the regulatory requirements on immediate responses to an aircraft disaster
- Explain the effort required to support the mental resilience of affected passengers, crew and their families Articulate the key information needed and communicated during crises events Analyse the threat of UAVs (drones) intrusions at the airport and mitigating measures needed.
- Describe the impact of COVID-19 and the applications of various ICAO, IATA, ACI measures and initiatives by stakeholders.

MODE OF DELIVERY

Virtual classroom via Zoom or in-person available

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

WHAT IS COVERED

- Key crises in the aviation industry
- Natural disasters and impact on aviation
- Air crash crisis
- Crisis management
- Drone threats and mitigation
- Public health crisis for aviation

WHO SHOULD ATTEND

This course is beneficial for aviation professionals with oversight responsibilities in crisis management, business continuity planning, or those responsible for implementing aviation crisis management programmes