

Trainers



Erik Lely started his career as a psychologist and trainer developing assessment programs at various organizations before joining the Dutch Ministry of Defense as a military aviation psychologist to select and train Royal

Netherlands Air Force pilots with the emphasis on delivering crew resource management, human factors and leadership courses. He grew through the ranks to Major and after his time with the military held positions as affiliated Human Factors trainer training staff in different industries, including training of medical teams of aviation companies, as well as aviation based human factors courses for the drilling and offshore industry.

Tom Kok— As director of the AviAssist Foundation Kok has well over two decades of experience with safety promotion in East and Southern Africa. An important part of that experience is related to transfer of knowledge through training. Kok has lived, flown (PPL) and worked in Africa. Under his leadership, the Foundation continues to inspire & support safety leadership.

Jointly, the instructor team will provide a fun learning environment where students can learn and strengthen the fundamentals of leadership.

About the AviAssist Foundation

The AviAssist Foundation is the only non-profit organisation dedicated to promoting safety in African aviation. We have been providing effective and affordable safety support to African aviation professionals since 1995.

What will be expected of participants?

The AviAssist Foundation implements high quality training programmes. This training is in English. This requires a good understanding of the English language in daily use.

Upon attendance of 100% the course and having met the other certification criteria, participants will be issued a certificate of completion from the AviAssist.

AviAssist is powered by among others:

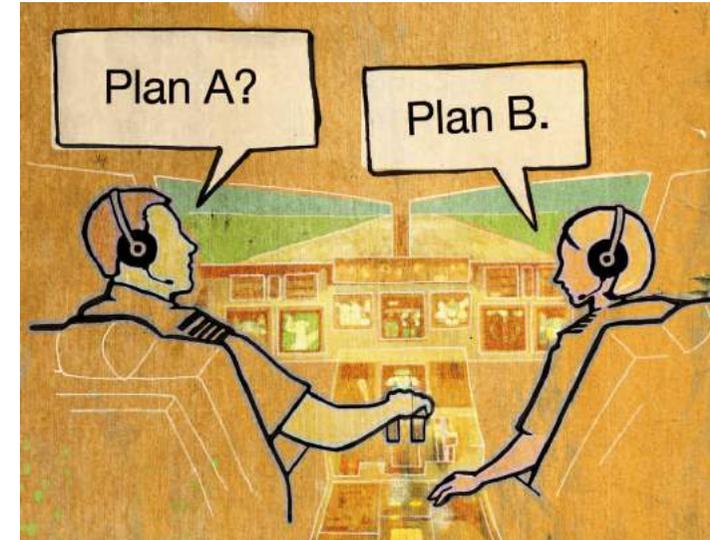


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Training on Crew Resource Management



In co-operation with:



Crew Resource Management



Human error accounts for up to 80% of accidents in civil aviation.

The objective of Crew Resource Management is to enhance the communication and management skills of the crew members concerned. The emphasis is placed on the non-technical aspects of crew performance.

CRM can be defined as a management style which makes optimum use of all available resources - equipment, procedures and people - to promote safety and enhance the efficiency of operations, which is essential for providing safe services.

Crew resource management (CRM) is a procedure and training system developed for production systems where human error can have devastating effects.

CRM is used primarily to improve air safety and focuses on interpersonal communication, leadership, and decision making.

The course designs follow international standards as laid out by the International Civil Aviation Organization ICAO, leading regulators from across the world and leading associations such as the International Air Transport Association.

About this course

The target of this course is the insight of every participant to actively work on his/her personal behaviour for better and safer operations.

The course training goals are:

- Learning to apply CRM techniques in day to day operations
- Learning to improve communication flows during operations
- Learning the skills of leadership and followership in light of CRM theory



Target audience

The target audience for this course includes:

- Flight crew
- Cabin crew
- Air Traffic Controllers
- Senior Air Traffic Controllers
- Chief Air Traffic Controllers
- Business aircraft operators
- Owners of private aircraft
- Managers responsible for human resources in aviation

Course content

Course modules will deal with

- Information processing
- Human error, reliability and error management
- Fatigue and workload management
- Situational awareness
- Company safety culture
- Communication and management
- Potential blocks to success with CRM
- Automation
- (CRM for single pilots)



Course delivery methodology

The course will be delivered in a series of lectures, combined with interactive discussions, attention for the 4Cs of 21st Century Training and case studies. An active role of the participants will be required and facilitated to create a strong connection between the topics and their daily work environment.

Participants will be subscribed to the Foundation's magazine SafetyFocus to support the understanding and application phase of their learning as well as widen their appreciation of aviation safety issues and motivate them in their work.