Are you ready to take off in aviation?

DAA
DPU Aviation Academy
สถาบันการบิน มหาวิทยาลัยธุรกิจบัณฑิตย์

CADT
College of Aviation Development and Training
วิทยาลัยการพัฒนาและฝึกอบรมด้านการบิน

Human Factors and Crew Resource Management (CRM) (5 Days)

Objectives
On completion of this course you will be able to:
• Be conversant about basic aviation Human Factors concepts
• Understand key human performance issues relevant to aviation operations
• Integrate Human Factors knowledge into key areas of aviation operations
• Apply operational Human Factors knowledge to safety investigation activities

Who should attend
This course is recommended for:
• All aviation roles especially safety-critical ones
• Pilots, flight crew, airline managers and operational staff
• Air traffic controllers and ANSP management
• Civil aviation authority, and aircraft maintenance staff
• Individual who is keen to learn how to manage CRM and Human Factors

Prerequisites
• There are no prerequisites for this course
• Recommended level is Management and Professional

Recommended level
• Entry-level
• Intermediate

Activities
• Case studies
• Group exercises

Key topics

• Definitions, concepts and history

• Aviation Human Factors, management and the organization

• Human performance in aviation operations

Key topics

• Fatigue and stress and how to manage them

• Human information processing and operational decision-making

• Human error and threat management

• Threat and Error Management (TEM) in flight operations, air traffic control and cabin operations

• Resource management training on the flight deck and in air traffic control

• Automation in the workplace

• The design of Standard Operating Procedures (SOPs) and checklists

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Certificate awarded

A DAA Certificate of Completion is awarded to participants attending 80% of the course and pass the assessment.

Subject areas

Find related course:
• Flight Simulation Experience

Course schedule

Module	Duration
Day 1 – Registration – Introduction to the program – Overview of the aviation industry – Aviation human factors, management and organization	30 min 2.30 hr 3 hr
Day 2 – Human performance in aviation operations – Fatigue and stress: how to manage wisely – Human information processing and operational decision making	6 hr
Day 3 – Human error and threat management – Threat and error management (TEM) in operations – Resource management training	6 hr
Day 4 – Automation in the workplace – Safe workplace practice management – Techniques to a successful crew resource management	6 hr
Day 5 – Design of standard operating procedures (SOPs) and checklist – Assessment – Closing ceremony and Graduation	6 hr

For more Information

DPU Aviation Academy

49/61 Prachachuen Road, Bang Khen
Nonthaburi 11000, Thailand

Tel. +66 61-863-7991

Website: daa.dpu.ac.th

Line ID : @daa_dpu

E-mail: daa@dpu.ac.th