



## Aviation Related - Emergency Response Plan Solutions



### Training Courses - 2025

#### NOTE:

*In pre-defined* circumstances, **CLASSROOM** (physically face to face i.e. *not* on-line) training is delivered 100% **FREE** of professional fees (i.e. only actual *expenses* incurred [in delivering said training] will be charged e.g. travel, accommodation / lodging etc.). For details see:

<https://www.aviationemergencyresponseplan.com/expert-support/>

All of our training courses delivered **ON-LINE** are provided absolutely **FREE**. For details see:

<https://aviationemergencyresponseplan.com/training-2/>





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## EMERGENCY / CRISIS RESPONSE - 2025 - Training Courses for **Airlines** etc. - (e.g. Scheduled; Cargo; Charter; VIP; Business; Low Cost)

Foundation	* 3 to 5 Days	<b>Aircraft Accident</b> - Emergency Response Planning and Management
Instructor	* 7 to 10 Days	<b>Train the Trainer</b> - Aircraft Accident - Emergency Response Planning and Management
Foundation	* 3 to 5 Days	Aviation Related <b>Business Continuity</b> Operations
Foundation	3 days	Emergency Response Planning and Management for the ' <b>Smaller / Simpler</b> ' Airline
Introduction	*1 to 3 days	<b>Public Health Crisis</b> (based on <b>COVID-19 Pandemic</b> of 2020-2022)
Introduction	*1 to 2 days	<b>Natural Disaster</b> (e.g. Hurricane / Flooding / Earthquake) Planning and Response
Introduction	2 days	<b>'Top' Managers' Oversight</b> - Aircraft Related Emergency Planning and Response Ops
Introduction	2 days	Aircraft Related Emergency Response Ops - for <b>Operations Control Centre</b> Staff
Introduction	*1 to 3 days	Aircraft Related Emergency Response Ops - for <b>Command and Control Centre</b> Staff
Introduction	*1 to 3 days	** Aircraft Accident etc..... <b>Humanitarian Assistance</b> Operations
Introduction	*1 to 2 days	Aircraft Accident etc..... <b>Emergency Call / Contact / Info Centre</b> Operations
Introduction	*1 to 2 days	Aircraft Accident etc..... <b>GO / Field Team</b> Operations
Introduction	*1 to 3 days	Aircraft Accident etc..... (En route / destination / alternate airport etc.) <b>Station Ops</b>
Introduction	*1 to 2 days	*** Emergency Response - <b>Crisis Support Units</b> (CSU)
Introduction	1 day	<b>Integrated Emergency Response Ops</b> with other Airlines (Codeshare, Alliance etc.)
Introduction	*1 to 3 days	<b>Crisis Communications</b> (Internal / External; Website; Social Media etc.)
Introduction	*1 to 3 days	Emergency Response <b>Exercises</b> - Planning / Preparation, Conduct, Debrief, Review etc.
Introduction	1 day	Planning for (and responding to) - Aircraft <b>Incidents</b>
Introduction	*1 to 2 days	Planning for (and responding to) - Significant <b>Operational Disruption</b>
Introduction	*1 to 2 days	<b>Airport</b> Emergency Planning - for <b>Aircraft</b> Operators (Introduction)
Introduction	1 day	<b>GHA</b> Emergency Planning - for <b>Aircraft</b> Operators (Introduction)
Introduction	1 day	<b>GHA</b> - Audit of Parent <b>Airport's</b> 'Emergency Plan (AEP)' (on behalf of <b>customer airline[s]</b> )





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## EMERGENCY / CRISIS RESPONSE - 2025 - Training Courses for Airlines etc. / continued

Introduction	1 day	<b>Aircraft Recovery / Removal / Salvage Ops</b>
Introduction	1 day	<b>Air Accident Investigation</b> (Introduction)
Introduction	1 day	<b>Disaster Victim Identification (DVI) &amp; Personal Effects (PEs) Recovery Ops</b> (Introduction)
Introduction	* 1 to 2 days	<b>Emergency Response - ICAO SMS for Aircraft Operators</b>
Introduction	* 1 to 2 days	**** Airline ' <b>Privacy Policy</b> ' - <i>specifically</i> for use in an Aircraft Accident type scenario
Preparation	* 1 to 2 days	Emergency Response - Preparing for (IATA's) <b>IOSA and ISSA Audits</b>
Bespoke	* As required	<b>Any other subject(s)</b> as mutually agreed between client and trainer

\* Duration depending on clients' requirements

\*\* Otherwise known as 'Family Assistance Team', Special Assistance Team', 'Care Team' and other, equivalent titles

\*\*\* A 'CSU' is typically an airline headquarters based department / business unit - having a significant role to play during emergency response operations. This role is typically related to the 'normal business' accountabilities of the particular department / business unit. The vast majority of a typical airline's departments / business units **will** be required to form CSUs at time of major crisis

\*\*\*\* To temporarily replace and / or augment an airline's associated '**normal business**' privacy policy - but **only** with specific regard to appropriate aspects of any **ongoing and actual emergency response activities being conducted** - by the airline involved i.e. does **not** apply to 'normal ops'

Note - above training courses relate **only** (unless indicated otherwise) to a **catastrophic aircraft accident / aviation disaster** type scenario





## EMERGENCY / CRISIS RESPONSE - AIRCRAFT ACCIDENT, INCIDENT etc. - 2025 - Training Courses for **Airport** Operators

Foundation	* 3 to 5 days	<b>Emergency Response Planning &amp; Management</b> for Airport Operators
Instructor	* 5 to 7 days	<b>Train the Trainer</b> - Airport Emergency Response Planning and Management
Foundation	* 3 to 5 days	Aviation Related <b>Business Continuity</b> Operations
Introduction	2 days	<b>'Top' Managers oversight</b> - Airport Emergency Planning
Introduction	2 days	Emergency Response Duties - for <b>Airport Operations Duty Managers</b>
Introduction	1 day	<b>Airport Emergency Plan</b> (as per ICAO Annex 14 and Airport Services Manual - Part 7 etc.)
Introduction	* 1 to 2 days	<b>Aircraft Operator</b> Emergency Response Planning (Intro for <b>Airport</b> Operators)
Introduction	* 1 to 2 days	<b>GHA</b> Emergency Response Planning (Intro for <b>Airport</b> Operators)
Introduction	* 1 to 2 days	** Emergency Response - <b>Airport</b> related <b>'Humanitarian Assistance'</b> Ops
Introduction	1 day	Emergency Response - <b>Airport</b> related <b>'Emergency Call / Contact / Info Centre'</b> Ops
Introduction	* 1 to 3 days	<b>Crisis Communications</b> (Internal / External; Website; Social Media etc.)
Introduction	* 1 to 3 days	Emergency Response <b>Exercises</b> - Planning, Preparation, Conduct , Debrief, Review
Introduction	* 1 to 2 days	Planning for <b>Public Health</b> Type Crises (based on <b>COVID-19 Pandemic</b> of 2020-2022)
Introduction	* 1 to 2 days	Planning for <b>Natural Disaster</b> Type Crisis (esp. Hurricane / Typhoon)
Introduction	1 day	<b>Aircraft Recovery / Removal / Salvage</b> (as per ICAO Airport Services Manual - Part 5)
Introduction	1 day	<b>Air Accident Investigation</b> (Introduction)
Introduction	1 day	<b>Disaster Victim Identification (DVI) &amp; Personal Effects (PEs) Recovery Ops</b> (Introduction)
Introduction	* 1 to 2 days	<b>Joint Emergency Planning</b> - with Supporting Agencies in the Surrounding Community (e.g. Police, Civil Defence, Local Government, Health / Medical / Stretcher Services etc.)
Bespoke	* As required	<b>Any other subject(s)</b> as mutually agreed between client and trainer

\* Duration depending on clients' requirements

\*\* Otherwise known as 'Family Assistance', 'Special Assistance', 'Care Team' and other, equivalent titles

Note - courses listed above relate (except where indicated otherwise) to a **'catastrophic aircraft accident' / 'aviation disaster'** type scenario





## EMERGENCY / CRISIS RESPONSE - AIRCRAFT ACCIDENT, INCIDENT etc. - 2025 - Training Courses for (airport based) **Ground Handling Agents**

Foundation	3 Days	<b>GHA - Emergency Response Planning &amp; Management</b>
Instructor	* 5 to 7 days	<b>Train the Trainer</b> - GHA Emergency Response Planning & Management
Foundation	* 3 to 5 days	Aviation Related <b>Business Continuity</b> Operations
Introduction	2 days	<b>'Top' Managers oversight</b> of GHA Emergency Planning & Response matters
Introduction	* 1 to 3 days	<b>Aircraft Operator</b> Emergency Response Planning (Intro for <b>GHA</b> s)
Introduction	* 1 to 2 days	<b>Airport</b> Emergency Response Planning (Intro for <b>GHA</b> s)
Introduction	* 1 to 2 days	** Emergency Response - <b>GHA</b> related <b>Humanitarian Assistance</b> Ops
Introduction	1 day	Emergency Response - <b>GHA</b> related <b>Emergency Call / Contact / Info Centre</b> Ops
Introduction	* 1 to 2 days	<b>Crisis Communications</b> (Internal / External; Website; Social Media etc.)
Introduction	* 1 to 3 days	Emergency Response <b>Exercises</b> - Planning, Conduct and Debrief
Introduction	* 1 to 2 days	Planning for <b>Public Health</b> Crises (based on <b>COVID-19 Pandemic</b> of 2020-2022)
Introduction	* 1 to 2 days	Planning for <b>Natural Disaster</b> Crisis (esp. Hurricane / Typhoon)
Introduction	1 day	<b>Aircraft Recovery / Removal / Salvage</b> (as per ICAO Airport Services Manual - Part 5)
Introduction	1 day	<b>Air Accident Investigation</b> (Introduction)
Introduction	1 day	<b>Disaster Victim Identification (DVI) &amp; Personal Effects (PEs) Recovery Ops</b> (Introduction)
Introduction	1 day	<b>GHA - Audit - Parent Airport's 'Emergency Plan (AEP)'</b> - (on behalf of GHA customer airline[s])
Preparation	* 1 to 2 days	*** ERP - <b>Compliance Checks</b> (e.g. appropriate elements of <b>IATA's</b> AHM, SGHA, IGOM & ISAGO)
Bespoke	* As required	<b>Any other subject(s)</b> as mutually agreed between client and trainer

\*

Duration depending on clients' requirements

\*\*

Otherwise known as 'Family Assistance', 'Special Assistance', 'Care Team' and other, equivalent titles

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'AHM' = Airport Handling Manual; 'SGHA' = Standard Ground Handling Agreement; 'IGOM' = Ground Ops Manual; 'ISAGO' = Safety Audit for Ground Ops

Note - courses listed above relate (except where indicated otherwise) to a **'catastrophic aircraft accident' / 'aviation disaster'** type scenario





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***Typical*** (there are more) ***training course outlines for 2025 can be found - starting on next page:***





## Airline GO Team Operations

**COURSE DURATION:** 1 or 2 days (depending on depth of coverage required)

### **HOW WILL I BENEFIT?**

Upon successful completion of this course attendees should have acquired the skills and knowledge required to:

- Understand the theory and concept of airline GO Team operations
- Be able to apply said theory & concept in practical terms

### **WHO SHOULD ATTEND?**

- Airline Emergency Response Planning Staff
- Other airline staff actually / potentially involved in GO Team preparation, maintenance and deployment tasks / ops
- The airline senior manager(s) with oversight accountabilities re emergency planning (i.e. as delegated by the airline's top manager)
- Appropriate (local) Civil Aviation Authority representation e.g. those with emergency planning oversight accountabilities
- Appropriate Ground Handling staff from anticipated GO Team departure airport(s)

### **COURSE CONTENT:**

- What is an airline GO Team - conceptual overview
- A Typical GO Team Deployment Scenario
- Typical GO Team Manpower Components
- Planning & Preparation
- Management of GO Team Staff
- Management of GO Team Operations
- GO Kit and other Specialist Equipment (deployed in support of crisis response)
- Alerting and Activation
- GO Team - Reporting, Departure, En-route and Arrival Procedures
- Post-arrival Procedures / Operational Deployments
- Health, Safety and Security; Wellbeing; Lodging and Sustenance etc.
- Responsibilities - Airport(s) / Station(s) involved
- Responsibilities - Other airlines involved (e.g. Codeshare; Alliance; Lease etc.)
- Working with others (including [external] specialists e.g. Kenyon; Blake etc.)
- GO Team Documentation - e.g. Manual; Checklists; Quick Reference Guides







## Preparation & Conduct of Airline Emergency Response Plan Exercises

**COURSE DURATION:** 2 or 3 days (depending on depth of coverage required)

### **HOW WILL I BENEFIT?**

Upon successful completion of this course attendees should have acquired the skills and knowledge required to:

- o Fully understand the theory / concept of preparing and executing airline emergency response plan (**ERP**) exercises
- o Be able to apply said theory & concept in actual, practical terms

### **WHO SHOULD ATTEND?**

- o Airline Emergency Response planning staff wishing to further enhance the skills necessary to prepare / conduct airline emergency response plan exercises
- o Other airline staff actually / potentially involved in ERP exercise preparation
- o Potential exercise facilitators (other than emergency response planning staff)
- o Personnel taking on 'role-play' parts during emergency exercises
- o Potential 'Exercise Directors & deputies'; Umpires etc.
- o Senior manager responsible for overall oversight of emergency response planning (i.e. as delegated by the airline's top manager)
- o Potential exercise observers e.g. local CAA; local Airport(s); local GHA(s) etc.

### **COURSE CONTENT:**

- o Why exercise / Types of Exercise / Who needs to exercise
- o When to exercise / What to exercise for / Who to exercise with
- o How to exercise plan:
  - o Exercise scenario
  - o Exercise timeline
  - o Exercise scripts
  - o Exercise resources
  - o Pre-exercise training
  - o Exercise warnings (notice of exercise happening)
  - o Exercise briefings
- o Exercise conduct & management
- o Exercise debriefing
- o Corrective action & follow-up
- o Continual improvement
- o Practical Workshop

Note: Course can be adapted for delivery to **Airports**; **GHAs** etc.







## Management of Airline Humanitarian Assistance Type Ops

**COURSE DURATION:** 2 or 3 days (depending on depth of coverage required)

### **HOW WILL I BENEFIT?**

Upon successful completion of this course attendees should have acquired the skills and knowledge required to:

- o Fully understand the theory / concept of preparing and executing airline humanitarian assistance related operations
- o Be able to apply said theory & concept in basic but actual, practical terms

### **WHO SHOULD ATTEND?**

- o Airline Emergency Response planning staff wishing to further enhance the skills necessary to prepare and conduct airline humanitarian assistance ops
- o Potential / actual HA team (HAT) managers, team leaders & team members
- o Pilots & Cabin Crew assigned to 'Peer Support' HA type duties i.e. 'pilot on pilot'; 'cabin-crew on cabin-crew' etc.
- o Airline Crisis Management Centre staff with HA related duties/accountabilities
- o Airline Staff liaising with external (third party) suppliers of HA type services
- o Appropriate line managers of all / any of the above
- o Senior manager(s) responsible for overall oversight of emergency response planning within the airline (i.e. as delegated by the airline's top manager)

### **COURSE CONTENT:**

- o Introduction - including concept, terminology, assumptions, limitations, associated law / regulation / best practice, customs / culture / religion etc.
- o Writing the 'Airline Humanitarian Assistance Operations' Plan
- o Approving, funding etc. the required HA resources - including manpower
- o The airline 'Humanitarian Assistance Team - HAT' - in concept / theory
- o Establishing HA competence (training and exercising)
- o Ensuring an 'adequate' HA response
- o The airline HAT in practice / reality
- o Finding & operating an appropriate 'Humanitarian Assistance Centre - HAC'
- o Self-care, 'peer support' etc. for those directly involved in HA operations
- o 'Critical Incident Stress Management - CISM' ..... beneficial or not - and if not, what else?
- o Practical Workshop

Note: Course can be adapted for delivery to **Airports**; **GHA**s etc.





## **Emergency Response Planning for Aircraft Operators** (Airlines and Similar)

**COURSE DURATION:** 3, 4 or 5 days (depending on depth of coverage required)

### **HOW WILL I BENEFIT?**

Upon successful completion of this course attendees should have acquired the overview / basic skills and knowledge necessary to:

- Identify and understand the essential (airline specific) factors involved in planning for and responding to a **catastrophic aircraft accident** type situation
- Assist in planning for & responding to aviation related **incidents**
- Understand the basics of aviation related **public health** type crisis ops
- Understand the basics of aviation related **natural disaster** type crisis ops
- Understand the basics of aviation related **business continuity** type operations
- Understand the associated **competency** requirements (training)
- Understand the associated **testing / checking** requirements (exercises)
- Assist in production & maintenance of the appropriate crisis response **plans**

### **WHO SHOULD ATTEND?**

This course is specifically targeted at **airline** personnel having a significant, 'official / formal' involvement in any aspect of aviation related contingency (emergency / crisis etc.) response planning. This includes 'line management' of all such persons together with appropriate top / senior management representation

### **COURSE CONTENT:**

- Catastrophic Aircraft Accident - The 'Big Picture'
- Catastrophic Aircraft Accident - Command & Control (C4) Ops
- Catastrophic Aircraft Accident - Humanitarian (Family) Assistance Ops
- Catastrophic Aircraft Accident - Emergency Call / Contact / Info Centre Ops
- Catastrophic Aircraft Accident - GO Team Ops
- Catastrophic Aircraft Accident - Destination Airport (Station / Outport) Ops
- Catastrophic Aircraft Accident - Crisis Support Unit (CSU) Ops
- Catastrophic Aircraft Accident - Ops with Partners (e.g. Codeshare/Alliance)
- Catastrophic Aircraft Accident - Crisis Communications Ops
- Catastrophic Aircraft Accident - Preparation / Management of Exercises
- Preparing for and Handling Aircraft Incidents
- Preparing for and Handling a Public Health Related Crisis
- Preparing for and Handling a Natural Disaster Related Crisis
- Introduction to Aviation Related Business Continuity Planning
- Training Requirements

Note: Above course is 'extendable' for 'training the trainer' type purposes





## **Business Continuity Planning for Aviation Related \* Organisations**

\* Aircraft operators (airlines), airport operators, ground handling operators, MROs (aircraft engineering) etc.

**COURSE DURATION & SUMMARY:** 3, 4 or 5 days (depending on depth of coverage required)

You will be introduced to the increasingly important, relevant and topical subject of Business Continuity (BC) Planning Ops in general - together with sample **aviation** related aspects of same in particular (where appropriate). The aviation aspects will be targeted (insofar as is practicable) at the specific type(s) of trainee attending e.g. Aircraft Operator, Airport Operator, GHA, Aircraft Engineering etc.

### **HOW WILL I BENEFIT?**

Upon successful completion of this course attendees should have acquired the basic / overview skills and knowledge necessary to:

- o Gain a reasonable working knowledge of BC Operations in general - and aviation related BC Operations in particular
- o Develop basic competencies re the planning, development & introduction of an aviation related BC Management System (BCMS) into an organisation
- o Align (as required) said BCMS with international standards ISO 22301 & 22313
- o Be prepared for further (advanced / practical [e.g. 'on the job']) BC training
- o Study / practice further in order to gain personal BC certification e.g. CBCI [BCI]; ABCP [DRI]; BCCP [BCMI]

### **WHO SHOULD ATTEND?**

- o Contingency Planning staff e.g. emergency planners; risk managers; actual / potential BC managers; disaster recovery (IT related BC) managers etc.
- o Department / business unit staff having accountabilities in most BC type crises
- o Line managers of the 'staff' referred to immediately above
- o Top management rep(s) - i.e. those with BC oversight accountabilities
- o Aviation related 'regulators' etc. - with BC related accountabilities / interests

### **COURSE CONTENT:**

- o Introduction (including international BC Standards ISO 22301 & ISO 22313)
- o BC - Terminology / Glossary / Definitions
- o BC - 'Modern Management Systems' & the PDCA (Plan/Do/Check/Act) Cycle
- o BC 'Programme Management'
- o BC '**Pre**-preparation'
- o BC 'Planning'
- o BC 'Doing'
- o BC 'Checking' & 'Acting'
- o BC 'Case Studies' (aviation related)





## Airport Emergency (Response) Planning

**COURSE DURATION:** 3, 4 or 5 days (depending on depth of coverage required)

### HOW WILL I BENEFIT?

Upon successful completion of this course, appropriate attendees should have acquired the basic overview skills and knowledge necessary to:

- o Understand the factors involved in planning for / responding to a **catastrophic aircraft accident** type scenario - at and / or in the relatively close vicinity of a typical (major) commercial airport (e.g. Aircraft Accident; Full Emergency)
- o Same as bullet point above, but now related to '**lesser impact**' aircraft related crises (e.g. Local / Weather Standby; Ground Incident etc.)
- o Same as top bullet point further above, but now related to **security** type crises
- o Same as top bullet point further above, but now related to all **other** types of specified crises e.g. public health; natural disaster; brand / image / reputation; dangerous goods; aircraft recovery / salvage etc.
- o Assist in establishing associated **competency** requirements (training etc.)
- o Assist in establishing associated **checking / testing** requirements (exercises)
- o Contribute to the production / maintenance etc. of a 'fit for purpose airport emergency plan' - **AEP** - (able to document all of the above and more)

### WHO SHOULD ATTEND?

**Essential:** Airport operator personnel - plus those from e.g. airline, ground handling agent, 'surrounding community' agencies etc. - who have a significant interest and / or involvement in airport emergency planning and response ops. **Very desirable:** Line managers of all above. **Desirable:** Top manager(s) with AEP accountabilities

### COURSE CONTENT:

- o Introduction / Background / Legal & Regulatory / Best Practice
- o Glossary (understanding the associated terminology etc. used)
- o The 'Surrounding Community'
- o Humanitarian (Family) Assistance Operations associated with the AEP
- o Alerting & Activation (including prep/ use of a 'Crisis Contacts' Directory)
- o Aircraft Related Crises - General
- o Non-aircraft Related Crises - General
- o Additional Explanatory Material re all of the above
- o Aircraft Related Crises - Specific / Checklists
- o Non-aircraft Related Crises - Specific / Checklists





## **Emergency Response Planning for Ground Handling Operators / Agents**

**COURSE DURATION:** 3 days (based on a **catastrophic aircraft** accident type scenario)

### **HOW WILL I BENEFIT?**

Upon successful completion of this course attendees should have acquired the overview / basic skills and knowledge necessary to:

- Identify and understand the essential factors involved in planning for and responding to a **catastrophic aircraft accident** type situation
- Practically prepare for and apply the above factors (where and when so required) with regard to appropriate, contracted services to client **airlines**
- Practically prepare for and apply the above factors (where and when so required) with regard to the requirements of the 'parent' **airport** operator
- **De-conflict** 'conflicts of interest' (from GHA viewpoint) between the emergency response requirements of client airlines and parent airport
- Comply with associated **legal, regulatory and commercial** (e.g. IATA) requirements
- Understand the associated **competency** requirements (training)
- Understand the associated **testing / checking** requirements (exercises)
- Assist in production & maintenance of the appropriate crisis response **plans**

### **WHO SHOULD ATTEND?**

This course is specifically targeted at **ground handling agent** (GHA) personnel having a significant, 'official / formal' involvement in any aspect of aviation related contingency (emergency / crisis etc.) response planning. This includes 'line management' of all such persons + appropriate top management representation

### **COURSE CONTENT:**

- Catastrophic Aircraft Accident - The 'Big Picture'
- Glossary / Terminology Used (with additional explanatory material)
- Understanding (fm. GHA viewpoint) airline emergency planning requirements
- Understanding (fm. GHA viewpoint) airport emergency planning requirements
- Understanding (fm. GHA viewpoint) and applying the applicable (associated) legal, regulatory and commercial requirements (particularly [for latter] the emergency response aspects of the IATA AHM and inclusive SGHA)
- De-conflicting client airline and parent airport operator requirements
- Producing a 'fit for purpose' (GHA specific) emergency response plan
- Training and Exercising the GHA emergency response plan





## Airline (Emergency Response) Command & Control Centre Ops

**COURSE DURATION:** 2 or 3 days (depending on depth of coverage required)

### **HOW WILL I BENEFIT?**

Upon successful completion of this course attendees should have acquired the skills and knowledge required to:

- o Fully understand the theory / concept of airline command, control, co-ordination & communication (**C4**) ops - as set against a catastrophic aircraft accident type background
- o Be able to (for attendees with appropriate background and experience) apply said theory & concept in basic but actual, practical terms

### **WHO SHOULD ATTEND?**

- o Airline Emergency Response planning staff wishing to further enhance the skills necessary to prepare, train and mentor in airline C4 operations
- o Airline managers potentially liable to lead C4 ops at airline HQ
- o Airline managers potentially designated to lead a deployed airline GO Team
- o Airline staff potentially liable to provide supporting roles / functions with regard to the last two bullet points above
- o The airline's 'top manager' (important that he / she attends if at all possible)
- o Senior manager(s) responsible for overall oversight of emergency response planning within the airline (i.e. as delegated by the top manager)

### **COURSE CONTENT:**

- o Introduction - including concept, terminology, assumptions, limitations etc.
- o International Command Centre 'Systems' and which one to be 'guided' by
- o Airline Command Centre 'models' and which one to adopt
- o Selecting, equipping etc. a typical airline Command Centre facility
- o Selecting, training etc. staff earmarked for airline Command Centre ops
- o Crucial involvement of the airline's Operations Control Centre team
- o Understanding who it is that 'will be commanded' (and who will not)
- o How does the command system interact with contracted, (emergency response) third party service providers e.g. family assistance; call centre?
- o Alerting & activation system - automated, manual or both?
- o Writing the section (of the overarching ERP) dealing with C4 ops
- o Command Centre checklists
- o Preparation and conduct of associated training and exercising

Note: Course can be adapted for delivery to **Airports**; **GHAs** etc.





## Airline Emergency Call / Contact / Info Centre Ops

**COURSE DURATION:** 1 or 2 days (depending on depth of coverage required)

### **HOW WILL I BENEFIT?**

Upon successful completion of this course attendees should have acquired the skills and knowledge required to:

- Understand theory & concept of airline Emergency Call Centre (ECC) ops
- Attain basic level oversight capabilities with regards to 3<sup>rd</sup> party service providers contracted to deliver ECC services to the airline
- Establish a foundation for receiving more advanced training e.g. for airlines which operate (or propose to operate) the ECC function internally

### **WHO SHOULD ATTEND?**

- Airline Emergency Response Planning Staff
- Other airline staff actually / potentially involved in ECC ops
- Representative(s) from airline's commercial / reservations (normal business) call / contact centre (whether outsourced and / or provided internally)
- Senior manager(s) responsible for overall oversight of emergency response planning within the airline (i.e. as delegated by the top manager)

### **COURSE CONTENT:**

- What does an ECC do? - conceptual overview
- Terminology, assumptions, limitations, associated law / regulation / best practice etc.
- In-house solution vs outsourced solution vs a 'mix of both' etc.
- ECC call-taking and call-making capacities
- Telecommunications requirements
- ICT requirements
- Manpower requirements
- Facility requirements
- 3<sup>rd</sup> party service providers of ECC services - the good, the bad and the ugly
- Service level capabilities to be provided / available - wish-list vs the reality
- Concurrent, multiple ECC operations - advantages vs the risk
- Writing the section (of the overarching ERP) dealing with ECC ops
- Associated, dedicated checklist(s)
- Preparation and conduct of associated training and exercising

Note: Course can be adapted for delivery to **Airports**; **GHA**s etc.







## Preparing an alternative use Airline **'Privacy Policy'** - specifically for use during a 'Catastrophic Aircraft Accident' / 'Aviation Disaster' type Situation

**COURSE DURATION:** 1 or 2 days (depending on depth of coverage required)

### HOW WILL I BENEFIT?

Upon successful completion of this course attendees should have acquired the skills / knowledge required to:

- o Understand the basic concept of a typical passenger airline's privacy policy as it applies to '**normal** business' type flight operations
- o Understand why such 'normal business' privacy policies are 100% unsuitable for use during major air accident **emergency** (mass fatality) response ops etc.
- o Understand that such '**unsuitability**' can (& has in the past) significantly reduce / hinder effective & efficient emergency response operations
- o Understand why the world in general + the vast majority of airlines in particular are currently **unaware** of the problem situation described above
- o Produce a suitable, adequate and \*'**acceptable**' privacy policy for temporary and targeted airline use **during major crisis response operations**

\* For acceptance by appropriate states / countries / organisations etc. potentially involved with associated crisis response ops to be conducted by any particular airline

### WHO SHOULD ATTEND?

- o Airline Emergency Response Planning Staff
- o Airline Staff designated to operate an airline's Crisis Management Centre
- o Airline (and / or airline rep) Emergency Call Centre Managers
- o Airline (and / or airline rep) Humanitarian (Family) Assistance Team Managers
- o Appropriate airline commercial, PR (Corporate Communications) & legal staff
- o Senior manager(s) responsible for overall oversight of emergency response planning within the airline (i.e. as delegated by the top manager)

### COURSE CONTENT:

- o The course content will comprehensively reflect / adequately deal with all of the bullet point issues documented further above under the heading 'How Will I Benefit?'

Note: Course can be adapted for delivery to **Airports**; **GHA**s etc.





## Airline Operations Control Centre - Emergency Response Procedures

**COURSE DURATION:** 2 days

### **HOW WILL I BENEFIT?**

Upon successful completion of this course attendees should have acquired the skills and knowledge required to:

- Understand the basic theory / concept of airline command, control, co-ordination & communication (C4) ops - as set against a catastrophic aircraft accident type background
- Be able to competently apply said theory / concept in basic but actual, practical terms (in the context of the first few hours of a crisis)

### **WHO SHOULD ATTEND?**

- Airline Ops Control Centre Managers
- Selected Airline Ops Control Centre Staff
- Airline Emergency Response planning staff
- Airline Managers potentially liable to lead C4 ops at airline HQ
- Senior manager(s) responsible for overall oversight of emergency response planning within the airline

### **COURSE CONTENT:**

- Introduction - including concept, terminology, assumptions, limitations etc.
- Crucial involvement of the airline's Operations Control Centre team
- Selecting, training etc. of Ops Control Centre staff
- Temporary Command & Control / Devolved Authority
- Working with the 'authorities'
- Alerting & Activation
- GO Team
- Other airlines involved?
- Media (Crisis Communications)
- Humanitarian Aspects
- Documentation and Checklists
- Preparation and conduct of associated training and exercising

Note: Course can be adapted for delivery to **Airports**; **GHA**s etc.





## What Happens Now?

### **COURSE DURATION:**

As required by client - but at least a 2 to 3 day course is suggested

### **HOW WILL I BENEFIT?**

Upon completion of this course attendees should have acquired the skills and knowledge required to:

- Understand the basic concept of **what is most likely to happen** to the following categories of persons, in a **timelined** aftermath following a **catastrophic** aircraft accident to a large, passenger carrying airline:
  - **Aircraft Accident Victims** (those on board 'the' accident flight)
  - **Family, Relatives & Friends (FR)** of the above (such FR **not** having been on board the accident flight + potentially living / located worldwide)

The **timeline** runs from accident occurrence to an 'undefined' point several years in the future. The term '**what is most likely to happen**' relates to specific subject areas (impacts), the **main ones** only being (in no particular order):

- Giving and taking of information - including 'Media' involvement
- Psychosocial, mental health / trauma etc.
- Physical health / trauma etc.
- Search / recovery / repatriation re mortal remains; personal effects etc.
- Accident site visits
- 'Faith / religion' etc. aspects; memorial services, monuments etc.
- 'Family' etc.
- Financial etc.
- 'Other resources required / available / deliverable' etc. e.g. 'Family Assistance Associations'
- Legal / Regulatory etc. e.g. 'Air Accident Investigation'; 'Official (possibly judicial) Enquiry' etc.
- Litigation / Compensation etc.
- Beware potential 'Scammers' / 'Fraudsters' / 'Criminals' etc.

### **WHO SHOULD ATTEND?**

- All appropriate airline, airport, GHA etc. personnel likely to be 'operationally' involved in any of the above e.g. in the immediate, medium and longer terms
- Other, appropriate personnel similarly involved e.g. off-airport local emergency / medical / mental health / social etc. services
- Other appropriate government agency (national / regional / local etc.) reps
- 'Bereavement Group' reps of previous air accident victims; FR etc.

### **COURSE CONTENT:**

- Tailored specifically to the different 'types' of 'trainees' attending





## Airline Pandemic Response Plan (Based on \* **COVID - 19 Pandemic** - 2020 to 2022)

\* + any other types of 'public health' related crisis as required by customer / client e.g. Ebola Epidemic

### **COURSE DURATION:**

As required by client - but at least a 2 to 3 day course **minimum** is suggested

### **HOW WILL I BENEFIT?**

Upon successful completion of this course attendees should have acquired the skills and knowledge required to:

- o Understand the basic theory / concept of airline preparation and response to major public health type crises - as set against a catastrophic pandemic type background e.g. the SARS-CoV-2 coronavirus (COVID-19) pandemic of 2020 to 2022
- o Be able to competently apply said theory / concept in basic but actual, practical terms

### **WHO SHOULD ATTEND?**

- o All and any Airline Staff potentially involved in the preparation of such a plan from the 'ground up' - including research and preparation; budget, writing and production; training, exercising, maintenance, review etc.
- o All and any other Airline Staff potentially involved in the activation and deployment of such a plan
- o All and any other personnel (airline or otherwise e.g. GHA and Airport staff) having some form of 'supporting' interest in said plan

### **COURSE CONTENT:**

- o To be mutually **pre-agreed** (between trainer and appropriate customer / client representative[s]) **by an appropriate date / period** (no less than 4 weeks) - before proposed course commencement date

Note: Course can be adapted for delivery to **Airports**; **GHA**s etc.





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## Aviation Emergency Response Plan Solutions (AERPS)

### Training Subjects - *continued*

### Information Articles

#### Background / Introduction

The AERPS consultant / trainer (we / us etc.) has produced more than 50 'information articles' - related in one way or another with the subject of:

#### Aviation Related Emergency (Crisis / Contingency etc.) Response Planning

Whilst most are relatively short and to the point - some (where the scope and explanation so requires) are more 'in-depth' - and thus longer / bigger in size

In addition to being available via our **fee paid classroom** (*face to face / on site*) training programme, all such training is available **100% FREE** - if taken exclusively via our '**on-line**' training programme

Information Article subject matter includes (see our website for **complete** list):

- **Assistance to Aircraft Accident Victims & their Families** - (ICAO Annex 9 / Ch 8)
- **Air Accident Investigation** - a brief summary
- Air Accident / Incident - **Aircraft Recovery / Removal / Salvage**
- Aircraft Accident - SAR of Hong Kong (2020) - **Overall Response Summary**
- **Airport Emergency Plan** (AEP) - a brief introduction
- AEP - **Emergency Exercise Audit Checklist**
- **Blood-borne Pathogens** (vis a vis e.g. a 'dirty' [contaminated] aircraft accident site)
- **Managing Concurrent ERP, Business Continuity and Normal Business Ops**
- **The 'typical' Airline Crisis Management Centre** (Layout; Staffing; Equipping etc.)
- **Immediate & Shorter Term Crew Procedures - Post Major Aircraft Accident**
- **Crisis Communications** - a (relatively) Brief Overview
- **Typical Crisis Response 'Command & Control Systems'** (National Level)
- **The Airline 'Crisis Support Unit'** - (Concept and Operations)
- **Data Protection Impacts** (typically all being 'bad') **on Aviation Emergency Response Ops**
- **Disaster Victim Identification** (DVI)
- The Airline **'Emergency Call / Contact' Centre**
- Airline Emergency Response Plan (ERP) - **Typical Terminology** (Definitions / Glossary)





- Airline **GO Kit**
- Airline **GO Team Ops**
- Airline **Humanitarian** (Family etc.) **Assistance Team** (incl. how to calculate optimum size)
- **Info Cards** (re [aviation crisis related] 'Family Assistance' and similar Reception Centres)
- 'Legal' etc. requirements re '**Why Most Airlines must have an Emergency Response Plan**'
- **National** (aviation related) **Family Assistance Plans** (by country [there aren't many of them!])
- Major Air Accident - '**Next of Kin**' / '**Closest Relative**' / '**Emergency Contact Person**' etc.
- **Passenger Manifest Verification Process** (incl. API/S, PNR etc. type inputs)
- The '**Phone Home**' scheme
- **Psychological First Aid - PFA** (for the catastrophic aircraft accident type situation)
- **Religion / Custom & Culture** etc. **Considerations** (catastrophic aircraft accident scenario)
- **Search and Rescue (SAR) Phases**
- Airline **Station / Outport etc.** - Emergency Response '**Grab-n-go**' Bags
- '**Triage**' Operations (catastrophic aircraft accident context)
- **Threat Report Form** - Template
- '**Victim** (Passenger etc.) **Record Card**' + '**Family, Relatives and Friends Enquiry Card**'
- \* '**What Happens Now?**'

\* A relatively large document (for an 'information article) describing what (**catastrophic** / aviation **disaster** type) aircraft accident victims etc. can expect to typically 'happen to / for them next' - in the hours, days, weeks, months and years - following such an accident

