



ERP – Emergency Response Planning (part 1) and (part 2)

Objective

The introduction and workshop will explore the nature of aviation crisis management and recovery from the perspective of managers responsible for implementing Emergency Response Plans and maintaining capability.

Target Group

This workshop is directed towards several layers of staff within an airline who are related to emergency responses:

- Higher management
- Emergency response managers
- Operations Control Centre
- Communication department (e.g. IT)
- Legal department
- Financial department

Content

- What can be seen as an emergency and what can be seen as a crisis?
- Why create an ERP?
- Steps in the planning process
- Exercise 1: ground collision with limited damage
- Exercise 2: ground collision with severe damage
- Role of media and communication department
- Identification of personnel and of passenger requirements
- Identification of the tasks at the home base of an airline and of the tasks at an out-station
- Situation room and call centre
- on Consulting base by SME Day 2, Part 2 = guided development for **your own** ERP Plan

Exam

Pass mark: 75% or higher, course completion certificate issued.

Duration

Part 1: 8 hours (1 day) for the class room & workshop, CONCLUTING base by SME for Part 2 of the course

Part 2: **volunteer course**

8 hours (1 day) including guided development out of a “draft version ERP” to get **your own** template ERP Plan, compliant to ICAO, EASA, known SSP, several N.A.A regulations

Amount of participants

Minimum number of participants for each course: 4 persons

Course costs

For price information please contact our Customer Service listed below.

Schedule

For course dates please contact our Customer Services listed below.

Terms

Please follow our most current and updated terms and conditions on www.star-wings.com. Those are binding for our contracts.

Additional courses

For more information about our additional courses, please visit our website at www.star-wings.com or contact our Customer Service listed below.