

## Sample: PROGRAMME OF 2 DAY COURSE FOR FRONTLINE

### Day 1

Time	Subject
<b>9.00 – 9.45</b>	<b>Introducing tutors and participants</b>
<b>9.15 – 10.00</b>	<b>Introduction</b> <ul style="list-style-type: none"> <li>• Real Emergences</li> <li>• Summary and Aims of Course</li> </ul>
<b>10.00 – 11.00</b>	<b>Review of Real Emergencies</b>
<b>11.00 – 11.15</b>	<b>Coffee Break</b>
<b>11.15 – 11.45</b>	<b>Lessons Learned &amp; Emergency Response Plan (ERP)</b>
<b>11.45 – 12.30</b>	<b>Norms</b> <ul style="list-style-type: none"> <li>• ICAO Annex 14 =&gt; ENAC</li> <li>• ICAO Annex 13</li> <li>• ICAO Annex 6 =&gt; National regulations ( e.g. ENAC SMS–OPV 9)</li> <li>• Norms in USA</li> <li>• Requirements IOSA</li> </ul>
<b>12.30 – 13.30</b>	<b>Lunch</b>
<b>13.30 – 15.30</b>	<b>Crisis Management as in the ERP of Company</b> <ul style="list-style-type: none"> <li>• Crisis Management</li> <li>• Areas of intervention</li> </ul>
<b>15.30 – 16.30</b>	<b>Coffee Break</b>
<b>16.30 – 17.30</b>	<b>Crisis Communication as in the ERP of Company</b> <ul style="list-style-type: none"> <li>• Communication in case of Crisis</li> <li>• Main actors</li> <li>• “Dos” and “don’ts”</li> </ul>
<b>18.00</b>	<b>End of day 1</b>

\*Course developed in collaboration with:

**D'APPOLONIA**

 **EUROFLY**

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## Day 2

<b>Time</b>	<b>Subject</b>
<b>09.00 – 10.00</b>	<b>Human Factors</b> <ul style="list-style-type: none"> <li>• Principles of HF</li> <li>• Communication</li> </ul>
<b>10.00 – 10.30</b>	<b>Human Factors cont.</b> <ul style="list-style-type: none"> <li>• Teamwork:</li> <li>• Classroom Games</li> </ul>
<b>10.30 – 10.45</b>	<b>Coffee Break</b>
<b>10.45 – 11.30</b>	<b>Exercises in classroom</b> <ul style="list-style-type: none"> <li>• Es: Sonora &amp; Viking</li> </ul>
<b>11.30 – 13.00</b>	<b>ERP of Company</b> <ul style="list-style-type: none"> <li>• Logics and roles of various actors (management &amp; frontline)</li> <li>• Critical review</li> <li>• Lessons Learned</li> </ul>
<b>13.00 – 14.00</b>	<b>Lunch</b>
<b>14.00 – 15.00</b>	<b>Classroom exercises</b>
<b>15.00 – 15.15</b>	<b>Coffee Break</b>
<b>15.15 – 17.00</b>	<b>Case study - Final</b> <ul style="list-style-type: none"> <li>• Media communication</li> <li>• Interview</li> <li>• Auto-confrontation</li> </ul>
<b>17.00 – 18.00</b>	<b>Revision of individual duties of participants</b>
<b>18.00</b>	<b>End</b>

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