



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Cockpit Resource Management Fundamentals

Physical, Mathematical, Computer and Life Sciences / Physical Sciences

Unit Standard 243333 · NQF Level 5 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips aviation professionals with the principles and practices of Cockpit Resource Management (CRM) to enhance flight safety, decision-making, and teamwork. Participants will develop skills to manage resources effectively, communicate clearly, and mitigate human error in the cockpit environment.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Physical Sciences
Unit Standard	243333
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate understanding of CRM principles and their application in aviation operations.
- Apply effective communication and decision-making strategies in simulated cockpit scenarios.
- Analyze human factors and their impact on crew performance and safety.
- Evaluate teamwork and leadership dynamics to optimize resource management.
- Implement error management techniques to reduce risk in flight operations.

WHO SHOULD ATTEND

- Pilots, flight engineers, cabin crew, and aviation management personnel seeking to improve crew coordination and operational safety.

COURSE OUTLINE

Day 1: Introduction to CRM and Human Factors

- What is CRM? Evolution and importance
- Human factors in aviation: SHELL model
- The 'Dirty Dozen' – common human error categories
- CRM core elements: communication, leadership, decision-making, situational awareness
- Overview of aviation accidents linked to CRM failures
- Introduction to crew roles and responsibilities

Day 2: Communication and Teamwork

- Elements of effective communication: sender, receiver, feedback
- Barriers: noise, stress, hierarchy, cultural differences
- Assertiveness vs. aggression: the 'CUS' and 'PACE' models
- Standard operating communication: checklist discipline, read-back/hear-back
- Briefing techniques: pre-flight, in-flight, debrief
- Conflict resolution in the cockpit

Day 3: Situational Awareness and Decision Making

- Three levels of situational awareness: perception, comprehension, projection
- Factors affecting SA: workload, stress, fatigue, automation
- Decision-making models: DECIDE, FOR-DEC, NDM
- Risk assessment and management in flight
- Case studies: accidents involving poor SA
- Techniques to enhance SA: scanning, cross-checking, questioning

Day 4: Leadership, Followership, and Workload Management

- Leadership styles: authoritative, participative, laissez-faire
- Followership: supporting the leader, speaking up, monitoring
- Workload management: prioritisation, delegation, use of automation
- Fatigue: causes, effects, countermeasures (FRMS)
- Stress: acute vs. chronic, coping strategies
- Team resource management: distributing tasks effectively

Day 5: Automation Management and Human-Machine Interface

- Levels of automation: from manual to fully automatic
- Automation complacency and over-reliance
- Mode awareness and automation surprises
- Monitoring strategies: cross-check, challenge and verify
- Human-machine interface: displays, controls, alerts
- Case studies: accidents involving automation mismanagement

Day 6: Threat and Error Management (TEM) and Non-Technical Skills

- TEM model: threats (external, internal), errors, undesired states
- Error types: intentional vs. unintentional, slips, lapses, mistakes
- Countermeasures: planning, vigilance, teamwork, briefings
- Non-technical skills (NOTES): cooperation, leadership, SA, decision-making
- TEM in practice: line operations safety audit (LOSA)

- Scenario-based exercises

Day 7: CRM Integration, Assessment, and Continuous Improvement

- Integrating CRM into daily operations: briefing, debriefing, checklists
- CRM assessment tools: behavioural markers, LOFT debriefing
- Feedback and error management culture
- Organisational factors: just culture, reporting systems
- Recurrent CRM training and continuous improvement
- Final scenario: full-mission CRM exercise (simulated)

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 29,600.00	R 29,600.00
1	In-House	R 38,500.00	R 38,500.00
1	On-Campus (Pretoria)	R 44,400.00	R 44,400.00

UPCOMING SESSIONS

No sessions are currently scheduled. Please contact us to arrange a session at a time and location that suits your team.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 243333) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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