

DRM - SYLLABUS

DESCRIPTION

The Human Factor & Dispatcher Resource Management (HF-DRM) course provides dispatchers with tools to prevent incidents and improves team performance through coordination and communication. This includes effective teambuilding, conflict resolution, situational awareness, information transfer and dissemination, problem solving, decision making.

MODULE CONTENT

1. Introduction
2. Dispatcher's Mental Abilities
3. Dispatcher's Mental Limitations
4. Human Error and Reliability
5. Decision Making
6. Communication
7. Dispatcher's Resource Management
8. Factors affecting performance
9. Incident case studies
10. Key Points

EASA REFERENCES

AC 121-32A

RECOMMENDED AUDIENCE

Recurrent training for Dispatchers (all type of aircraft)

MODULE DURATION

80 minutes (with written exam – 75% minimum to pass)

REMARKS

E-LEARNING MODULE / Validity: 12 months (3 years period)

VERSION: 2017_v1

