Operational Safety Training

from inception to delivery

Lucy Mitchell and Martin Edwards

AIRWAYS
making your world possible

Lucy

ROYAL AIR FORCE

NATS

AIRWAYS
making your world possible

Radar facilitators of PULSE course

AIRWAYS
making your world possible

Martin

PULSE

The Heartbeat of Safety

The Heartbeat of Airways

AIRWAYS

making your world possible

Tower/Oceanic facilitators of PULSE course

AIRWAYS

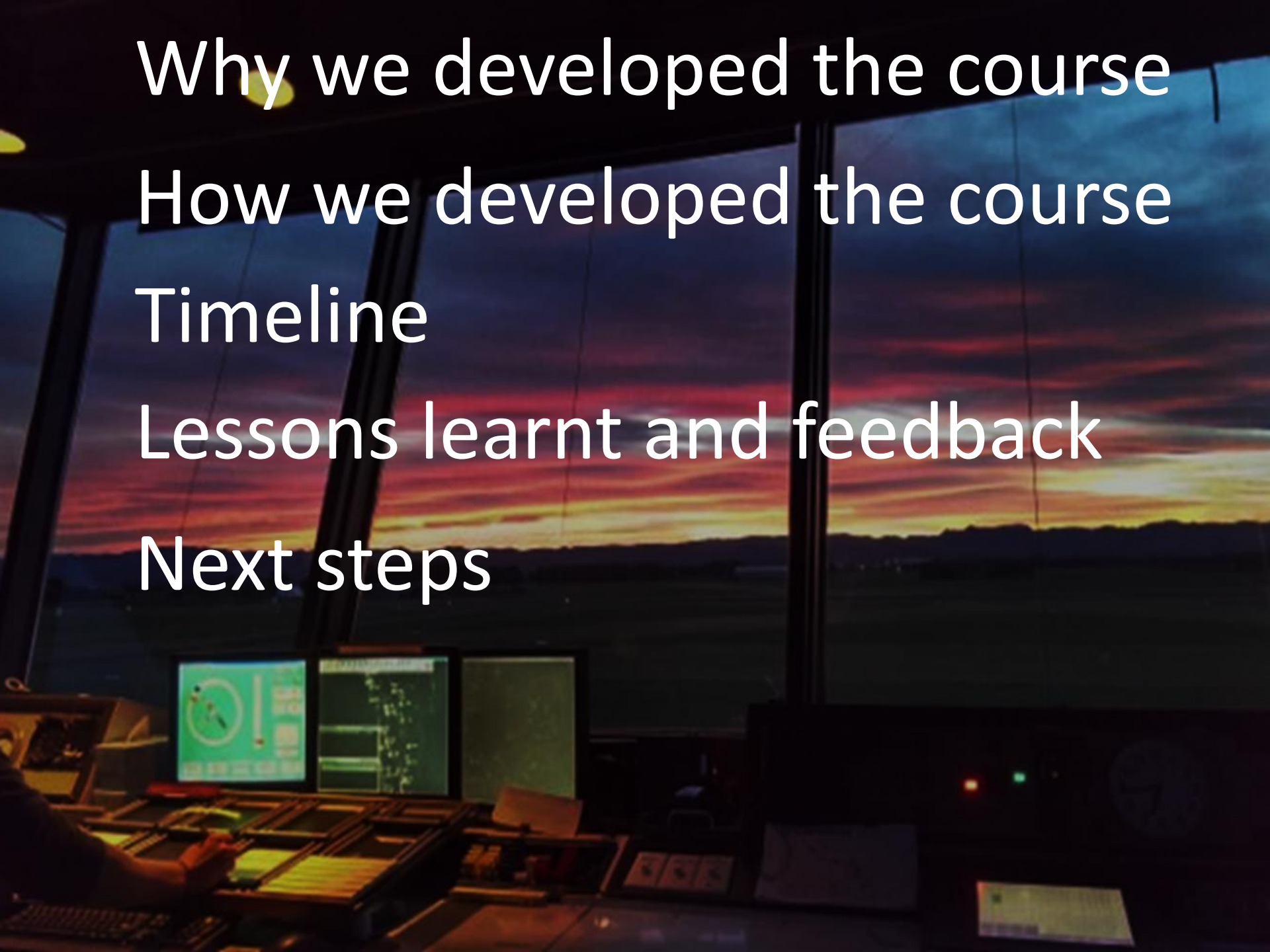
making your world possible

Airways New Zealand

Airways is a State Owned Enterprise -

a fully-owned subsidiary of the NZ Government

17 airports, including 3 military bases, radar centre in Christchurch, Oceanic radar centre in Auckland


Why we developed the course
How we developed the course
Timeline
Lessons learnt and feedback
Next steps

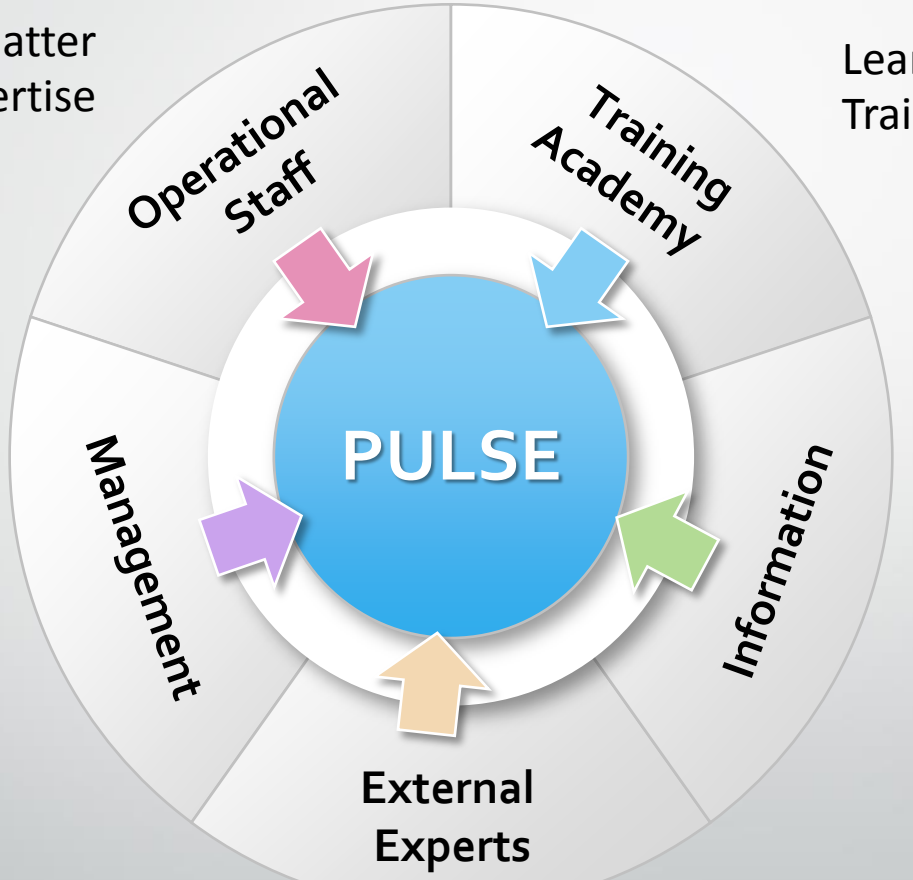
Why?

1. To refresh the existing TRM course
2. Address areas of concern identified in NOSS
3. To reinforce importance of professionalism
4. Enhance safety performance
5. Practical tactics for controllers

How?

Subject Matter Expertise

Learning framework
Training resources



Direction
Resourcing $$

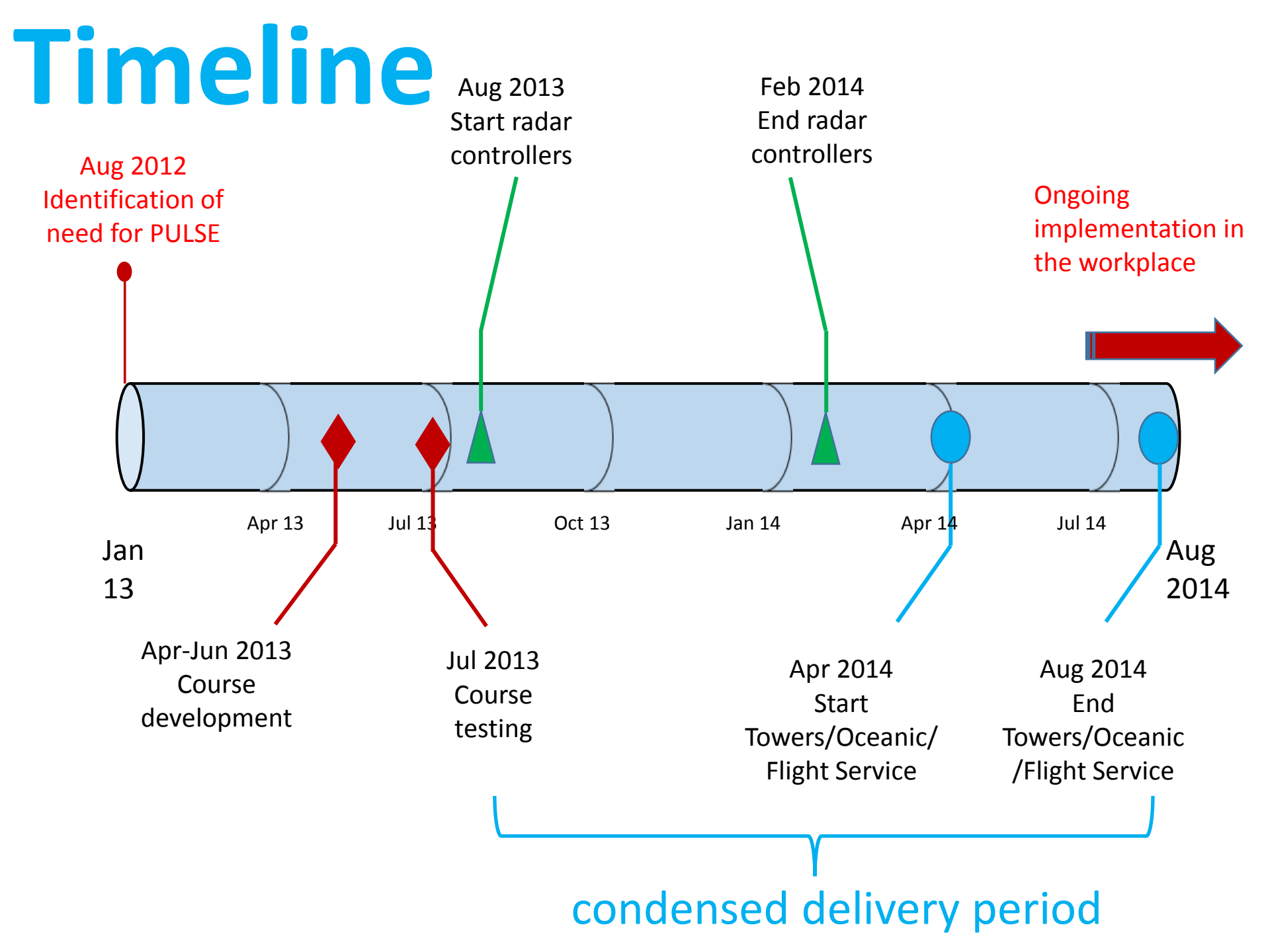
NOSS Report
Incident Data

Chris Henry,(Threat and Error Management)

Peter Trono, (RCAT) ATC Consulting LLC

Mike Catton, (Facilitation and Performance)

Timeline


Aug 2012
Identification of need for PULSE
Aug 2013
Start radar controllers
Feb 2014
End radar controllers
Ongoing implementation in the workplace
Jan 13
Apr 13
Jul 13
Oct 13
Jan 14
Apr 14
Jul 14
Aug 2014
Apr-Jun 2013
Course development
Jul 2013
Course testing
Apr 2014
Start Towers/Oceanic/ Flight Service
Aug 2014
End Towers/Oceanic /Flight Service
condensed delivery period

What's in a name?

Professionals

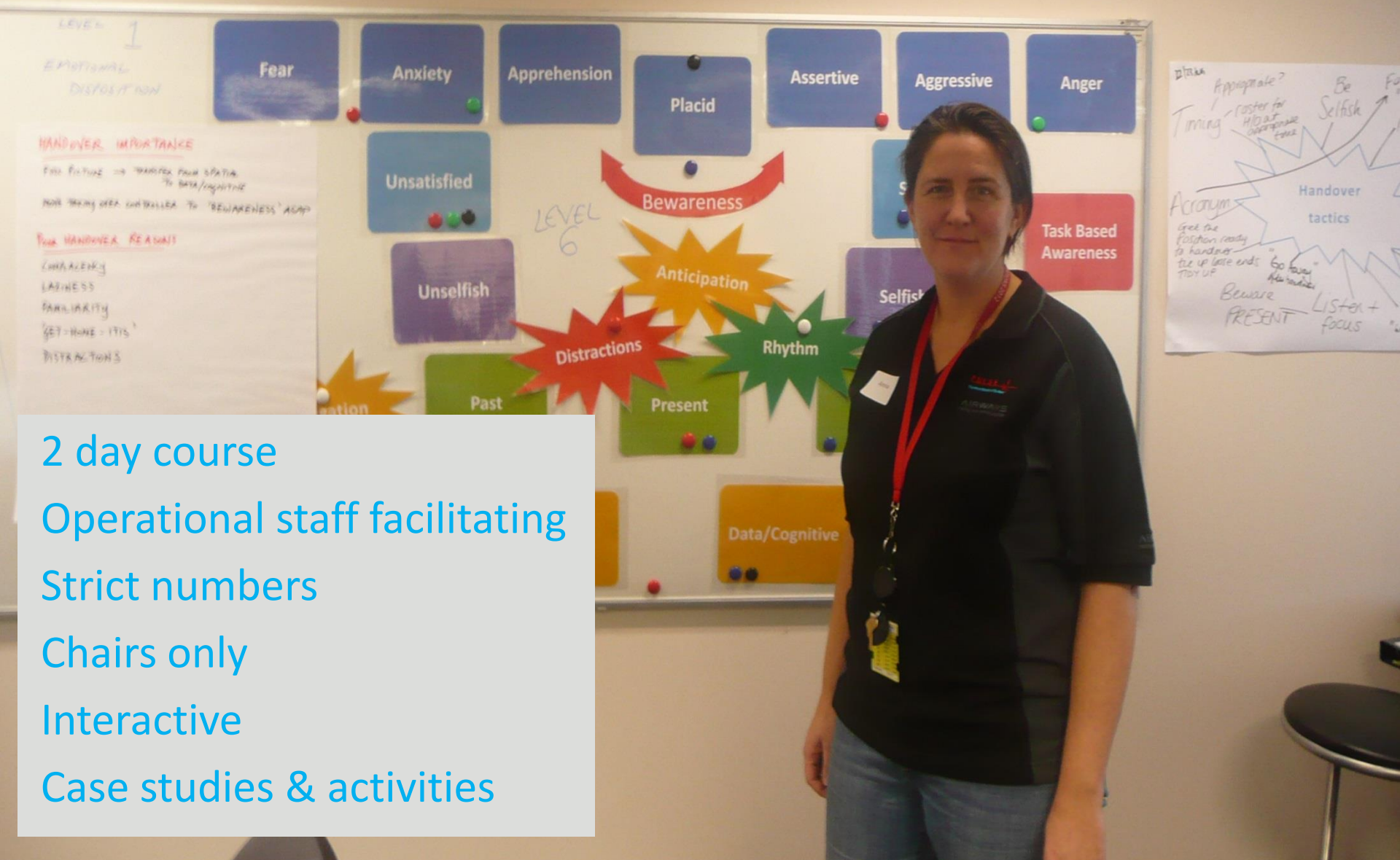
(Us)

Leading

Safety

Everywhere

Course Delivery



- 2 day course
- Operational staff facilitating
- Strict numbers
- Chairs only
- Interactive
- Case studies & activities

DAY 1

Management Intro

Professionalism

Threat & Error Management

RCAT (Root Cause Analysis Tool)

DAY 2

Professionalism case study

Practical Tactics

Practical Tactics

Defining Professionalism

Phraseology and callsign misuse

Handovers

Readba

Coordin

Tactics Areas

Non-standard operations

Change of frequency

PULSE
Professionals (Us) Leading Safety Everywhere
Professionals (Us) Leading Safety Everywhere
AIRWAYS
making your world possible
PULSE
AIRWAYS
making your world possible
THREATS & ERRORS
PULSE
Bewareness™
Bewareness™
Pulse™
Pulse™
Threats & Errors – Managed?

Feedback

"…well organised and I couldn't really think of anything to add or change that would significantly improve the quality or value of the course"

Successes

What we learnt

Underestimated time required to develop course to achieve quality

Number of facilitators to deliver course

Facilitation expert's input invaluable

RCAT – take a risk!

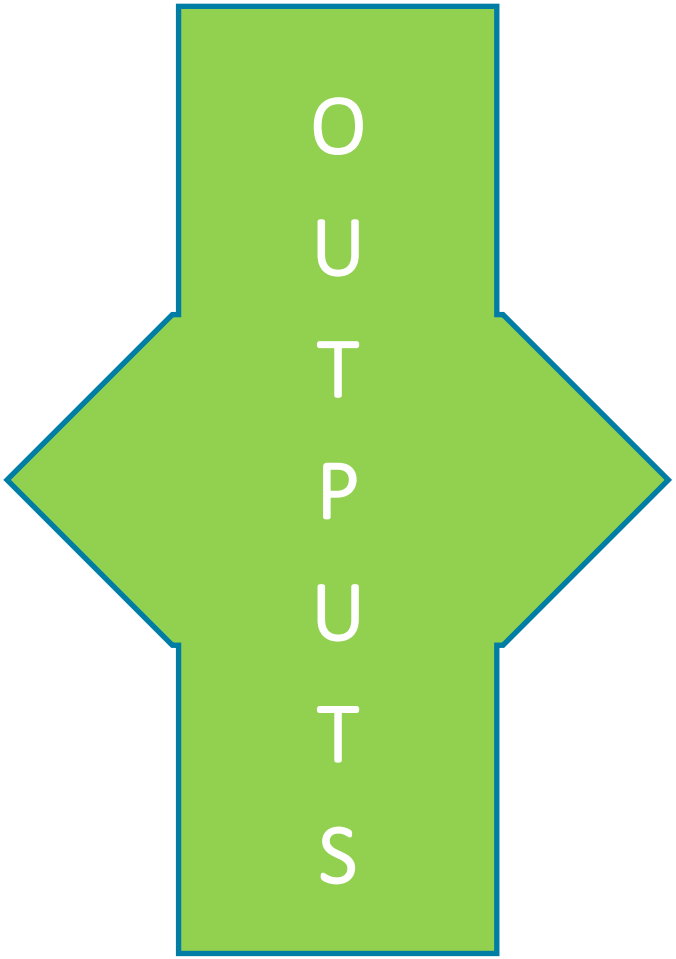
Next steps

Transition of PULSE principles into operational environment:

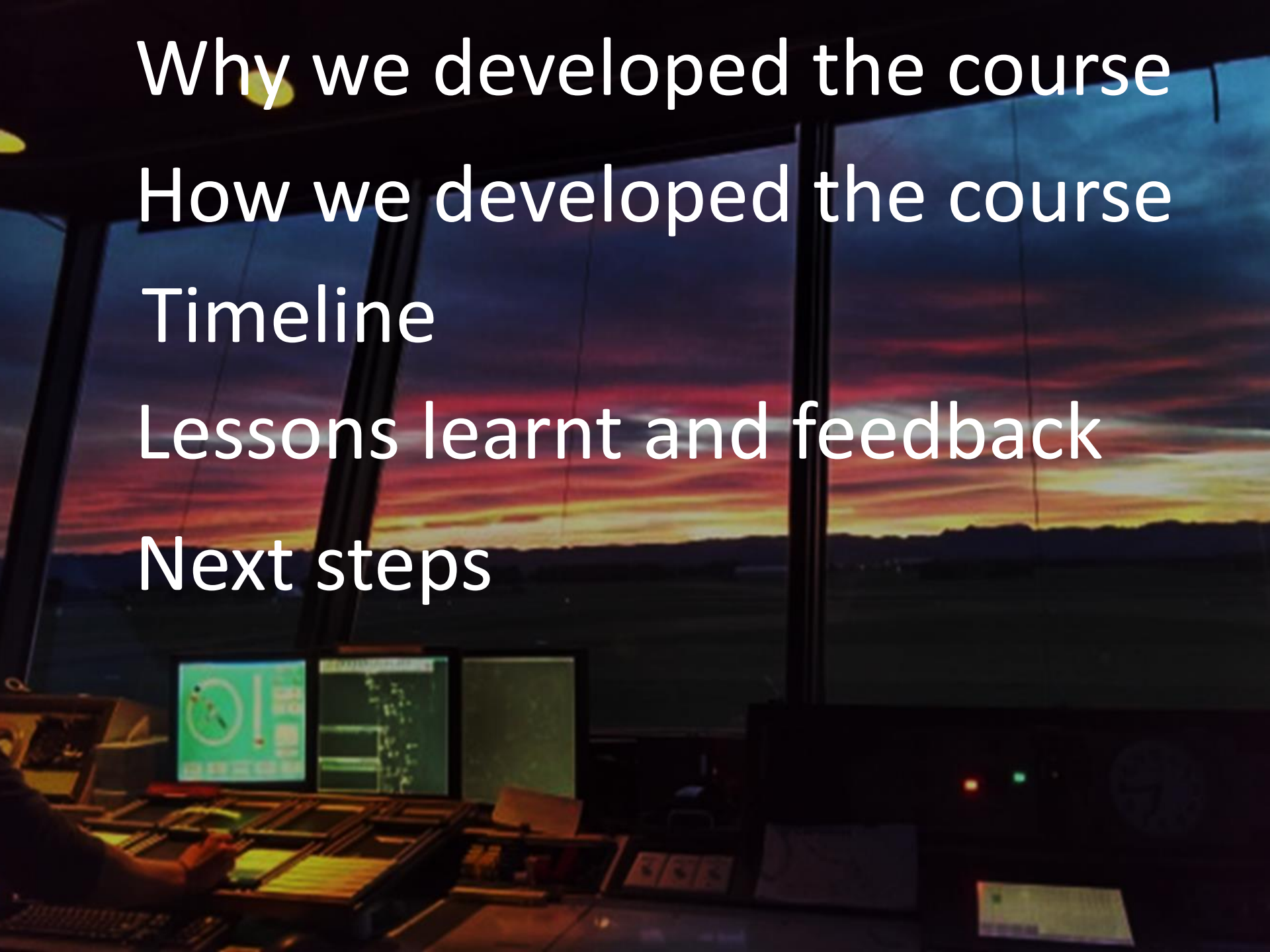
- Led by managers and operational staff
- Facilitated and supported by Safety Improvement Coordinators

Professionalism

Professional behaviours word list



Definition of an ATC professional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Thank you

Any Questions?

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