

# CREW RESOURCE MANAGEMENT TRAINING



Aerosafe offers a selection of CRM courses delivered on site for aviation organisations. As a Registered Training Organisation our CRM course provides an opportunity for accreditation. The selection of the content and structure of the course is dependant on the organisation's needs assessment and it's culture.

By enhancing team work, communication and decision making among the flight crew in the air, as well as with the operations team on the ground, the team works more cohesively and more effectively and more safely.

CRM provides the entire crew with an understanding of not only the absolute necessity of developing an effective communication process, but also the positive impact of the team concept on flight safety.

Aerosafe's CRM course provides your organisation with the opportunity to select either a one, two day or recurrent courses covering a selection of the modules below:

- Human factors an overview
- Situational awareness
- Fatigue and stress management
- Threat and error management
- Physical and psychological factors affecting performance
- Risk management
- Decision making
- Team work & crew coordination
- Communication
- Developing a positive crew culture
- Roles & responsibilities of all crew - crew dynamics
- CRM in managing emergencies

Our facilitators have extensive experience in delivering a broad range of courses in related disciplines in the aviation industry. They have also had significant exposure to course developing, tailoring and preparation.

# REGISTRATION FORM

Tax Invoice ABN: 52 094 222 876



## Attendee Details:

Title: \_\_\_\_\_ First name: \_\_\_\_\_ Surname: \_\_\_\_\_  
Position: \_\_\_\_\_ Organisation: \_\_\_\_\_  
Address: \_\_\_\_\_ Suburb: \_\_\_\_\_  
State: \_\_\_\_\_ Postcode: \_\_\_\_\_ Country: \_\_\_\_\_  
Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Fax: \_\_\_\_\_  
Email address: \_\_\_\_\_

## Course Details:

Course name	Dates	Cost
1. Crew Resource Management	<input type="checkbox"/> 11&12 August 2007 or <input type="checkbox"/> 14&15 August 2007	<b>\$590</b> GST Inclusive
2. Crew Resource Management Refresher	<input type="checkbox"/> 13 <sup>th</sup> August 2007	<b>\$370</b> GST Inclusive

**Location:** Energex Sunshine Coast, Sunshine Coast Airport, David Low Way, Marcoola, QLD 4564

## Payment Options:

1. **Direct Deposit** - Aerosafe Risk Management Pty Ltd **BSB: 012 040 Acc Number: 3496-3754**

2.  **Cheque** enclosed payable to Aerosafe Risk Management

3. **MasterCard / Visa / American Express**

Cardholder name: \_\_\_\_\_

Card number:

Card type: \_\_\_\_\_ Expiry date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Total payment: \$ \_\_\_\_\_ Signature: \_\_\_\_\_

**On completion please fax this form to Aerosafe Risk Management (02) 8336 3799**

**Terms and Conditions:** Cheques can be addressed to Aerosafe Risk Management Pty Ltd. Cancellations must be made in writing. Your registration fee will be refunded less a \$50 administration fee if they are made at least 2 working days prior to the commencement of the course. If cancellation is made within 2 working days of the course, your registration will not be refunded. Registrations are transferable. In the event that a course is cancelled by Aerosafe Risk Management, your registration will be fully refunded.

**Privacy:** We do not make your personal information available to other organisations. Any information provided by you may be used for administrative purposes and provided to training staff or yourself on request. Written permission will be obtained from participants before any information about them is used in any marketing material. Should you have any privacy concerns please contact the Training Manager (02) 8336 3700.

**Grievances:** Customers have the right to seek redress if they feel they have cause for complaint or have been unfairly treated by Aerosafe Risk Management. The procedure for grievances is as follows; discuss the grievance with the facilitator. If this is unsatisfactory please send the grievance in writing to the Chief Executive Officer. All grievances or complaints are attended to through our internal Quality System, and you will be notified directly of the outcome.

## Contact Details:

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Email: training@aerosafe.com.au Web: www.aerosafe.com.au