**RRM training syllabus Chapter 1 INTRODUCTION / TURN AROUND PROCESS**

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| **Subject** | **Element** | **Objective** | **Trainer/trainee activity and key notes** | **time** | **Tools /media** |
| **Turn around process** |  |  | **Introduction** | **15** |  |
|  | * Get to know each other * Introduce RRM * Introduce method of training | * Instructor introduction * Student introduction * RRM introduction:   + What do you think it is? What are wegoing to do today?   + Short explanation: CRM, HF cause of accidents, now in ATC and medical: TRM, in maintenance MRM…….and now RRM * Training introduction: facilitation versus instruction |  |  |
| **Turn around process** | * Understanding the ‘bigger’ picture * Feels part of a larger process | * **Show** video * **Ask** the trainees to observe the following:   + How many different parties are involved   + How many different people   + Identify two or three tasks/point in the process where you have seen things go wrong/right | **10** |  |
| **Type and role of actors**  **Dependencies** | * Understanding the roles and interests of other actors * Understanding similarities and differences in interests * Focuses on common goals * Considers interests of other actors * Understanding the dependencies between the various actors/processes * Considers the importance of a safe aircraft handling * Considers the limitations of other actors | * **Emphasize** the complexity and the interdependence of the different parties involved in the ramp activities   + Dependencies   + Time   + Place   + Information   + Critical path * **Go** back to the introduction and the different roles of the trainees:   + Who interacts with whom?   + What do you need from that partner in the process?   + Any good/bad practices? | **8** |  |
|  | **Pressures on the process** | * Awareness of pressures and their effect on theturnaround process * Adequately manages pressures to prevent additional risks | * **Ask** what influences there are on their work and the potential safety issues related to this (write on flip-over)and **Ask** how they deal with it.   + Disturbances   + Weather   + Resources (space, equipment, manpower)   + Time pressure…… |  | **Write catchwords** on flip-over |
|  |  | * **Emphasize** that a chain is as strong as its weakest link and that the objective of this training is to support good practices and make effective use of all available resources: people, equipment and information to optimize the safety and efficiency of the aircraft turnaround. | **1** |  |
|  |  | * **Show** the different topics that will be discussed | **1** |  |
|  |  |  | Total  time  **35** |  |