



**DFS** Aviation Services

[www.dfs-as.aero](http://www.dfs-as.aero)

# DAS AVIATION ACADEMY

Professional ATM Training at the DAS A<sup>2</sup>



# CONTENT

**Air traffic control  
training is crucial to  
ENSURE SAFE SKIES.**

4

WELCOME

6

CERTIFICATION

14

COURSES

12

WORLDWIDE

8

TEAM

7

BENEFITS



# WELCOME @DAS A<sup>2</sup>

The training academy of DFS Aviation Services - DAS A<sup>2</sup> - combines aviation and learning in a practical manner. Through our work as a certified air navigation service provider and our experienced training team, we have developed a strong understanding of the challenges encountered by the ATM community on an international scale.



As a certified ANSP, we do understand the challenges faced by the ATM community.

## **WE BUILD THE PERFECT BRIDGE BETWEEN THEORY AND PRACTICE WITH OUR COURSES. OPERATIVE EXPERIENCED**

DFS Aviation Services is a certified ANSP in Germany and the UK. In addition, we have gained extensive operational ATM experience through international projects since 1995 and build on an intensive network within the group around our parent company DFS Deutsche Flugsicherung.

## **REGULATIVELY APPROVED**

Our courses meet the regulatory requirements of the EU (conform to EU Regulation 2015/340) and the International Civil Aviation Organization (ICAO). As well as complying with international training standards, we are happy to create solutions to fit individual training needs.

# WE ARE CERTIFIED

EU REGULATION  
**VO (EU) 2015/340**  
AND **ICAO** REGULATION



# BENEFITS AT DAS A<sup>2</sup>

WORLDWIDE  
ATM  
PROJECTS &  
TRAININGS

SMALL  
GROUPS

INTENSIVE  
1:1  
COACHINGS

STATE-OF-  
THE-ART  
SIMULATORS

REMOTE  
SIMULATION  
AVAILABLE

QUALITY  
FOCUSED  
TRAINING

TIME  
SAVING  
COURSES

ONLINE  
CLASSES

EXPERIENCED  
TRAINERS &  
PSEUDO  
PILOTS

# DAS A<sup>2</sup> TEAM

Your training in experienced hands

Operational experts & ATCOs



Broad trainer know-how (TI, STDI, OJTI)



International colleagues from 9 countries



Experienced freelancer



Professional pseudo pilots



"None of us is as smart as all of us" (Ken Blanchard) This is very much in line with how we see our teamwork. We bring together people with a wide range of experience and backgrounds in the Air Traffic Management sector. Together, our pool of knowledge is tremendous!

## A LOOK AT OUR TEAM

### SABINE RÄK

Head of Training

- Head of DAS A<sup>2</sup> since 2019
- Long year experience in training, also at DFS
- Always keeps the overview and in a good mood



### IVAN LOUW

Team Lead: Course Management & Design

- Aviator & ATCO with great expertise in operations and leadership
- Training & Safety Mgmt. specialist
- Motto: "if something is not worth doing 110%, it is not worth doing it at all."



### CAMILO PENA

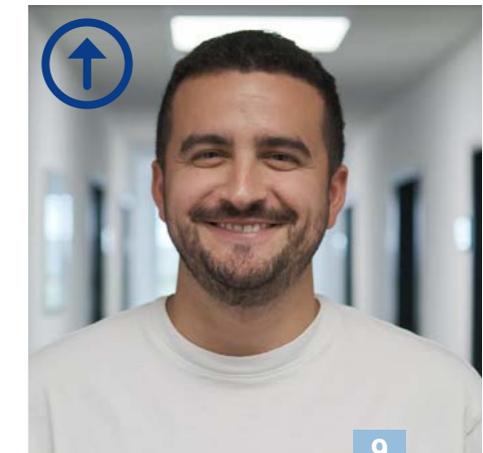
Backoffice External Courses

- Your perfect contact for all questions regarding our DAS A<sup>2</sup> training portfolio
- Part of DAS A<sup>2</sup> since 2019
- Always smiling

### ANDREAS DODT

ATC Instructor

- Our ATM Multitool
- > 30 years ATCO
- > 25 years Trainer/Instructor
- His first good advice: "Despite the seriousness of this industry, laughter is essential for ourselves and our team!"



# ATC AT IT'S BEST

## BIANCA OLIVIER

### ATC Instructor

- 15 years in ATS
- Previously Aerodrome Control, TWR Manager, Instructor and Assessor
- Always brings a little south african sun



# FULL ATM PASSION

## ALI DOGAN

### ATC Instructor

- > 14 years of civil ATM experience
- Previous Head of Training & Operational Expert on Airspace Design at Istanbul ATC
- Characterised by his quick comprehension



## RIAAAN VAN LOGGERENBERG

### ATC Instructor

- Nickname: Loggie
- Civil & Military expertise as an ATCO, instructor & Designated Examiner for Air Force and civil stations, e.g. FACT
- Enjoys MTB & carpentry



## TANYA KISS

### ATC Instructor

- Aerodrome Controller experience for > 10 years
- Worked in South Africa & Middle East before
- Is also Aviation English teacher & ELP assessor
- Loves to learn new things

## DIRK FLORIAN

### ATC Instructor

- Instructor & Course Developer
- ~ 40 years ATCO for the German Armed Forces and DFS with focus on ACC
- Youngest looking but still second oldest ;)



## PSEUDO PILOTS

### Meet the reality

Our training courses are supported by many experienced pilots. They ensure your perfect preparation for real-life air traffic control situations.



## BRUCE KNOBBS

### ATC Instructor

- Expert ACC & radar instructor
- US Army background ((FAA) KSFO, KDEN, Washington ACC, KMCO)
- The wisdom of our mixture of cowboy and Hawaiian is clear: "Relax and enjoy the day."



# YOU FLY - WE CARE

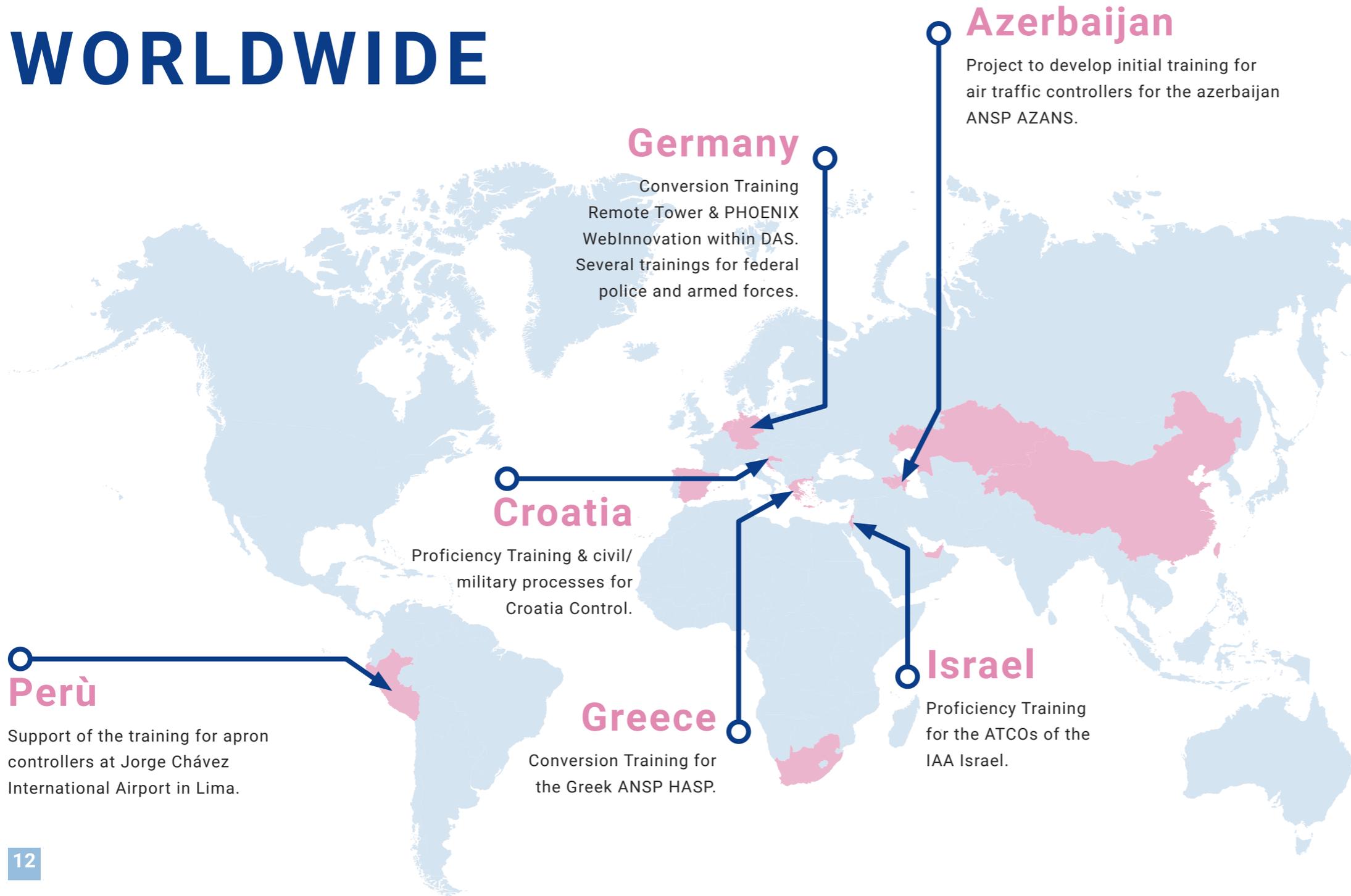
## AND MORE ...

### Bundled ATM expertise

Many more ATM specialists work at DAS A<sup>2</sup> and ensure that you receive highly professional training for the ATM industry.  
Out of passion, **because we care!**

# READY FOR DEPARTURE

# WORLDWIDE



## IAA ISRAEL

"We receive trainings for 200 controllers, starting 2018 and are extremely satisfied with the courses and close collaboration with DAS."

**ADVA ADIV**  
Head of ATM Training & Quality Assurance  
Israel Airports Authority

## Professional ATM training at DAS A<sup>2</sup>

We offer you standardised and individual training solutions. However and wherever you want to do your air traffic control training.



# COURSES IN DETAIL

The training portfolio of DAS A<sup>2</sup> includes initial and continuation training for air traffic personnel, like ATCOs and AFISOs. Our courses include also specific skill and refresher courses for endorsements and/or the maintenance of competence, as well as qualifications for other air traffic services personnel and management level. Additionally we can support you with the selection of air traffic controller staff as well as individual trainings.

### 6 TRAINING CATEGORIES

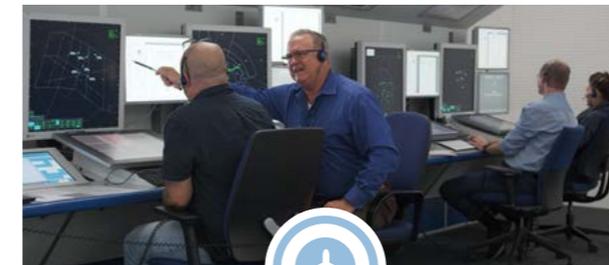
Browse through our six categories to familiarise yourself with our courses and expertise.



INITIAL TRAINING



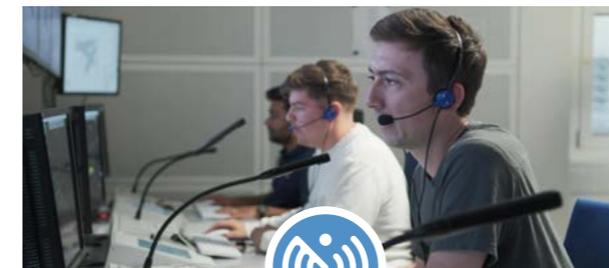
CONTINUATION (REFRESHER) TRAINING



SPECIFIC SKILL TRAINING



MANAGEMENT TRAINING



STAFF SELECTION SERVICE



CUSTOMISED TRAINING

# AT A GLANCE

All DAS A<sup>2</sup> courses from A to Z.

• ATCO initial	20	• Train-the-trainer	37
• Surveillance ratings	22	• Conversion training	38
• ATC for armed forces	23	• Competency-based training	40
• AFISO Initial (FSPersAV)	24	• Safety management system training	42
• AFISO Initial (ICAO)	26	• Management training	45
• AFISO RADAR training	28	• ATS supervisor training	46
• OJTI Refresher/renewal	30	• ATS management training	47
• Language proficiency testing	31	• Staff Selection Service	48
• Human factors refresher	32	• Customised training	49
• Emergency situation refresher	33		
• Assessor refresher/renewal	34		
• Competence training	35		

# HOW TO BOOK

To book, fill out our online form or contact us directly for further details. We will get back to you promptly.



## ONLINE COURSE REQUEST PAGE

Easily use our online registration form to book your next training. We will get in touch with you with further details asap!



[training@dfs-as.aero](mailto:training@dfs-as.aero)

+49 (0)6103 / 3748-001

## REACH US RIGHT AWAY

You have any questions in advance? Or you wish to discuss further details, for example for customised trainings? Call us directly or send us an e-mail!



# INITIAL TRAINING

The initial training lays the foundations for working as an air traffic controller. In addition to imparting knowledge and skills, the course aims at conveying the responsibility that is linked to the job, but also its associated joy and fulfillment. Our experienced training team focuses on both while the trainees can benefit from their broad experience our trainers have gained during their own international career in operations.

## YOUR BENEFITS @ DAS A<sup>2</sup>

- Comprehensive, high-quality and time-saving learning programme
- Facilitated by experienced trainers and tailored for the next generation
- Experience practical learning through high realism simulations

SHAPING THE FUTURE  
of  
Air Traffic Control.



## ATCO INITIAL

Shaping the future of air traffic control

Based on our experience as an certified ANSP and training academy, DAS A<sup>2</sup> delivers comprehensive, quality focused and time saving initial training to optimally prepare you or your ATCOs ab initio for unit training at any air traffic services unit.

The training includes two phases (basic + rating), leading to a certificate of completion which in turn, can lead to the issue of an ATCO student licence (subject to the relevant country regulatory requirements).

Our training is held in state-of-the-art, highly realistic simulators and fully compliant with regulation VO (EU) 2015/34.

### ATCO BASIC TRAINING

The Basic training provides theoretical and practical training designed to impart knowledge and practical skills related to basic operational procedures.

The course contains 12 practical exercises, each in tower and radar environment. In further 10 exercises, you can deepen the knowledge on your own responsibility.

#### CONTENT (e.g.)

- Human Factors
- Aviation Law
- Air Traffic Management
- Meteorology
- Navigation
- Aircraft Systems
- Equipment
- Professional Environment

#### LENGTH

- 11 weeks

#### REQUIREMENTS

- At least 18 years old
- Adequate level of language proficiency in accordance with the requirements set out in VO (EU) 2015/340

#### PARTICULARITIES

- Group size of max. 4 p. per simulator

#### DATES

[Online / Contact us](#)

# BASIC & RATING COURSES FOR AERODROME, APPROACH OR AREA CONTROL SERVICES

### ATCO RATING TRAINING (ADC, APS, ACS)

The Rating training provides theoretical and practical training designed to impart the knowledge and practical skills related to the specific rating.

The participant will get 60 exercises of simulator-based training in the specific rating environment. In further 10 exercises, participants can deepen the knowledge they gained on their own responsibility.

#### CONTENT

- See ATCO BASIC INITIAL TRAINING (left)
- Abnormal & emergency situations
- Content of SUR Rating endorsement is included in ADC-Rating Course

#### LENGTH

- 12 weeks

#### REQUIREMENTS

- In accordance with VO (EU) 2015/340:
- Successfully passed ATCO BASIC INITIAL TRAINING
  - Current Student ATCO licence issued
  - Current ATCO licence

#### PARTICULARITIES

- 1:1 coaching in the simulator environment

#### DATES

[Online / Contact us](#)



# SURVEILLANCE RATINGS

## Surveillance Ratings in approach and/or area control

The Surveillance Rating course, offered for both approach and area control, aims at individuals who currently hold procedural rating/s and wish to convert to surveillance ratings.

The Approach and Area Control Surveillance courses are compliant with ICAO and delivered on a competency based principle using the most recent international updates.

### CONTENT

- Aviation Law
- Air Traffic Management
- Meteorology
- Navigation
- Aircraft
- Human Factors
- Equipment and Systems
- Professional Environment
- Abnormal and Emergency Situations
- Aerodromes
- 40 hours of Practical Simulation

### LENGTH

- 6 to 8 weeks (dependent on optional extras)

### REQUIREMENTS

- English Language skills of at least ICAO ELP Level 4
- Hold (or have held) ICAO 053 (for APS) or ICAO 055 (for ACS) ratings

### PARTICULARITIES

- Up to 8 Participants per course
- Optional extras:
- Parallel Runway Specialist Exercises
  - Flow Control Specialist Exercises
  - RPAS BVR Specialist Exercises



# ATC FOR ARMED FORCES

## Boost your NATO ATCO career

In our special training course for armed forces of the NATO you will learn the basics of how to work in an air traffic control tower environment.

In realistic simulation runs you will train to handle air traffic in very tense, unusual and challenging situations. Combined with plenty unusual training situations, you will be optimally prepared for the extraordinary demands of air traffic control in a military environment. Tactical approaches, austere conditions and challenging weather or surrounding situations are the focus of this course.

Picture: envato elements

### CONTENT

#### Theoretical part:

- Air Traffic Law
- Air Traffic Phraseology
- Basic knowlegde of ATC
- Meteorology
- Navigation
- Principle of flight
- Special military necessities

#### Practical part:

- One-to-one Coaching
- Landing Zone controller as target
- Operations according to NATO ATP 3.3.4.3
- Tactical approaches
- Up to 40 different scenarios

### LENGTH

- 8 weeks

### PREREQUISITES

- Created for NATO Armed Forces

### PARTICULARITIES

- Group size of max. 4



# AFISO INITIAL (FSPersAV)

Basic & Rating Course for Aerodrome Flight Information Service Officers

The AFISO Basic and Rating course provides the theoretical and practical requirements for a career as an AFISO. The training takes place in state-of-the-art tower simulators.

Upon successful completion of both courses, participants receive a certificate with which they can apply for the AFIS trainee licence. This is required for starting training at an AFIS location.

The course complies with German (FSPersAV), European (EASA) and ICAO standards.

## CONTENT

**BASIC - Theoretical Learning**

**RATING - Tower Simulator Exercises**

- Operational environment & operating procedures
- Aeronautical radio services
- Air traffic control operating procedures
- Aircraft and aeronautical science
- Aviation English
- Aviation law
- Human factors
- Navigation
- Practical flight data processing
- Exercises of practical procedures in tower simulator
- Technical air traffic control systems

## LENGTH

- BASIC: 15 days
- RATING: 15 days for 4 participants (P), max. 6 P., from 3 P. practical training in 2 groups

## REQUIREMENTS

- Proof of a valid radiotelephony certificate I for aeronautical radio service ("BZF 1")
- For the rating course: Proof of successful completion of a BASIC course

## PARTICULARITIES

- The courses are based on each other, but can also be booked individually
- The BASIC course is partly available online (depending on course booking)

# ... YOUR BENEFITS AT DAS A<sup>2</sup>

LATEST COURSE STANDARDS

RATING COURSE WITH MAX. 6 PARTICIPANTS

TRAINING WITH STATE-OF-THE-ART SIMULATORS

INTENSIVE PRACTICAL TRAINING WITH MAX. 3 P PER GROUP

HIGHEST QUALITY AT ATTRACTIVE PRICES

"BZF 1" CAN BE ACQUIRED BEFOREHAND (1 WEEK COURSE)

REDUCED COURSE LENGTH FOR PRE-QUALIFICATIONS \*

REDUCED ATTENDANCE REQUIRED DUE TO GROUP SPLITTING

ICAO ENGLISH LEVEL CERTIFICATE CAN BE ACQUIRED PARALLELY

\* Accreditation of existing qualifications according to BAF



# AFISO INITIAL (ICAO)

## Basic & Rating Course for Aerodrome Flight Information Service Officers

The AFIS Basic and Rating Courses aim at individuals who wish to pursue a career as Aerodrome Flight Information Services Officer. The courses combine both theoretical and practical learning.

Upon successful completion of both courses, the participants will be awarded with a certificate of competency in AFIS.

The courses are presented in accordance with ICAO and EASA standards.

### CONTENT

**BASIC - Theoretical Learning**

**RATING - Practical exercises**

- Air Law
- Human Factors
- Meteorology
- Aircraft Systems
- Professional Environment
- Abnormal Situations
- Radio Telephony
- Air Traffic Management
- Flow Control
- Unmanned Aerial Vehicles

### LENGTH

- BASIC: 8 weeks
- RATING: 4 weeks

### REQUIREMENTS

- English language proficiency of at least ICAO ELP level 4
- The AFIS basic Course (or equivalent) is required to attend the AFIS Rating Course

### PARTICULARITIES

- ICAO ELP Assessments can be conducted on request.
- Aviation English specific topics can be integrated into the course.

# ... YOUR BENEFITS AT DAS A<sup>2</sup>

LATEST TOPICS INCLUDED

MAX. 6 PARTICIPANTS PER RATING COURSE

STATE-OF-THE-ART AERODROME SIMULATORS

PRACTICAL LEARNING WITH REAL-WORLD SCENARIOS

COMPETENCY BASED TRAINING TECHNIQUES

AVIATION ENGLISH LEARNING OPTIONS AVAILABLE

REDUCED COURSE LENGTH FOR PRE-QUALIFICATIONS \*

1:1 COACHING DURING PRACTICAL LEARNING

ICAO ELP ASSESSMENT OPTIONS

\* Recognition of prior learning required.



# AFISO RADAR TRAINING

Successful RADAR surveillance in your AFIS environment

The AFIS-RAD course provides AFIS personnel with the required knowledge on the handling of RADAR surveillance in an AFIS working environment. The use of RADAR surveillance will greatly improve situational awareness for AFIS personnel and safety of the flying community within AFIS units.

The course aims at operational personnel that have or will have Primary RADAR (PSR) and or Secondary Surveillance RADAR (SSR) available for use. The training could be introduced in the initial phase of AFIS students or as a refresher training.

Picture: envato elements



## CONTENT

### Theoretical part:

- PSR and SSR principles of operation
- Identification methods
- Information that could be displayed on an air situation display (ASD)
- Navigational support
- Radiotelephony application
- Collision identification and avoiding actions
- Emergency procedures and support

### Practical part:

- Exercises relating to theory content
- 1:1 training during practical

- Debriefing after every exercise
- Final practical assessment

## LENGTH

- One day for a group of 3 participants, extension for additional participants according to the number of participants

## PREREQUISITES

- As an addition for qualified AFIS personnel who have not covered the topic of radar use in their qualification

## PARTICULARITIES

- Practical phase in a 360/270° simulator

# CONTINUATION /REFRESHER TRAINING

Our refresher training courses focus on maintaining knowledge, practicing situations that rarely occur in everyday's working life and reflecting on situations experienced. The design of our training courses is based on the latest regulatory requirements. and provide an opportunity for colleagues to exchange own ideas and past experiences.

To fit the individual needs and current topics of your ANSP, we are happy to add your specific requirements or subjects to the training courses or make a proposal for a specific training course design. By choosing us, you will benefit from the international experience of our qualified training team.



# OJTI REFRESHER/RENEWAL

## On-the-job-training for instructors' competency maintenance and renewal

In order to extend the endorsement for ATCO instructors according to Commission Regulation VO (EU) 2015/340, instructors need to regularly update their theoretical knowledge and practical skills.

The OJTI refresher and renewal training is preceded by a valuable short self-study section before the training day. The training itself is divided into a classroom-based part, in which the theoretical knowledge, skills and behaviours are refreshed, a written performance check on the topics covered as well as a practical part.

The practical part is carried out using a highly professional PC-based simulation. This includes the provision of a PC with the simulation software and locations that allow both the OJT (participant with trainee) and the OJTI to be observed by the assessor.

### CONTENT

- Short self study part in advance
- Classroom-based part with lectures, group work and discussions:
  - Newest legal basics
  - Structure of training
  - Training and feedback techniques
  - OJTI exchange of experience
- Competence check
- Practical part with simulations (immediately after theoretical part)

### LENGTH

- 1 day

### PARTICULARITIES

- Course is also available to ICAO standards



# LANGUAGE PROFICIENCY TESTING

## Initial and Proficiency testing in accordance with ICAO and EU requirements

For aviation radio telephony an adequate level of language proficiency is crucial. Therefore, air traffic services personnel, pilots and other flight crew members require a language proficiency endorsement in order to ensure an understandable and safe communication. The proof of language skills must also be regularly refreshed.

We offer qualified language proficiency testing for English or German according to the International Civil Aviation Organization (ICAO) requirements.

### CONTENT

- Contains three testing sections:
  - Listening assessment of understanding
  - Speaking assessment of pronunciation, familiarity, structure and vocabulary
  - Interaction

### LENGTH

- approx. 60 minutes

### PARTICULARITIES

- Testing on site at selected locations in Germany



# HUMAN FACTORS REFRESHER

## Contain and control human error

To contain and control human error, one must understand its nature.

The refresher course for human factors aims to maintain skills in a competence programme so that the existing knowledge and skills of air traffic controllers are checked, expanded or improved on.

The objective of the course is to be able to apply the knowledge gained about team resource management in operational service and know the symptoms and causes of stress and fatigue and be able to take countermeasures.

Picture: envato elements



# EMERGENCY SITUATION REFRESHER

## Successfully deal with unexpected events and emergency situations

A fundamental element of a competence scheme is the regular training and refreshing of air traffic control's appropriate and timely response to emergency situations.

Controllers are not exposed to abnormal or emergency situations in their day-to-day duties. It is then understand-able that there is a need to practice and assess in a simulated environment. This helps to maintain not only actions from memory but also to review current procedures/checklists.

### CONTENT

- Team Resource Management (TRM)
  - Enhanced task efficiency
  - Working as a part of a larger and more efficient team
- Stress Management (SM)
  - Human Performance and Limitations
  - Impact of environmental affects
- Fatigue Management (FM)
  - Preparing for Shift Work
  - Fatigue management before and after a shift

### LENGTH

- 1 day

### PARTICULARITIES

- Can be designed to your needs.

### CONTENT

- Situational awareness
- Emergency control and coordination
- ICAO procedures for emergencies

### LENGTH

- 1 day
- depending on topics and simulation required
- can be designed to your needs

### PARTICULARITIES

- Our experts can assess your current published emergency procedures and make recommendations in respect of improvement and compliance.



# ASSESSOR REFRESHER/ RENEWAL

## Perform competence assessments of air traffic controllers

Assessors for air traffic controllers regularly need to renew and update their skills and qualities.

In this course we focus on assessment skills and current operational practices in order to either extend or renew an assessor's endorsement according to ATCO.C.060 (EU) 2015/340.

The course combines classroom-based lessons with practical exercises/simulations.

### CONTENT

- Human Factor Considerations
- Assessment Types
- Competency Assessments
- Assessor Qualifications

### LENGTH

- Depend on number of practical exercises required:
  - Refresher training: min. one and a half day
  - Renewal training: min. four hours

### PARTICULARITIES

- Course is also available to ICAO standards.
- As an option available to analyse the current processes in regards of compliance and improvement.



# COMPETENCE TRAINING

## Maintain ATC standards and competences through effective and individual training

This continuation course enables operational ATCOs to maintain the validity of their licence and enhance their existing competences.

Whether your ATCOs need practical experience in high-paced and complex traffic or need to comply with regulation for standards maintenance, we offer a tailored competence training.

State-of-the-art simulators and internationally qualified instructors with experience in complex and high-traffic airspaces allow us to design, adapt and deliver an environment that closely represents actual operational circumstances.

### CONTENT

- Can be tailored to your unique requirements
- E.g. enhance existing competencies e.g. for training in the areas of emergencies and unusual situations, human factors or traffic volume and/or complexity

### LENGTH

- Customised training plan

### PARTICULARITIES

- Available at your premises or via virtual classroom and PC based simulation
- Simulated scenarios based on your complexity and traffic volume
- Designed to focus on areas such as sequencing, vectoring, speed control, runway capacity enhancement, movement control, etc.
- Abnormal situation integration such as unmanned aerial vehicles, beyond visual range UAV, military and civilian cooperation, etc.
- Selection from a pool of internationally experienced instructors/mentors



# SPECIFIC SKILL TRAINING

Are you looking for a training course that focuses on the development of specific skills and knowledge required to perform effectively as an air traffic controller or within support areas of an ANSP? Do you want to provide your employees with the necessary skills and understanding of specific tasks, processes, and responsibilities, e.g. in the area of safety management? Then you will find further information in this section.

If you cannot currently find an offer for your specific topic, please do not hesitate to contact us. We are continuously developing this area and would be happy to take on your topic.



## TRAIN-THE-TRAINER

### Conduct targeted training and development

Changes to the operational environment, system upgrades or adjustments to regulations and procedures result in the need of professional training in order for air traffic service personnel to remain efficient and safe.

The purpose of the train-the-trainer course is to teach instructors and trainers the most effective ways to transfer knowledge. Focused on both experienced and new instructors as well as subject-specific experts, the course teaches the best possible ways of improving the design, delivery and evaluation of training events. It also includes the key aspects of facilitating group-based training events and what is required to maximize such events in respect of both knowledge retention and participation.

### CONTENT

- Introduction to education and training development history
- Concepts and principles associated with the theory of learning
- Characteristics and learning styles of adult learners
- Essential skills required by facilitators
- Variety of established learning facilitation methodologies
- Use of media
- Development of training materials and learning aids
- Assessment criteria and tools
- Preparation of lesson plans
- Training administration and evaluation

### LENGTH

- Five days

### PARTICULARITIES

- Develop the knowledge, skills and attitude to conduct targeted training and development using given methodologies, including group training, group facilitation and presentations



# CONVERSION TRAINING

## Remain competent in a fast changing ATM environment

Changes to the operational environment, system upgrades or adjustments to regulations and procedures. All of these result in the need for training in order for air traffic service personnel to remain efficient and safe. The need for conversion training is typically determined by measuring the impact of the change on the ability of staff to continue to perform their tasks competently.

Training specifications and objectives are designed based on either the client's request, or we can conduct an analysis to provide you with the most efficient and comprehensive solution.

Our conversion training aims at maintaining current competences while using new systems or procedures implemented by the service provider. The range of services offered in our training programme spans from classroom-based briefings to true-to-life advanced simulations with the option of custom scenarios and traffic patterns.

## CONTENT

- Individually determined by the type and scope of the change in operations
- For example upgrade or change in ATM surveillance system or redesign of airspace

## LENGTH

- Determined by the scope of training required
- A training plan is created in consultation with you

## PREREQUISITES

- Service providers that are implementing a change in operational procedures or updating or replacing an ATM system

## PARTICULARITIES

- There is an additional train-the-trainer programme to qualify your own instructors for further in-house conversion courses.

## BENEFITS

- Designed specifically to address training needs stemming from an operational change, curriculum is based on preidentified key areas and focused on a set of objectives
- Training plans are created in accordance with operational requirements, thus allowing training to take place with minimal impact on day to day operations
- Distance learning solutions available by means of virtual classroom and remote simulation
- Access to our international pool of experienced in-house instructors (civilian and military)
- Available train-the-trainer programme to empower your own instructors
- Potential use of state-of-the-art simulators at our training academy, providing students with a true-to-life training environment



Conversion training must respond to change! As a certified ANSP, we know that, for example, when implementing new systems, subsequent changes can often occur at various milestones (e.g. SAT).

Our training is regularly updated and monitored to ensure the syllabus aligns with your project's needs.



# COMPETENCY-BASED TRAINING

Ensure ATC standards and competence through individual training

The last years have facilitated the shift from traditional, one-size-fits-all, teaching methods, to competency-based trainings. This evolution, stemming from the pressure on resources available to ANSPs, has quickly delivered positive results - like a highly qualified workforce that is able to adapt to an ever changing environment.

Competency-based training and assessment make use of a systematic approaches and focus on specific skill development compared to traditional training with a fixed training plan. With the focus on your students' unique state of knowledge and skills, the experienced instructors of DAS will analyse your company's training needs and enable your students to master today's highly complex ATM jobs.

## CONTENT

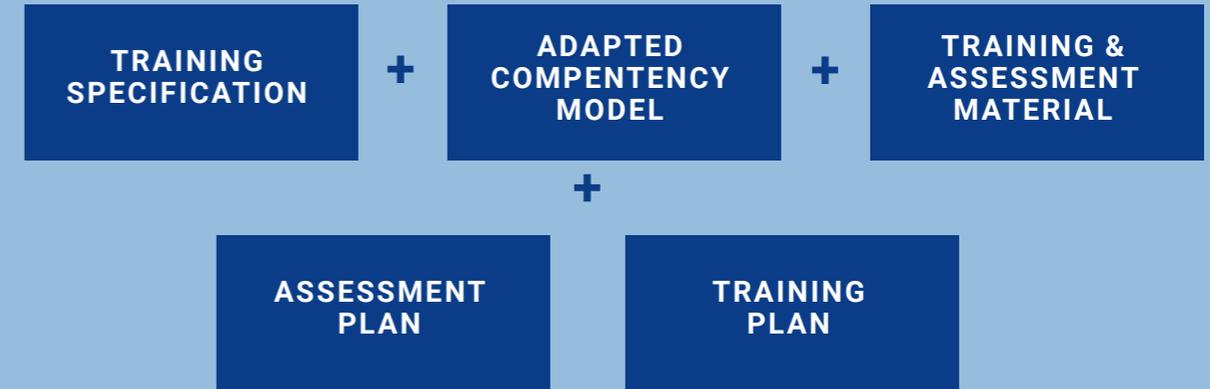
DAS is able to either

- Design you a new competency-based training and assessment programme or
- Modernise your current training programme based on competency-based training principles

## PARTICULARITIES

- We also provide train-the-trainer programmes to enable your current pool of instructors to make more effective use of competency-based training techniques
- The objectives and content described can be implemented either as part of a course consisting of several modules or as an accompanying consultation for your in-house process

# COMPONENTS (COMPETENCY-BASED TRAINING)



# BENEFITS





# SAFETY MANAGEMENT SYSTEM TRAINING

## Implementation and maintenance training for your SMS

A functioning safety management system (SMS) is essential in every organisation, especially in a safety-critical industry such as air traffic control. Beyond that, a safety system can only work if the staff is adequately trained.

We can deliver customised training events and develop a cost-effective and efficient SMS training programme. This enables service providers to comply with the requirement of the International Civil Aviation Organization (ICAO). Such training facilitates the process of SMS implementation and/or maintenance, as well as acting as a refresher for personnel. One objective of this training is to test the resilience of the existing SMS as regards to compliance and areas of improvement.

Picture: envato elements

### CONTENT

- Based on ICAO safety training building blocks
- Organisation's safety policy
- Safety responsibilities
- Safety procedures, reporting and assessments
- Promoting SMS in different functions
- Please see page 2 for details about course modules

### LENGTH

- Training is presented based on the level of knowledge required by each group

### PARTICULARITIES

- Training events and training plans can be tailored to suite your individual needs as a service provider

## MODULES (SMS TRAINING)

The training follows the ICAO Safety Training Building Blocks as stipulated in ICAO Doc 9859.

### OPERATIONAL PERSONNEL

- Organisation's safety policy
- SMS fundamentals and overview

Training for operational personnel addresses safety responsibilities. It includes the importance of adhering to all operating and safety procedures and especially recognizing and reporting hazards.

**Objective:** Understanding organisation's safety policy and SMS fundamentals.

### MANAGERS & SUPERVISORS

- The safety process
- Hazard identification and risk management
- Management of change

Managers and supervisor's SMS training includes safety responsibilities, promoting the SMS and engaging operational personnel in hazard reporting.

**Objective:** detailed knowledge of the safety process, hazard identification, safety risk assessment, mitigation, and change management.

### SENIOR MANAGERS

- Organisational safety standards and national regulations
- Safety assurance

Training for senior managers includes safety responsibilities comprised of compliance with national and organisational safety requirements, allocation of resources, ensuring effective crossfunctional safety communication and active promotion of the SMS.



# MANAGING SAFETY EXCELLENCE

## Empower your Safety Management System (SMS)

Traditionally, many ANSPs manage their safety with SAFETY 1 concepts, focussing on unsafe system operation, identifying the causes of adverse outcomes, while risk assessments are employed to determine their likelihood. But why not bring your SMS to even more power, value and brilliance?

Introducing performance excellence systems-thinking concepts, such as the SAFETY 2 concept may assist in such efforts. By teaching resilience-engineering-based SAFETY 2 concepts, the users learn how to continuously anticipate developments, occurrences and steady system improvements. The SAFETY 2 concept does not ignore the existing Safety Management of an ANSP, it rather complements those current strategies and methodologies, with an emphasis on performance excellence.

We have designed and developed an empirical-supported learning programme aimed to assist ANSPs to understand, review and incorporate a Safety 2 concept and its associated initiatives.

Picture: envato elements



# MANAGEMENT TRAINING

## CONTENT

- Understand performance excellence and its role in safety management
- Comprehend the evolution from Safety 1 to Safety 2 concepts
- Recognise safety change management expectations envisaged for an ANSP
- Appreciate the benefits of positive psychology in a safety-critical environment
- Attain a transition from human factors to human performance
- Ensure ICAO, EASA, Eurocontrol compliance

- Demonstrate knowledge, skills and attitudes required to integrate Safety 2 concepts into your organisation's SMS

## LENGTH

- 1 day course for **executive management levels** (introduction to the concept),
- /5 day course for **line management and safety personnel** (e.g. safety dept.).

## PREREQUISITES

- Safety management experience

## PARTICULARITIES

- 5 to 8 participants per course

Managers usually have to be able to demonstrate technical knowledge and leadership skills. In the field of air traffic control, many of them have gained operational knowledge in their career as air traffic controllers. However, this experience does not fully qualify them to meet the requirements as a manager. Topics such as operational and capacity planning, training and maintaining proficiency emerge when it comes to mastering the role as a manager. In addition, leadership challenges linked to working in individual shifts need to be faced properly as well as guiding and developing employees who are required to demonstrate ownership in their daily working life.

Contact us to find the right training course for your managers.



# ATS SUPERVISOR TRAINING

## Manage day-to-day operations

In today's ATM environment, ATS supervisors serve as the crucial link between air traffic controllers and ATM managers. ATS supervisors maintain safety and efficiency in an operational and tactical environment. Often called upon to make critical and on-the-spot decisions, ATS supervisors require high-quality and focused training.

This training provides potential and existing ATS supervisors with the skills to maintain situational awareness in a dynamic environment while applying best-practice leadership principles. The participants also receive input on specialist topics that are relevant for a supervisor in addition to operational supervision.

### CONTENT

- Principles in managing an operational environment
- Conflict resolution and team resource management (TRM) in a multi-discipline ATS environment
- Management of ATS licence currency and best practice
- Duty scheduling and human resource management, taking into account the essentials of fatigue management
- Pro-active and re-active threat and error management

### LENGTH

- up to five days depending on your needs

### PREREQUISITES

- classroom training on site at our premises

### PARTICULARITIES

- the course can be extended to include management topics for supervisors with disciplinary responsibility



# ATS MANAGEMENT TRAINING

## Enable success through quality-trained leaders

Managers and potential managers in air traffic services (ATS) continuously need to broaden their knowledge base and potential for problem solving and finding innovative strategies and tools to be applied in ATM.

We can provide management training that combines classroom-based lectures with the opportunity to discuss current day challenges and solutions in ATM with experts and managers. The course discusses management principles and their application in the ATM field.

Picture: envato elements

### CONTENT

- Current operational topics
- Recent developments in managing change and the related impact on human resources
- Latest developments in structures applied in ATM

### LENGTH

- Two days

### PREREQUISITES

- Created for unit managers (center & tower) and general ATS managers



# STAFF SELECTION SERVICE

Having the "right" employees is one of the main factors for success. In the field of ATC, this is linked to specific skills and knowledge, as well as compliance with regulatory requirements. Beyond that, the individual attitude and motivation of each individual is crucial and makes the difference.

We help you to find the "right" employee for your company considering legal requirements, official research findings and our experience as an air navigation service provider. We offer to you:

## Our services:

- Selection or support in the selection of ATCOs or AFISOs
- Assessment of previous competence (ATCO)
- Competency check (AFISO)



# CUSTOMISED TRAINING

Haven't found a suitable training course yet?

The optimal training for your individual needs and circumstances is not always easy to find and sometimes simply requires an individual approach.

We are more than happy to listen to your specific training goals and to provide you a customised concept. Doesn't matter if you are looking for a one day training course or a longer lasting training project.

## CONTACT US TO OPTIMALLY COVER YOUR TRAINING NEEDS:

[training@dfs-as.aero](mailto:training@dfs-as.aero)

+49 (0)6103 3748-001

"Thanks to DAS, we could successfully train our new ATCOs. They understood our challenges and needs immediately, and the training was successful and beneficial."

Vlado Bagarić, Director General,  
Croatia Control



# See you at DAS A²!



**DFS** Aviation Services  
**YOU FLY- WE CARE**

Managing Air Traffic Worldwide.

[training@dfs-as.aero](mailto:training@dfs-as.aero)

+49 (0)6103 3748-001

[www.dfs-as.aero](http://www.dfs-as.aero)