



# AVIATIONTEAMWORK

POWERED BY 



 INTEGRATED  
TEAM  
SOLUTIONS

## ITSACADEMY

POWERED BY 



WELCOME TO  

**AVIATIONTEAMWORK**  
*part of the ITS Academy*

ABOUT ITS

Created twenty-five years ago, the ITS Academy Group is a consultancy and training provider specialising in Human Factors, Error Management, Behavioural Skills and Cross-Functional Teamwork.

Focused initially on critical industries, and in particular aviation, the ITS Academy Group now has more than 400 clients in 73 countries worldwide.

Our fully equipped UK training centre in Bristol is just 200 metres from the mainline railway station, and a 20-minute drive from Bristol International Airport. With clients in more than 70 countries worldwide we regularly travel to our clients' bases or, for their convenience, hold some of our

open training courses at London Gatwick Airport.

We believe the key to our success is founded on:

1. More than 25 years' experience in designing and delivering behavioural skills training interventions
2. Being a research driven organisation; by which we mean that our interventions are customised to the needs of each individual client, based on a detailed evaluation of the operation's specific requirements.



Welcome to Aviation  
 Teamwork – part of the **ITS  
 Academy Group**,  
 the worldwide Human  
 Factors training provider



A specialist provider of Human Factors and CRM training, our courses and training meet the requirements of EASA, the UK CAA and the FAA. Each of our CRM Instructors meets the latest EASA requirements.

We deliver CRM training and support services to flight deck crew, cabin crew, ground crew, dispatch and senior management. We offer complete CRM training solutions to airlines, civil aviation authorities and training organisations worldwide.

Our clients' operations include national flag carriers, scheduled, charter, lo-cost, freight, quick-change freight/pax, seaplane operations; along with helicopter and military operations. Our ability to analyse your particular needs means that we can guarantee to tailor a solution to match your precise requirements.

## INSTRUCTOR TRAINING

An airline's training will stand or fall on the quality of its trainers, and your CRM instructors are no exception.

ITS has trained more than 1000 instructors from airlines, academies and CAAs across the world. The training is delivered as open courses in the UK, or as a private course on a client's own base, anywhere in the world.

The range of instructor courses include, for example:

- CRM Instructor
- CRM Assessment Skills
- Advanced CRM Instructor
- Instructional Techniques
- HPL Instructor
- CRM Instructor Examiner
- Dangerous Goods
- AvMed Instructor

For a private course the content can be tailored to your specific requirements.

[BOOK A COURSE](#)

## NOTECHS

EASA, and most other Regulators, require that non-technical skills (CRM) are assessed on line and simulator checks.

ITS run Assessment Skills Training courses to provide training and check personnel with the necessary skills to observe, assess and grade non-technical skills.

This process uses systems known as Behavioural Marker Schemes, often referred to as NOTECHS, and they provide:

- Assessment of non-technical skills to meet the Regulatory/Licensing requirement.
- Individual feedback to flight crew and trainees on their non-technical skills.
- Data for integration into the training programme.

ITS can support you in all aspects of designing and implementing a NOTECHS scheme.

[BOOK A COURSE](#)

## TRAINING COURSES

Aviation Teamwork offers a wide range of training courses.

We run open courses here in the UK, or private courses at any location, anywhere in the world, which is convenient to our clients.

Examples of the courses we provide include:

- CRM Initial
- CRM Recurrent
- Dispatch CRM
- Safety & Emergency Procedures
- Human Performance & Limitations
- Management CRM
- Dangerous Goods
- Security

[AVAILABLE COURSES](#)



ITS Academy Group develops behavioural skills to improve performance at individual, team and corporate levels. We humans exhibit similar characteristics across all aspects of our lives, and so the human factors and behaviours that we see within aviation are repeated across all industrial, transport and commercial operations.

The Key issues for ITS Academy Group are error prevention, error management and efficiency.

Within aviation, and other critical industries such as rail, medical, marine and offshore, the focus is on reducing the possibility of accidents or incidents which may cause harm to humans or property.

For commercial or corporate operations, the primary objectives of error prevention and error management are efficiency and profitability. Less errors, and more efficiency, will improve the bottom line.

Our objectives therefore are to work with our clients to:

- Reduce error
- Manage error
- Improve teamwork within individual teams, and between multiple teams
- Improve efficiency
- Improve profitability

On the following page we have outlined our training programmes across Rail, Marine, Medical and Company platforms.





RAIL  
INFORMATION

An operational railway is highly dependent upon the performance of its staff, both as individuals and as part of an extended team. As a result, improvements that can be achieved with regard to both individual and teamwork skills have the potential to impact positively on operational performance.

The aim of our training programmes therefore is to develop the skills and underpinning knowledge required to change attitudes and behaviours over time, and to minimise the risk of human factors preventing staff from achieving the highest levels of safety, efficiency and customer focus.

[www.railteamwork.com](http://www.railteamwork.com)

MARINE  
INFORMATION

Many navigators stand bridge watches alone or as the sole watch-keeper. In these times, they alone are responsible for all decisions pertaining to safe navigation and collision avoidance. Error reduction and management is therefore crucial.

Bridge Resource Management (BRM) is the effective management of human and technical resources, available to the bridge team, to ensure the safe completion of the vessel's voyage. In essence, BRM is the process and practice of using these resources to enable navigators to make the best possible decisions. There are many resources available to assist the navigator. From an information perspective, these include charts, the passage plan and electronic aids like radar, radio, GPS etc. From a human point of view, there are look-outs, additional officers, the Master and often a pilot.

[www.marineteamwork.com](http://www.marineteamwork.com)

MEDICAL  
INFORMATION

The aim is to make health care safer by integrating human factors into all health care training. This can be achieved by providing an insight into how errors and incidents occur in the complex, high-tech healthcare workplaces. With this insight come the practical tools for error reduction, early error detection, minimising the impact of errors and most important, learning from errors.

A typical training syllabus would therefore include **competency-based interpersonal and professional** 'non-technical' skills which might include safety-critical communication, decision-making, teamwork skill, situation awareness, task management, and incident analysis.

[www.medicalteamwork.org](http://www.medicalteamwork.org)

COMPANY  
INFORMATION

We believe effective teamwork is essential for companies who want to remain competitive and responsive in today's business environment.

Unless we are completely isolated, and very few of us are, we work with other people and of course we can achieve higher productivity working as a team than as individuals. Also crucial to business performance is the ability for teams or departments to work with, and alongside, each other effectively.

Developing behavioural skills to improve performance at individual, team and corporate levels. Developing high performance teams that are highly motivated and driven to succeed. Improving cross-functional teamwork between teams and departments. Enhancing company performance through focusing on the human element.

[www.companyteamwork.com](http://www.companyteamwork.com)

# ITS

OUR MISSION:

**“TO PRODUCE THE FINEST AND MOST EFFECTIVE TRAINING SOLUTIONS TO THE HIGHEST POSSIBLE STANDARDS AND DELIVERING THEM ON TIME, AND TO A BUDGET.”**

**- KEITH FRYER, CEO**



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