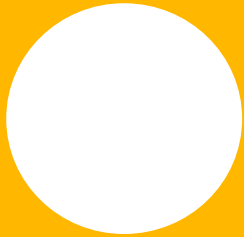


ferroNATS

Safety and training – FerroNATS strategy to manage safety through training

Raquel Martínez – Director of Safety
SMISG Industry Day - May 2015



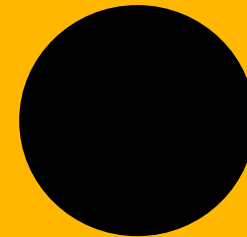
One. Overview



**Three . Identification
of training needs**



**Two. Training
Structure**

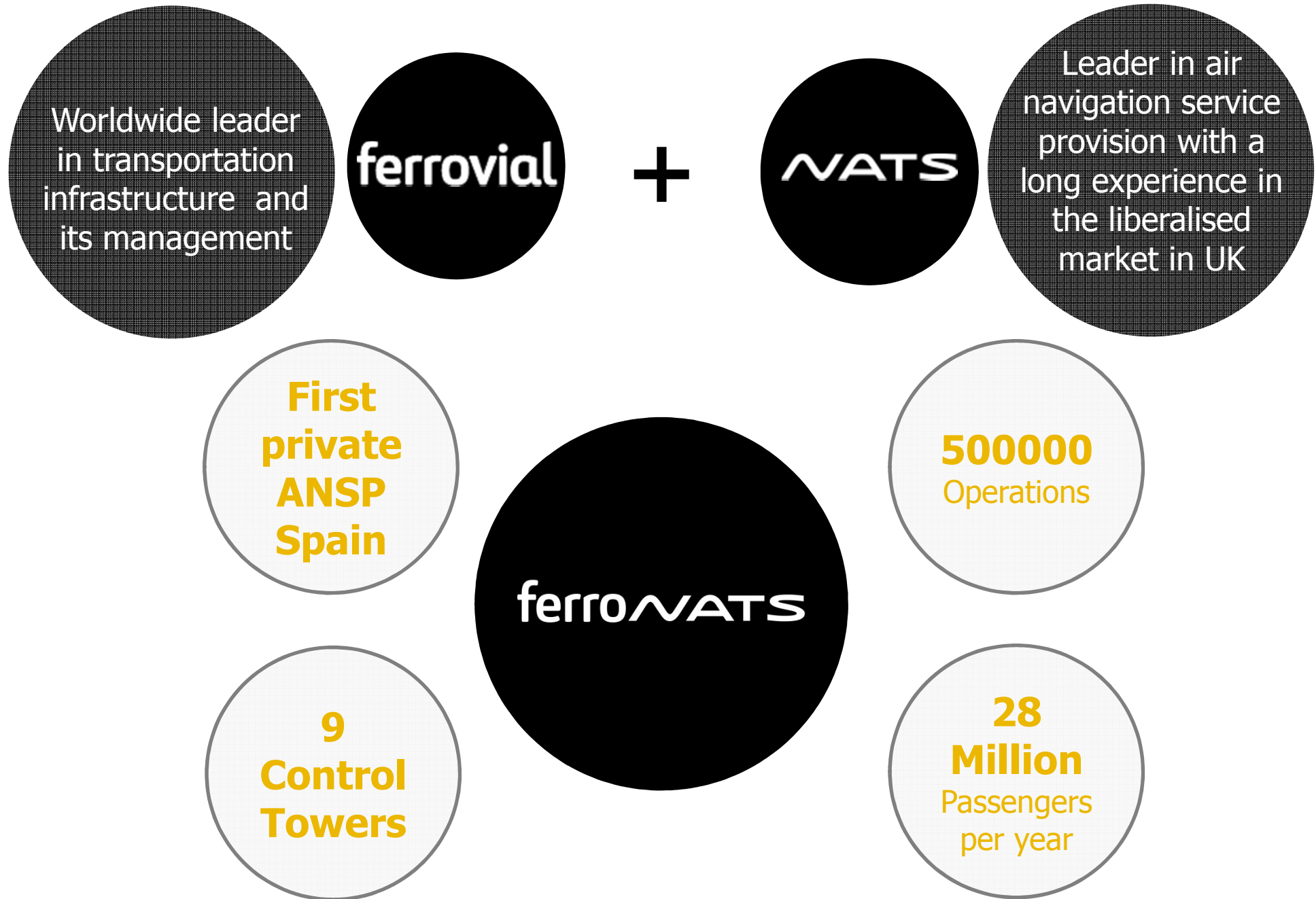


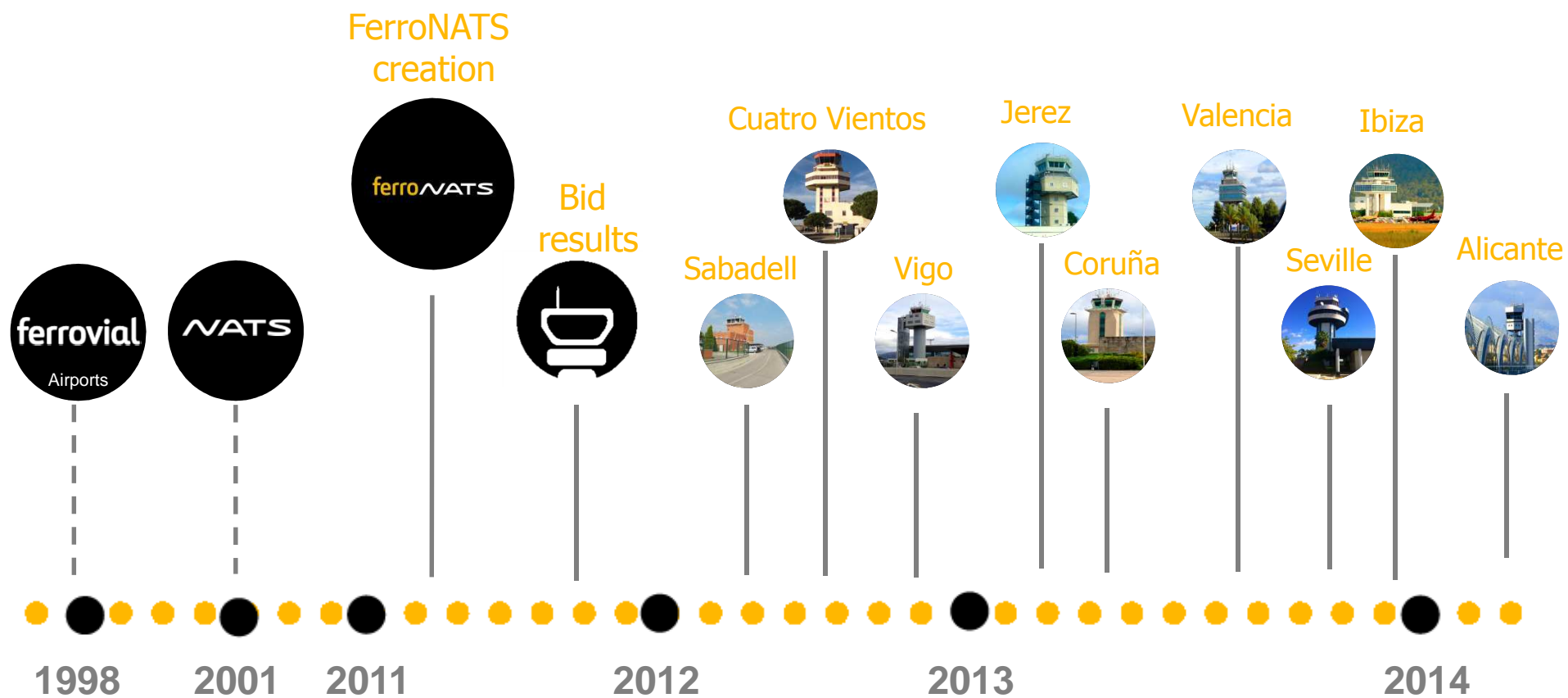
**Four. Training partners
and methods**



One.

OVERVIEW





CERTIFICATIONS

FerroNATS is certified as an ATS and training provider by Spanish NSA (AESA)

FerroNATS is certified with the Health and Safety certification OHSAS 18001

FerroNATS is certified with the the Quality ISO 9001 and ISO 14001 certification

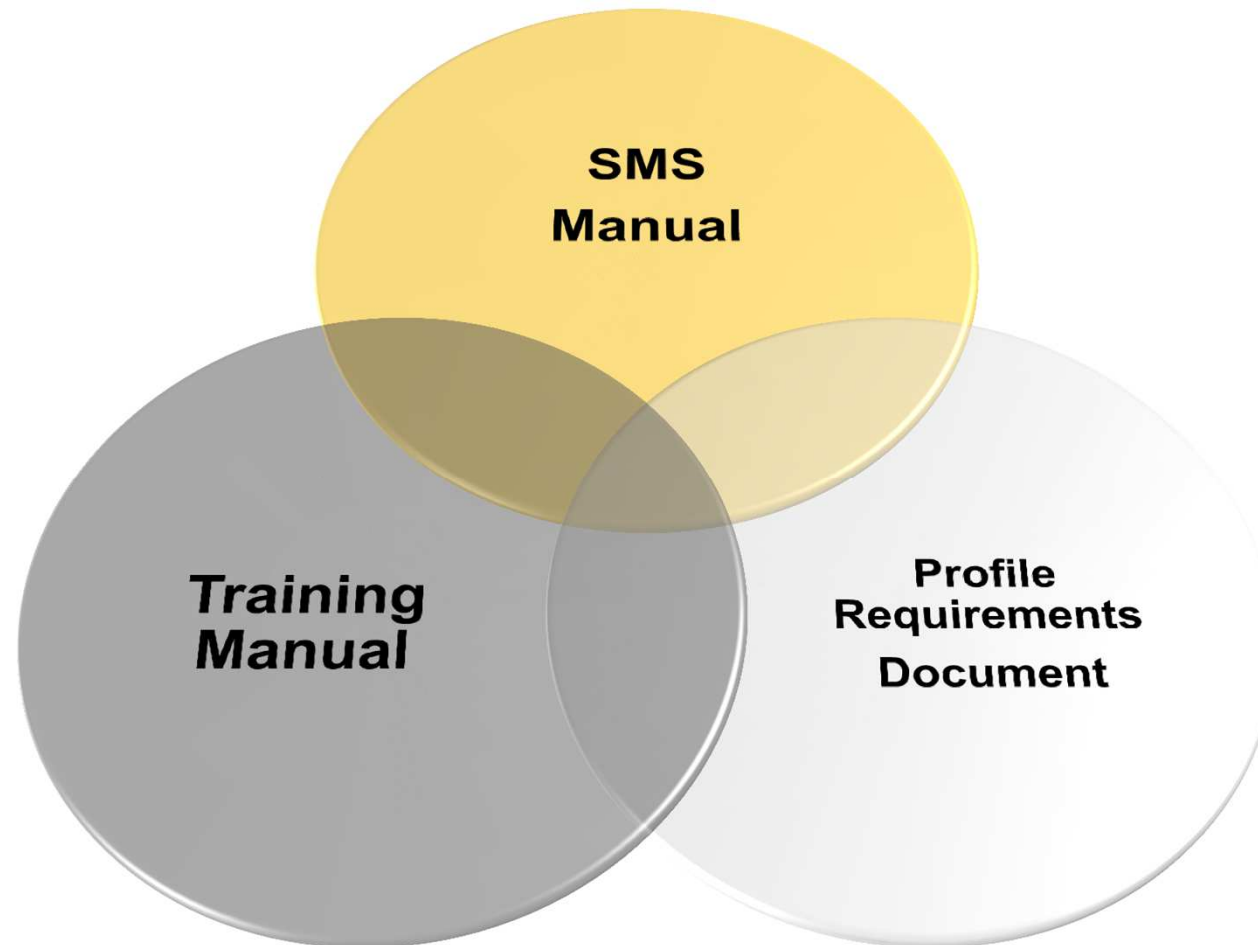




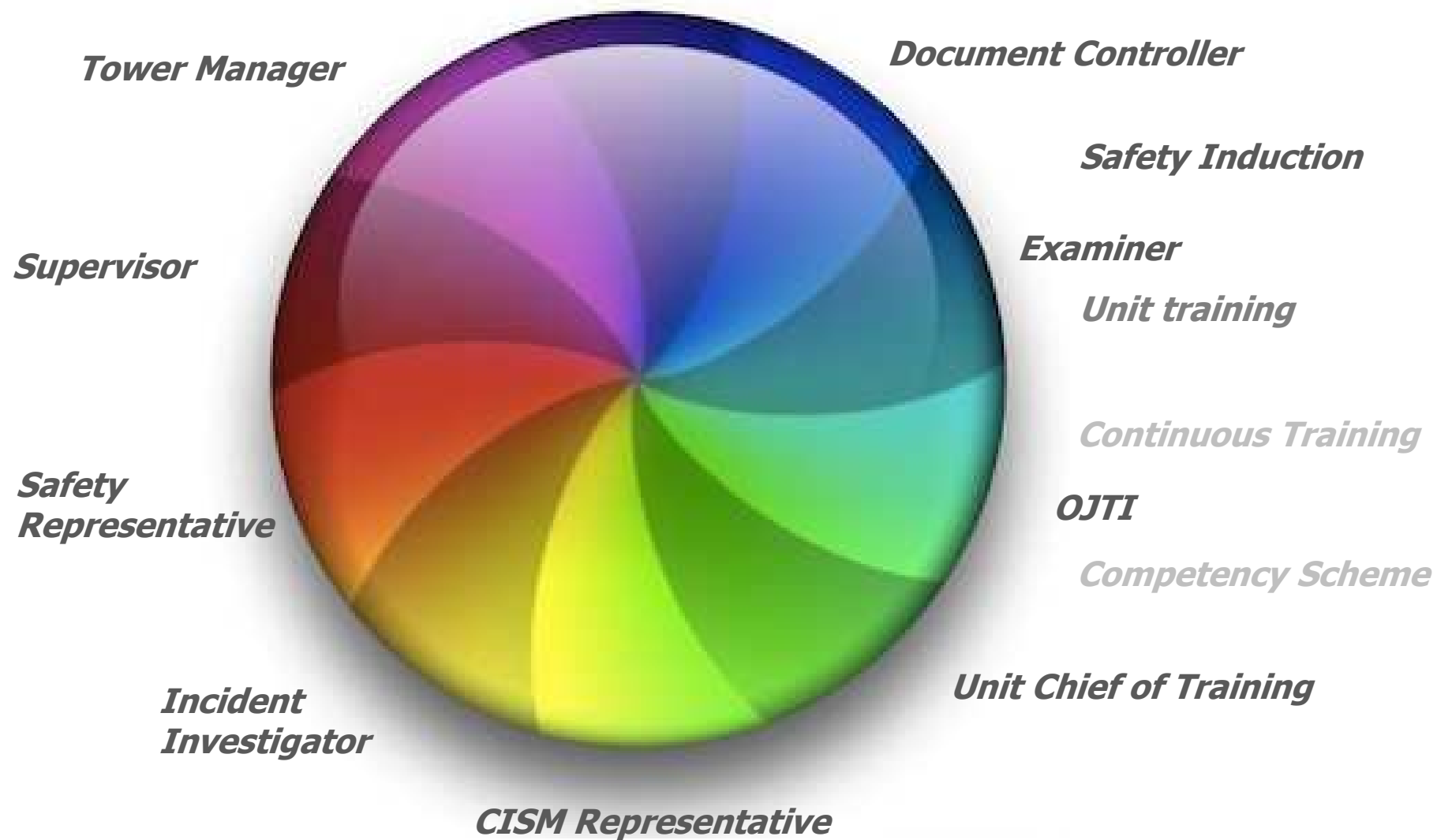
Two.

TRAINING STRUCTURE

FerroNATS SMS and TRAINING MANUALS



TRAINING STRUCTURE



SAFETY INDUCTION



- Provided to all controllers and assistants when they join FerroNATS
- Contents
 - FerroNATS safety policy
 - FerroNATS safety structure
 - FerroNATS SMS
 - Reporting system and outcome
 - Safety improvement and the role of each controller

UNIT TRAINING



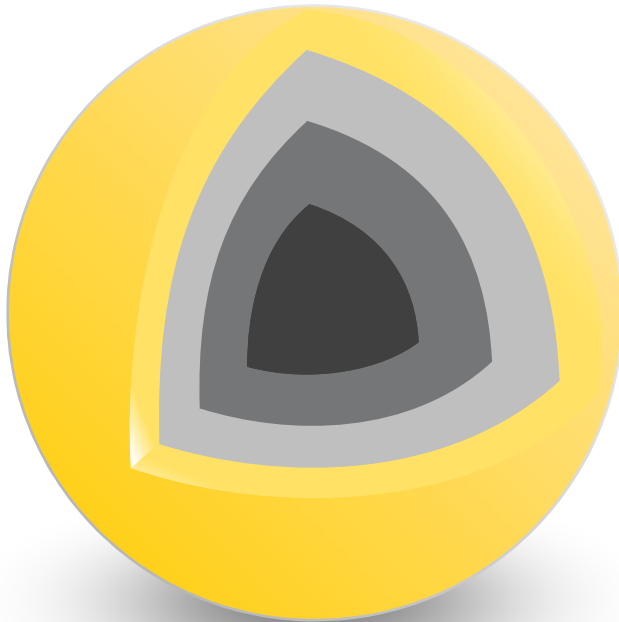
- Safety is part of the unit training for all controllers
- Safety structure of the unit and safety procedures are explained by the unit Safety Representative
- During OJT trainees are encouraged to report and they receive feedback on the incidents that they report

CONTINUOUS TRAINING



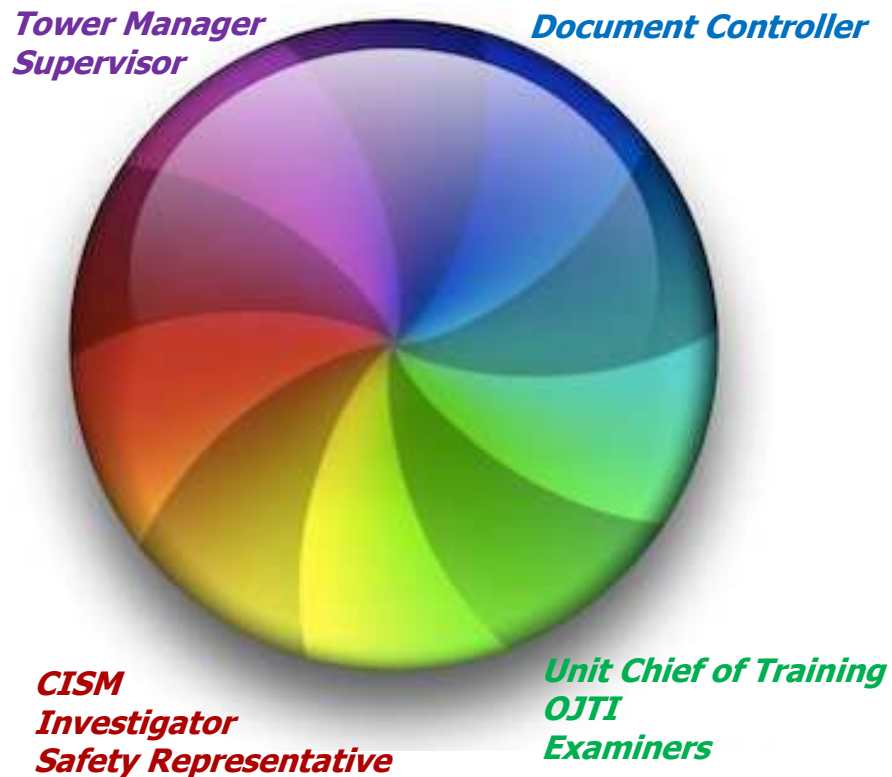
- Continuous training includes safety related training.
- The content is defined in accordance with the unit needs (Training Review Group).
- Provided by trained instructors in cooperation with the Safety Department.

COMPETENCY SCHEME



- Theoretical test
 - At least one every year
 - Includes safety – related topics
- Practical assessments
 - At least one every year
 - Objectives for improvement are set and monitored
 - Identified individual issues are tracked and monitored during practical assessments
- R/T sampling
 - At least one every year
 - Medium to high traffic levels
 - Assessment is reviewed with the ATCO

SAFETY RELATED TRAINING FOR DIFFERENT ROLES

**Management Team**

Safety Leadership

**Safety Team**

Safety occurrence investigation

Introduction to SAM

Auditing principles

Advanced RAT

Human Factors

CISM

**Training Team**

Auditing principles

Refresher for OJT and examiners

**Documentation Team**

Audit principles

The background is a grayscale photograph of an airport control tower and the wing of a large aircraft. The control tower is on the right, featuring a glass-enclosed observation deck. The aircraft wing is on the left, showing multiple windows. Two large circular graphic elements are overlaid: a yellow one on the left and a dark gray one in the center. The text 'Three.' is in the yellow circle, and 'IDENTIFICATION OF TRAINING NEEDS' is in the dark gray circle.

Three.

IDENTIFICATION OF
TRAINING NEEDS



OCCURRENCE INVESTIGATION



- Corrective actions and recommendations are derived from incident investigation:
 - Internal investigation
 - External investigation (CEANITA and CIAIAC)
- Corrective actions and recommendations are fed-back to the system through training and monitored with the Competency Scheme.
- Moderation Panel
Its aim is to review the severity assessment of class A, B and C incidents. Attendees:
 - FerroNATS Safety Director
 - EUROCONTROL RAT expert
 - NATS Chief of Incident Investigation
 - FerroNATS safety specialist
 - Unit Safety Representatives (2)

SAFETY PLANS



- Safety Plans are the risk mitigation strategy defined for each unit. Defined every year.
- Safety Plans progress is audited and monitored on a quarterly basis.
- Actions include cooperation with the Airport and shareholders (collaterals, operators, CNS, other ANSPs).
- Training needs can be identified in any of the items. Training plans may be the mitigation strategy for some of the risks.

RISK	20%	40%	60%	80%	100%
Flying Schools					
Runway Safety					
Interface Agreements					
Equipment					



AUDITS AND SURVEYS

- Training requirements are also identified in audits and surveys
- Annual Audit and Survey Plan
An audit and survey plan is defined every year.
 - Audit every two years
 - Survey every two years



SAFETY ACTION GROUP (SAG)

- Attendees:
 - Chair: Director of Safety
 - Director of Operations and Training
 - Unit Safety Representatives
 - Safety Specialist
- The aim is to conduct a high level review of safety performance
- One of its functions is to identify training needs
- Periodicity: 3 months



SAFETY REVIEW BOARD (SRB)

- Attendees:
 - Chair: Managing Director
 - Director of Safety
 - Director of Operations and Training
 - Chief of the Technical Office
 - Safety Specialist
- The aim is to provide assurance on safety performance, including on training needs.
- Periodicity: 3 months



TRAINING REVIEW GROUP

- Attendees:
 - Chair: Tower Manager
 - Unit Chief of Training
 - Unit Safety Representative
 - Unit examiners
- The aim is to review all the incidents in the unit to decide on recommendations to improve training.
- Periodicity: 3 months

The background is a grayscale photograph of an airport control tower and the wing of a large aircraft. The control tower is on the right, featuring a glass-enclosed observation deck. The aircraft wing is on the left, showing multiple windows. Two large circular graphic elements are overlaid: a yellow one on the left and a dark gray one in the center. The text 'Four.' is in the yellow circle, and 'TRAINING PARTNERS AND METHODS' is in the dark gray circle.

Four.

TRAINING PARTNERS
AND METHODS

TRAINING PARTNERS

NATS

Occurrence Investigation
Safety Leadership training



SAM training
Supervisors training
Human Factors
Occurrence investigation
Several on-line courses

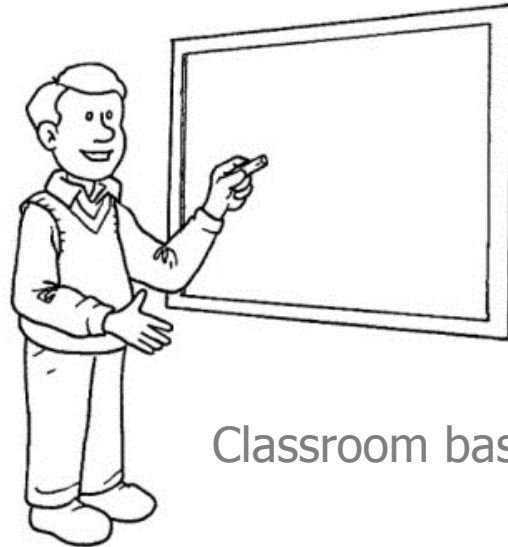


TRM
Simulator
ATLAS training
OJTI initial training
OJTI refresher training
Examiner initial training
Examiner refresher training

TRAINING METHODS



Practical training



Classroom based



Online



Role Play



Simulator



SMS and Training
Manual are closely
intertwined

Common training
+
role-related

Training needs are
identified by a myriad
of processes

FerroNATS has built
key partnerships with
training organisations

ferroNATS

Cologne 22nd May 2015