



SMS Fundamentals: A Practical Approach to Safety

COURSE DESCRIPTION

Designed for frontline employees, *SMS Fundamentals* guides the learner through a thoughtful and practical safety journey. Employees will learn how to become the organization's most important safety asset. Employees will also learn how to help enhance their organization's safety performance.

Although recommended, this course is not a prerequisite to taking the *Advanced SMS* course.

LEARNING OBJECTIVES

- **Why** frontline personnel play a vital role in the safety process.
- **What** actions can be taken on a daily basis to recognize and report safety threats.
- **How** to participate in the organization's safety program using the VOCUS SMS platform.

DURATION

Approximately 1 hour.

REQUIREMENTS

- Mobile device or personal computer with internet access.
- Access to the VOCUS platform.
- Assigned a training license in VOCUS.

COMPLETION STANDARDS

At the end of the course, the learner will be directed to take a short 10-question quiz. To receive a completion certificate, the learner must receive a quiz grade of at least 80% correctable to 100%.

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COURSE CONTENT

- Introduction
 - Safety 101
 - Basic structure of a Safety Management System (SMS)
- Hazards
 - Hazard identification
 - Sources of hazards
 - Hazard mitigation
 - Consequences of unmitigated hazards
 - FlightRisk and proactive hazard identification
- Safety Reporting
 - Knowing your safety policies
 - Safety culture matters
 - *Why* report, *when* to report, and *how* to report
 - Non-punitive reporting programs around the world
 - Flight Data Monitoring (FDM)
- Human Factors
 - Resilience
 - Mitigating errors and violations
 - Looking beyond human error (root cause analysis)
 - Causal factors
 - Fatigue Risk Management
- Safety Risk Management
 - Understanding and measuring risk
 - Using a risk matrix
 - Understanding "ALARP"
 - Risk acceptance criteria
 - Finding the fix – risk controls
 - Cost-benefit analysis
 - Safety Assurance
- Safety Evolution
 - Culture of communication
 - Safety feedback and lessons learned
 - Personnel roles and responsibilities
 - Going above and beyond the call of duty
 - Communication strategies