**GAU, School of Aviation, Civil Aviation and Cabin Services**

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| **Course Unit Title** | Crew Resource Management |
| **Course Unit Code** | CACS210 |
| **Type of Course Unit**  | Compulsory, Civil Aviation and Cabin Services Students  |
| **Level of Course Unit**  | 2rd Year  |
| **National Credits** | 2 |
| **Number of ECTS Credits Allocated** | 0 ECTS |
| **Theoretical (hour/week)** | 2 |
| **Practice (hour/week)** | - |
| **Laboratory (hour/week)** | - |
| **Year of Study** | 2 |
| **Semester when the course unit is delivered** | 4 |
| **Course Coordinator** |  |
| **Name of Lecturer (s)** |  |
| **Name of Assistant (s)** |  |
| **Mode of Delivery**  | Face to Face and E-learning activities |
| **Language of Instruction**  | English |
| **Prerequisities and co-requisities**  | - |
| **Recommended Optional Programme Components**  | - |
| **Objectives of the Course:** |
| * Teaching the basic techniques for how to manage people under stress
* Teaching the basic skills for leadership
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| **Course Description** |  |
| Leadership, managing people, crowd control, teamwork, character interaction, synergy, motivation, individual differences in understanding and coping with them, error chain, anger coping, body language, stress management, health, physical and mental limits including stress, professionalism in communication, communication and perception differences, fatigue, workload management, situation assessment, risk management, issues and decision-making will be discussed. |
| **Course Contents** |
| Week |  | Exam**s** |
| 1 | Introduction to CRM |  |
| 2 | Describe the functions of the CRM |  |
| 3 | Leadership, managing people, crowd control, teamwork |  |
| 4 | Error chain, anger coping, body language, stress management |  |
| 5 | Fatigue, workload management, situation assessment, risk management, issues and decision-making | Quiz #1 |
| 6 | Seminars by students |  |
| 7 | Revision  |  |
| 8 | Midterm Exam | Midterm |
| 9 | CRM Processes and Practices |  |
| 10 | Seminars by students |  |
| 11 | Human Factors |  |
| 12 | CRM in Global Aviation Management I | Quiz #2 |
| 13 | CRM in Global Aviation Management II |  |
| 14 | Exercise and Tutorial Class |  |
| 15 | Final Exam | Final |
| **Recommended Sources** |
| **Textbook:** **Supplementary Material(s):**  |
| **Assessment** |
| Attendance | 5% |  |
| Assignments | 10% |  |
| Project-Seminar | 10% |  |
| Midterm Exam | 30% | Written |
| Quizzes | 5% |  |
| Final Exam | 50% | Written  |
| Total | 100% |  |
| **ECTS Allocated Based on the Student Workload** |
| Activities | Number  | Duration (hour)  | Total Workload(hour) |
| Hours per week (Theoretical) | 15 | 3 | 45 |
| Presenting of observations and tutorials as report | 5 | 5 | 25 |
| Preparation of the homeworks | 5 | 5 | 25 |
| Quizzes | 2 | 11 | 22 |
| Supervision  | 1 | 17 | 17 |
| Final Exam | 1 | 22 | 22 |
| Total Workload  | 156 |
| Total Workload/30 (h) | 5.2 |
| ECTS Credit of the Course | 5 |