

ATSEP Qualification, Shared



Course aim

The ATSEP Shared course is designed for technical personnel operating and maintaining Air Traffic Management (ATM) equipment. The course gives learners a thorough understanding of human factors, safety management, and teamwork. It also prepares them for qualification training, which is the next step in becoming an ATSEP.

After completion of the course, the learners have knowledge and understanding of the subjects described below in the 'Content in Brief' section, which is in accordance with the EASA ANNEX XIII - Part-PERS requirements for service providers concerning personnel training and competence assessment Subpart A - Air Traffic Safety Electronic Personnel.

How you will learn

The course is offered in three ways depending on the flexibility needed for our learners. The standard access is 90 days, and we estimate that 5 commitment days are needed to complete the course.

EPN on demand

EPN on demand provides learners with complete flexibility and control over their learning experience. It's a self-paced course, allowing the learners to access digital materials such as reading resources, videos, quizzes and interactive content whenever it suits their schedule. The learner automatically receives a certification upon completion.

EPN live guidance

In EPN live guidance, we combine the flexibility of on-demand learning with the added benefits of real-time instructor split up into 2 scheduled half days. Here, we deep-dive into topics, discuss real-world examples and share knowledge. We also offer 1:1 sessions that the learners can book with the instructor on their own initiative. The learner automatically receives a certification upon completion.

During the scheduled period of live sessions, learners can engage and communicate with their peers and the instructor.

EPN onsite

Onsite training is offered upon request. The onsite course can be delivered at customer site or any EPN site.

What you will learn

Safety management

Safety management principles and regulations.
Risk policy and procedures.
Risk assessment and risk analysis.
Accident prevention.
Safety assessment.
Safety I and Safety II principles.
Safety thinking.

Introduction to human factors

The importance of human factors in the work of ATSEP staff.
The Just Culture thinking as well as the No Blame culture.
The 'Swiss cheese' model.

Human error

Classification of human errors into slips, mistakes, lapses, and violations.
The concept of violations and why they might occur.
Rasmussen performance levels and the connection between level of knowledge and skills and types of human errors that might occur.

Human performance

The human body and the basic needs of humans.
Human limitations such as e.g. fatigue.
Human information processing.
Personal fitness.
The differences between social human relations and professional interactions.

Teamwork

The importance of good teamwork.
The reasons for lack of teamwork and low effectiveness.
Preventing lack of teamwork and promoting good teamwork.
Identifying reasons for conflict.
Handling human conflict.

Communication

The importance of good communication.
Verbal and non-verbal communication including communication exercises.

Factors that affect communication.

The importance of preventing possible misunderstandings in communication between ATSEP and non-ATSEP staff.

Stress

Stress in the work of ATSEP staff and understanding the danger of distractions.

The short and long-term effects of stress.

Recognising the symptoms of stress in yourself and others.

Stress-relieving techniques.

Awareness of the CISM program and the importance of critical incident stress management.

Professional conduct

Professional conduct and approach to the work of ATSEP staff.

The importance of maintaining and updating professional knowledge and skills.

Functional Safety

Information Systems Security

Prerequisites

To become an ATSEP, learners need to complete the [ATSEP Basic course](#), the [ATSEP Shared course](#), and at least one [ATSEP Qualification course](#). This Initial Training can be completed in two different orders:

- ATSEP Basic > ATSEP Shared > ATSEP Qualification, or
- ATSEP Basic > ATSEP Qualification > ATSEP Shared

This means that the only prerequisite for starting the ATSEP Shared course is to have completed the ATSEP Basic course. However, to become a qualified ATSEP, learners will need to either complete an ATSEP Shared course before taking the Qualification course, or complete an ATSEP Shared course after they completed the Qualification course.

Compliance with regulations

The course is compliant with Commission Regulation (EU) 2017/373 Annex XIII, subpart A.