

Training courses - 2012 -



Since 1987, **THE FRENCH INSTITUTE FOR AVIATION SAFETY (IFSA)** provides training services to staff and executives involved in all areas of aviation safety: **Prevention, Investigation and Operational Risk Management**. Depending on the training required, from two days to four weeks training modules are proposed to aeronautical specialists and aviation supervising authorities. Training is developed within the framework of **SMS (Safety Management System)** and is relying on most recent theoretical bases inspired by research and experience of national and international organizations such as: ICAO, the Flight Safety Foundation (FSF) and the International Society of Air Safety Investigators (ISASI).

Attendees are provided with practical tools and an adequate methodology to better achieve their prevention goals or to give new aims to the flight safety strategy of their company, airline, civilian or military organizations.

Groups from 10 to a maximum of 20 attendees, belonging to various aeronautical specialities and organisations, are supervised by lecturers and course leaders: each session allows better sharing of mutual experience and the creation of a flight safety think-tank.

Furthermore, with training delivered in French or English (or Spanish on request), such courses favour international exchanges and enrich the thinking of the flight safety community.

As of July 1st, 2011, IFSA has trained more than **6100 attendees** from **93 different countries**.

IFSA experts and auditors are also involved in the implementation of **Safety Management Systems (SMS)**, flight safety evaluations and problem solving or crisis management guidance, Human Factors, CRM programs as required by airlines and other organisations.

It is widely admitted now that **safety** belongs to flight services **quality** and improves the brand image of an airline, and of other civilian or military organizations, when it is placed on top of their management skills. Also keeping up the technical and financial capabilities of any organization is a permanent prevention concern of managers. They too need the best training in safety management.

Detailed information concerning the training courses delivered by IFSA is also available on our website www.ifsa-avia.org

Adrien Besombes
Director IFSA

L'ENCADREMENT - THE PERMANENT STAFF

Adrien BESOMBES	
Directeur de l'IFSA - Général de Brigade Aérienne (2S) Ingénieur de l'Ecole de l'Air - ETPS Boscombe Down Pilote de chasse - Pilote d'essais - ATPL Ex Chef du personnel navigant du Centre d'Essais en Vol	Managing Director - French Air Force Brigadier-General (Res) Engineer (French Air Force Academy) - ETPS Boscombe Down Fighter Pilot - Flight Test Pilot - ATPL Former Chief Test Pilot (French Flight Test Center)
Alain MOLINIE	
Directeur de la Formation Colonel (Ret) Pilote de Chasse et Instructeur (Armée de l'Air Française) Expert en Gestion du Risque Opérationnel et de la Sécurité (SGS) Degré universitaire bases FH Conception de Systèmes	Operations Manager Colonel (Ret) Fighter Pilot and Instructor (French Air Force) Expert in Operational Risk and Safety Management (SMS) University degree in HF for Systems Conception
Valérie MARCER	
Assistant Logistique Pilote professionnel Hélicoptère	Logistics Assitant Professional Helicopter Pilot
Nahéma MAIZA	
Secrétaire	Secretary

LES CONFÉRENCIERS - THE LECTURERS

Marc AURIOL

Ingénieur - AIRBUS - Manager de la logistique des enquêtes d'accidents
 Engineer - AIRBUS - Accident Investigation Logistic Manager

Jérôme BERTRAND

Juriste - Avocat à la Cour - Droit aérien - Contexte judiciaire de l'accident aérien
 Jurist - Lawyer - Aviation Regulations and Conventions - Judicial aspects - Litigation

Romain BEVILLARD

Ingénieur - Enquêteur technique (Bureau d'Enquêtes et d'Analyses pour la Sécurité de l'Aviation Civile) - Expert Aérospatial Acoustique et Vibrations - Expert FH
 Engineer - Accident Investigator, French Accident Investigation Board - Aeronautical Acoustics and Vibrations Expert - HF Expert

Régis BLAEVOET

Officier supérieur Mécanicien (Armée de l'Air) - ex Responsable du suivi de la flotte du Centre d'Essais en vol - Plan de prévention technique de sécurité aérienne
 Senior Engineer Officer (French Air Force) - Former Maintenance Supervisor of the French Flight Test Center fleet - Technical Prevention Plan for Air Safety

Christopher BON

Ingénieur ENSICA - Spécialiste groupes moto-propulseurs - Enquêteur technique au Bureau Enquêtes Accidents Défense Air
 Engineer ENSICA - Powerplant specialist - Safety investigator - Bureau Enquêtes Accidents Défense Air

Didier BONNEL

Ingénieur Principal Etudes et Exploitation de l'Aviation Civile - Contrôleur de la Circulation aérienne - Ex Enquêteur technique Bureau d'Enquêtes et d'Analyses pour la Sécurité de l'Aviation Civile
 Engineer Civil Aviation - Air Traffic Controller - Former Accident Investigator, French Accident Investigation Board

Julien BOULICAULT

Expert technique - (Bureau d'Enquêtes et d'Analyses pour la Sécurité de l'Aviation Civile) - Expert Aérospatial Acoustique et Vibrations - Expert FH
 Technical expert, French Accident Investigation Board - Aeronautical Acoustics and Vibrations Expert - HF Expert

Jean-Luc BRIOT

Licencié en zoologie - Ornithologue - Ecologie animale
 Direction Générale de l'Aviation Civile (STNA) - Pêril aviaire
 MA zoologist and ornithologist - Wildlife Expert
 French Direction Générale de l'Aviation Civile (STNA) - Birdstrike Hazard

Sylvie CHASTANG

Officier supérieur Armée de l'Air - Contrôleur Défense Aérienne - Chef section SAR - Expert Recherche et Sauvetage
 Senior Officer French Air Force - Fighter Controller - Chief SAR Operations - Search and Rescue Expert

Didier DELAITRE

Docteur en médecine - Pathologiste - Médecine légale
 Enquêteur technique (Bureau d'Enquêtes et d'Analyse pour la Sécurité de l'Aviation Civile) - Autopsies
 PhD - Pathologist - Forensic Medicine
 Accident Investigator, French Accident Investigation Board - Autopsy

Marie-Claude DENTAN

Docteur en psychologie - Chargée de mission (Air France)
 Préparation physique et psychologique de l'enquêteur
 PsyD / Air France - Psychological Preparation of Accident Investigators - Post Traumatic Stress Syndrom

Robert ESTEGASSY

Expert Personnel Navigant Commercial (CRM) - Consultant gestion de la performance humaine, comportement des « Passagers indisciplinés » - Commercial US pilot IFR
 Flight Attendant Expert - Consultant Human Performance management, "Unruly passengers behaviour" - Commercial US pilot IFR

Michel GAUTIER

Commandant ® Armée de l'air- Ex Dassault Aviation - Sièges éjectables et matériels de sécurité
French Air Force Major (Ret) - Former Dassault Aviation Survival Equipments manager

Martine GAY

Psychomotricienne - Facteurs humain - Gestion du stress et du sommeil
Psycho-motricity expert - Human factors - Stress and sleep management

Thierry GERVAIS

Docteur en médecine - Docteur en psychologie -
Chercheur "Engineering du facteur humain" - Ergonomie cognitive -
Physiologie - CRM
PhD, PsyD - Researcher Human Engineering - Aerospace Medicine
Human Factors - Expert in Cognitive Ergonomy - Physiology - CRM

Jean-Yves GRAU

Docteur Breveté de Médecine aéronautique - Spécialiste de
Recherche en Psychologie - Ergonome - Consultant fiabilité humaine
et gestion des risques, relations homme-machine - Formation
Facteurs Humains
PhD Aeronautical Medicine Certificate - Senior Scientist in Human
Factors and Psychology - Consultant in human reliability, risk
management, man-machine interface - Human Factors courses
design and training

Alain GUILLDOU

Chef du Département Information et Coopération internationale
(Bureau d'Enquêtes et d'Analyses pour la Sécurité de l'Aviation
Civile) - Intervenant Singapore Aviation Academy - Ex Manager
Compiègne Graduate School of Management
Head of Information and International Affairs Department, French
Accident Investigation Board - Regular speaker Singapore Aviation
Academy - Former Manager Compiègne Graduate School of
Management

Jean-Yves JOLLANS

Officier supérieur (Armée de l'Air) - Pilote de chasse - Enquêteur
technique d'accidents - Psychologue
Senior Officer (French Air Force) - Fighter Pilot - Accident
Investigator - Psychologist

Bruno LARDET

Officier supérieur (Gendarmerie) - Pilote Hélicoptère - Enquêteur
technique d'accidents - Instructeur CRM
Senior Officer (Police Force) - Helicopter Pilot - Accident
Investigator - CRM instructor

Juan LLAMAS

Docteur ès Sciences - Astrophysique - Professeur Webster
University (Genève) - Consultant Gestion des Ressources et
Organisation Humaines - Résolution de problèmes - Prise de
décision - Gestion de projets
PsD - Astrophysicist - Professor Webster University (Genève)
Consultant Management of Human Resources and Organizations
Problems Solving - Decision Making Process - Projects Management

Gérard MARTEGOUTTE

Contrôleur de la Circulation aérienne - Ex chef du Service analyse
des vols Air France - Ex chef de service adjoint prévention et
sécurité des vols (Air France)
Air Traffic Controller - Former Manager Flight Data Analysis Air
France - Former Deputy Flight Safety Manager (Air France)

Christophe MENEZ

Ingénieur - Enquêteur technique (Bureau d'Enquêtes et d'Analyses
pour la Sécurité de l'Aviation Civile)
Engineer - Accident Investigator, French Accident Investigation
Board

Serge MULLENERS

Colonel (R) Pilote de chasse et instructeur (Force Aérienne Belge) -
Licence - Maîtrise ès sciences aéronautiques et militaires -
Expert en "Safety Management and Administration" et Enquêtes
d'Accidents Aériens
Colonel (Ret) Fighter pilot and Instructor Pilot (Belgian Air Force) -
MA in Aeronautical and Military Sciences - Professional Aviation
Safety Manager and Aircraft Accident Investigator

René NOTO

Médecin-Général - Médecin-Chef de la brigade des Sapeurs-
Pompiers de Paris - Spécialiste médecine de catastrophe et
gestion de crise
PhD - MA in Psychology - Former General, Fire Brigade Paris -
Expert in Catastrophe Medicine and Contingency Planning

Christophe PADIOU

Ingénieur - Ecole Nationale des Télécommunications Paris -
Directeur Qualité et Partenariats (IME) - Consultant management
et organisation
Engineer - Sup' Telecom Paris - Director Quality and Partnership
(IME) - Management and Organization Consultant

Hervé PAGE

Ingénieur - AIR France - Directeur de la Maintenance Flotte
Airbus
Engineer - AIR France - Maintenance Manager Airbus Fleet

Pierre PEURIERE

Ingénieur - Centre d'Essais des Propulseurs - Expertise des
structures et moteurs, enquêtes d'accident
Engineer - French Powerplant Test Center - Airframe and
powerplant appraisal, accident investigations

Philippe PLANTIN de HUGUES

Ingénieur - Enquêteur technique (Bureau d'Enquêtes et d'Analyses
pour la Sécurité de l'Aviation Civile) - Laboratoires CVR
Engineer - Accident Investigator, French Accident Investigation
Board - Expert in Cockpit Voice Recorder analysis

Pierre ROUGIER

Ingénieur - Ingénieur d'essais d'hélicoptères (Eurocopter)
Aérodynamique, mécanique du vol et performances des hélicoptères
Engineer - Helicopter Flight Test Engineer (Eurocopter)
Helicopter aerodynamics, flight mechanics and performances

Pascale SAUNE-GURUTZE

Ex PNC, Responsable Centre de formation PNC Sécurité
Sauvetage (CFATB) - Gestion des passagers indisciplinés
Former Flight Attendant, Manager Training Center Cabin Crew
Flight Safety (CFATB) - Unruly passengers management

René SAVOIE

Ingénieur, Chef du département Systèmes AIRBUS - Manager de
la logistique des enquêtes d'accidents
Engineer, Head Aircraft Systems Division AIRBUS - Accident
Investigation Logistic Manager

GENERAL INFORMATION

AT THE END OF THIS BROCHURE, YOU WILL FIND THE REGISTRATION FORM AND THE COMPLETE GENERAL TERMS OF SALE OF DEFENSE CONSEIL INTERNATIONAL (DCI) *

** IFSA is a department of AIRCO, the aeronautical branch of DCI*

Registration. Applicants will be registered upon reception of the registration form. Please use one form for each attendee. One single form may be used to register same initial attendee to different training courses. A personal letter containing all practical information is sent to each applicant prior to start the course.

Location and timing. Unless otherwise specified, the courses are conducted at the IFSA facilities in 48 bis, rue de Monceau 75008 PARIS. Lectures or visits are normally scheduled every French working day from 9.00 am to 5.00 pm. or 4.30 pm. Attendees may be requested to do some homework outside the course hours.

Documentation. Adequate documentation and files are made available before every lecture, in the language specified for each course : attendees are expected to be fluent in the used language.

Certificate of completion. A certificate of completion is issued at the end of the last lecture of every course session. Some courses are subject to an evaluation quizz.

Certificate of Expert in Safety Management Systems. This certificate is issued to the trainee who as completed:

- the FSO course, or
- the series of courses ISMS + HF + IDCP + PS + ORM (or any equivalent course in French)

Certificate of Expert in Aircraft Accident Investigation. This certificate is issued after completion of:

- the AAI course, or
- the series of courses AIT (or RWIT)+ IDCP +PS + ORM (or any equivalent course in French)

Tuition fees. The price of each course is mentioned on the appropriate description sheet. It covers the instruction, documentation, visits including the transportation to the visited sites, lunch in the company restaurant specified by IFSA. The cost of accommodation is not included in the course price. If, on request, training courses are to be conducted outside the Paris area, travel and accommodation expenses of the lecturers will be charged. The IFSA courses are considered professional training of which, in some countries, training fees are tax-deductible.

Terms of payment. A ten percent tuition fee deposit (excluding taxes) is required at the latest one month before the course begins. This sum is not reimbursable unless IFSA is informed of the participant's withdrawal from the course by registered letter at the latest two weeks before the course begins. The course charge will be reduced by 10% in case the registration is made at the latest three months before starting the course, together with 30% tuition fee deposit (tax exclusive). IFSA will only reimburse this down payment if the course is cancelled as described hereafter. In any case, the balance is payable not later than the first day of the course. Payments may be addressed to the account of DCI N° 31489 00010 00131888184 47 – CA-CIB - 9, Quai du Président Paul Doumer - F 92920 PARIS LA DEFENSE - IBAN N° FR76 3148 9000 1000 1318 8818 447 - BIC BSUIFRPP or by cheque payable to DEFENSE CONSEIL INTERNATIONAL. DCI cannot accept any voucher or credit card. In case of late payment, DCI reserves the right to apply a penalty equal to one and a half the legal interest rate.

Cancellations. IFSA reserves the right to cancel a course, in which case it will reimburse all sums paid. Cancellation will be notified at least 10 days before the beginning of the course.

Custom fitted training courses. Upon request of one or several organizations, IFSA aviation safety training programs may also be fitted to specific needs. In such cases, the course contents can cover or stress different matters such as fighter, transport or helicopter operations, air traffic control, airport management, etc... The minimum number of attendees is eight. Dates, duration, language (either French or English, or any other language with simultaneous translation), location and costs will be fixed on a common agreement basis.

CALENDRIER DES STAGES 2012 - COURSES SCHEDULE 2012

STAGES EN FRANCAIS	CODE	durée	DATES	DATES	DATES
OFFICIER de SECURITE AERIENNE (ISGS+FH+RTIE+RP+GRO)	OSA	4 s	02 janvier <i>au</i> 27 janvier 2012	05 mars <i>au</i> 30 mars 2012	15-26 octobre 2012 03-14 décemb 2012
INTRODUCTION et MISE EN PLACE des SYSTEMES de GESTION de la SECURITE	ISGS	1s	02 janvier <i>au</i> 06 janvier 2012	05 mars <i>au</i> 09 mars 2012	15 octobre <i>au</i> 19 octobre 2012
FACTEURS HUMAINS dans la PREVENTION et l'INVESTIGATION	FH	1s	09 janvier <i>au</i> 13 janvier 2012	12 mars <i>au</i> 16 mars 2012	22 octobre <i>au</i> 26 octobre 2012
RECUEIL et TRAITEMENT des INFORMATIONS d'ENQUETE	RTIE	4,5j	16 janvier <i>au</i> 20 janvier 2012	19 mars <i>au</i> 23 mars 2012	10 décembre <i>au</i> 14 décembre 2012
TECHNIQUES de RESOLUTION de PROBLEMES et de PRISE de DECISION	RP	2j	23 janvier <i>au</i> 24 janvier 2012	26 mars <i>au</i> 27 mars 2012	03 décembre <i>au</i> 04 décembre 2012
GESTION du RISQUE OPERATIONNEL	GRO	3j	25 janvier <i>au</i> 27 janvier 2012	28 mars <i>au</i> 30 mars 2012	05 décembre <i>au</i> 07 décembre 2012
FACTEURS TECHNIQUES OPERATIONNELS et ENVIRONNEMENTAUX	FTOE	1s	CONSULTER IFSA		
TECHNIQUES d'ENQUETE d'ACCIDENT d'AVIATION (voilures fixes)	TEA	2s	30 janvier <i>au</i> 10 février 2012		
TECHNIQUES d'ENQUETE d'ACCIDENT d'HELICOPTERE	TEH	2s		02 avril <i>au</i> 13 avril 2012	
ENQUETEUR de PREMIERE INFORMATION	EPI	2s		21 mai <i>au</i> 01 juin 2012	24 septembre <i>au</i> 05 octobre 2012
ENQUETEUR TECHNIQUE d'ACCIDENT d'AVIATION	ETA	4s			26 novembre <i>au</i> 21 décembre 2012
GESTION des RISQUES INTERNES	RI	1j	17 janvier 2012	20 mars 2012	16 octobre 2012
PROTECTION CONTRE les BLOODBORNE PATHOGENS	BBP-Fr	0,5 j	03 février 2012	06 avril 2012	30 novembre 2012
GESTION de PROJETS	GDP	2j	CONSULTER IFSA		
TRANSPORT AERIEN de MARCHANDISES DANGEREUSES	TMD	2j	CONSULTER IFSA		
PREVENTION et GESTION de la VIOLENCE	PGV	2j	CONSULTER IFSA		
COURSES IN ENGLISH	CODE	dur.n		DATES	DATES
AVIATION ACCIDENT INVESTIGATOR	AAI	4w		04 June <i>to</i> 29 June 2012	
SAFETY COMMANDERS COURSE (specialized/consult IFSA)	SCC	2w		25 June <i>to</i> 06 July 2012	
FLIGHT SAFETY OFFICER (ISMS+HF+IDCP+PS+ORM)	FSO	4w			03 September <i>to</i> 28 September 2012
INTRODUCTION and IMPLEMENTATION of SAFETY MANAGEMENT SYSTEMS	ISMS	1w			03 September <i>to</i> 07 September 2012
HUMAN FACTORS in the PREVENTION and INVESTIGATION PROCESS	HF	1w			10 September <i>to</i> 14 September 2012
INVESTIGATION DATA COLLECTION and PROCESSING	IDCP	4.5d			17 September <i>to</i> 21 September 2012
PROBLEM SOLVING and DECISION MAKING TECHNIQUES	PS	2d			24 September <i>to</i> 25 September 2012
OPERATIONAL RISK MANAGEMENT	ORM	3d			26 September <i>to</i> 28 September 2012
AVIATION ACCIDENT INVESTIGATION TECHNIQUES (fixed wing)	AIT	2w			01 October <i>to</i> 12 October 2012
ROTARY WING INVESTIGATION TECHNIQUES	RWIT	2w	CONSULT IFSA		
BLOODBORNE PATHOGENS PROTECTION	BBP-En	0.5 d		08 June 2012	05 October 2012
AIRLINE ACCIDENT CRISIS MANAGEMENT	AACM	4.5d	CONSULT IFSA		
PROJECT MANAGEMENT	PM	2d	CONSULT IFSA		
AIR TRANSPORT of HAZARDOUS GOODS	THC	2d	CONSULT IFSA		
VIOLENCE PREVENTION and MANAGEMENT	VPM	2d	CONSULT IFSA		
COURSES IN SPANISH	Most courses are available in Spanish: CONSULT IFSA				

AVIATION ACCIDENT INVESTIGATOR

4 WEEKS - 20 DAYS - 120 HOURS

CODE : AAI

Completion of this course qualifies for expert in Aircraft Accident Investigation.

OBJECTIVES

- To expose the essential knowledge about all aspects of the professional practice, both in a national and international context, of an aircraft accident investigator, covering civil as well as military, light and heavy weighted, fixed and rotary winged aircraft.

- This 4 week training course, covers classroom lectures, workshops, technical visits and a qualification test.

WHO IS CONCERNED ?

- All civil and military personnel involved in an aircraft accident investigation process.

- A thorough knowledge of the aviation system is required before attending this course.

COURSE OUTLINE

- **Basics on accident prevention** - The accident continuum - The sequence of events and the accident mechanism - Systemic causation - Safety investigation - Accident preparedness and contingency planning.
- **Regulatory aspects** - International and European organization - Jurisdictional and litigational aspects.
- **Planning and readiness** - Accident response plan and crisis management - Preservation of evidences.

- **Investigation of the accident scene and wreckage** - Aircraft systems and instruments - Flight data and cockpit voice recorders (recovery, handling, data collection and validation, transcription, spectrographic analysis, computer assisted trajectory generation) - Non-volatile memories - Fire investigation - Powerplant - Fluid sampling - Wreckage removal.

- **Investigation of environmental factors** : Airport and heliport facilities - Air traffic (ground based recorders, aeronautical documentation) - Meteorology - Birdstrike hazard.

- **Investigation of organizational factors (Management)** - Operations manual and procedures - Flight planning - Tasks definition and resources management.

- **Investigation of human factors** - Personnel records - Injuries and death causation - Causes related to human limitations (incapacitation, cognitive ergonomics, human error, behaviour, personality, emotions, stress) - Man-machine interface and automation.

- **Investigation of material factors (fixed and rotary winged aircraft)** - Aircraft records (airworthiness, aircraft configuration, equipment, modifications and maintenance status) and operational status (fuel, MEL, loading, weight and balance, dangerous freight) - Fluid sampling analysis - Fracture analysis.

- **Witness interviews and group communication** - Limitations of witnesses statements - Inter-individual communication - Adaptive communication styles - Obstacles to communication - Concordance and discordance -

- Territories and zones - Non verbal communication - Body and facial languages - Installing and maintaining a witness motivation - Managing an interview session - Active listening and facilitation - Coping with silences and transactions - Discussion and questioning techniques - Meetings and working groups - Installing group dynamics - Synergy - Collective problems solving and decision making - **Practical exercises and role playing sessions with video assessment.**

- **Technical visits** Voice and data recorders laboratory - Metallurgy and chemical laboratory - Powerplant and airframe investigation workshops.

- **Analysis and sequence of events** Problems solving and decision making technique - Investigation report (writing guide, findings, causes, recommendations) - Databases - Statistics.

- **Case studies** Reconstruction of accident investigations.

PARIS
English language

- **AAI 06/12**
4 weeks from June 04
till June 29, 2012

Tuition fee: 7 350 Euros
Excluding VAT

This course is also conducted in French language (see leaflet ETA)

FLIGHT SAFETY OFFICER

4 WEEKS - 117 HOURS

CODE : FSO

The trainee qualifies as an expert in SMS after completion of the FSO course.

Combining the five modules: ISMS + HF + IDCP + PS + ORM, FSO offers a comprehensive training. Participants are qualifying as advisors to their management in order to implement and administrate aviation Safety Management Systems, to participate into or conduct incident investigations.

FSO may be complemented by the 2 week course Accident Investigation Techniques (AAI or RWIT) to qualify as expert in Aircraft Accident Investigation.

OBJECTIVES

- To understand the basics and tools of Safety Management Systems, and become able to implement and administer an SMS within an organization.
- To provide the essential knowledge covering the whole of the items relating to the safety in flight and on the ground of the civil and military, fixed wing and rotary wing, aircraft.

WHO IS CONCERNED ?

All personnel involved in the aviation safety process : manufacturers, air forces, airlines and airwork operators and managers, pilots, engineers, controllers, staff and executives of civil and military aviation administrations, airport managers, members of professional associations, insurance companies, lawyers and aeronautical experts.

COURSE OUTLINE

- Introduction and implementation of Safety Management Systems

(see leaflet ISMS)

- Human factors in the prevention and investigation process

(see leaflet HF)

- Investigation Data Collection and processing

(see leaflet IDCP)

- Problems solving and decision making techniques

(see leaflet PS)

- Operational Risk Management

(see leaflet ORM)

PARIS

English language

- FSO 09/12
4 weeks from September 03
till September 28, 2012

**Tuition fee: 7 170 Euros
Excluding VAT**

INTRODUCTION AND IMPLEMENTATION OF SAFETY MANAGEMENT SYSTEMS

5 DAYS - 30 HOURS

CODE : ISMS

This introductory course provides the mandatory basic knowledge to implement an aircraft incident and accident prevention programme within the scope of Safety Management Systems.

ISMS covers the fundamentals, and, with the four additional modules (HF, IDCP, PS and ORM), forms the series to qualify as an expert in SMS.

OBJECTIVES

• To understand the basics and tools of Safety Management Systems, and become able to implement and administer an SMS within an organization.

• To provide the essentials of the SMS toolbox.

WHO IS CONCERNED ?

All personnel involved in the aviation safety process :
manufacturers, air forces, airlines and airwork operators and managers, staff and executives of civil and military aviation administrations, airport managers, members of professional associations, insurance companies, lawyers and aeronautical experts.

COURSE OUTLINE

• **Basics on incident and accident prevention** - The accident continuum - The sequence of events and the accident mechanism - Systemic causation.

• **Safety culture**

• **Regulatory references** - Basics on SMS - Responsibilities - Economical balance - Reporting obligations

• **SMS tools** - Safety information exchange and feedback - Flight Operations Quality Assurance - Flight data follow up and analysis - Safety investigation - Accident preparedness and contingency planning

• **SMS implementation**

PARIS

English language

• **ISMS 09/12**
5 days from September 03
till September 07, 2012

Tuition fee: 2 280 Euros
Excluding VAT

This course is also conducted in French language (see leaflet ISGS)

SPECIAL OFFER

• **ISMS 09/12 + HF 09/12**
2 weeks from September 03
till September 14, 2012

Special price: 3 650 Euros
Excluding VAT

HUMAN FACTORS IN THE PREVENTION AND INVESTIGATION PROCESS

5 DAYS - 30 HOURS

CODE : HF

As a complement to the course "Introduction and implementation of Safety Management Systems", this training course highlights the many aspects of the aviation safety dealing with human factors within aeronautical activities.

This course is one of the 5 modules of the series to qualify as an expert in SMS.

OBJECTIVES

- To familiarize the attendees with human sciences applicable to the aviation activities.
- To describe individual and collective capabilities, limitations, flaws and errors.
- To show how to detect and control their frequency and their impact on safety.

WHO IS CONCERNED ?

All civilian and military managers and executives of the aviation system, and particularly staff personnel involved in the prevention and investigation of aircraft accidents or incidents.

COURSE OUTLINE

- **Human factors** - Introduction to the human factors - Physiology and aviation safety (effects of altitude, accelerations, vibrations, sensory illusions, life hygiene).
- **Human performance** - Scope of the human factors within complex socio-technical systems - Intellectual mode of operation (memory, schemes, representations, expertise, workload) - Physiological and psycho-sociological aspects (behaviour, personality, emotions, stress) - Major factors affecting the intellectual work.
- **Improving human performance** - Individual and organizational methods - Automation (advantages and drawbacks).

PARIS

English language

- **HF 09/12**
5 days from September 10
till September 14, 2012

Tuition fee: 2 280 Euros
Excluding VAT

This course is also conducted in French language (see leaflet FH)

SPECIAL OFFER

- ISMS 09/12 + HF 09/12
2 weeks from September 03
till September 14, 2012

Special price: 3 650 Euros
Excluding VAT

INVESTIGATION DATA COLLECTION AND PROCESSING

4.5 DAYS - 27 HOURS

CODE : IDCP

This training course proposes a practical complement to enhance the techniques for information collection and processing in the scope of Safety Management Systems.

IDCP is one of the 5 modules of the series to qualify as an expert in SMS and one of the 4 modules of the series to qualify as an expert in Aircraft Accident Investigation.

OBJECTIVES

- To train the attendees into using the appropriate techniques:
 - when interviewing aviation accident or incident witnesses, and
 - when leading working groups or meetings within the scope of prevention or investigation.

WHO IS CONCERNED ?

All personnel involved in the aviation safety process within the framework of SMS, either in charge of conceiving and conducting an accident prevention programme or managing risks, taking part in an aviation accident or incident investigation, or having to obtain safety information from individuals or from groups.

COURSE OUTLINE

Introduction to witness hearings

- Limitations of witnesses statements - Inter-individual communication - Adaptive communication styles - Obstacles to communication - Concordance and discordance - Territories and zones - Non verbal communication - Body and facial languages - Installing and maintaining a witness motivation - Managing an interview session - Active listening and facilitation - Coping with silences and transactions - Discussion and questioning techniques.

• Introduction to group communication

- Meetings and working groups - Installing group dynamics - Synergy - Collective problems solving and decision making.

• Numerous practical exercises and role playing sessions with video assessment.

PARIS

English language

- IDCP 09/12
4.5 days from September 17
till September 21, 2012

**Tuition fee : 2 050 Euros
Excluding VAT**

This course is also conducted in French language (see leaflet RTIE)

PROBLEM SOLVING AND DECISION MAKING TECHNIQUES

2 DAYS - 12 HOURS

CODE : PS

This workshop-type training course proposes a practical complement for aviation safety personnel or accident investigators, in order to enhance their efficiency in communicating, in resolving problems and making decisions.

This course is one of the 5 modules of the series to qualify as an expert in SMS and one of the 4 modules of the series to qualify as an expert in Aircraft Accident Investigation.

OBJECTIVE

- To teach appropriate problem solving and decision making techniques, adapted to the context of preventing or investigating aviation accidents and incidents.

WHO IS CONCERNED ?

All personnel involved in the aviation safety process, either in charge of conceiving and conducting an accident prevention programme or taking part in an aviation accident or incident investigation.

COURSE OUTLINE

- Problem solving** - What the problem is and is not - How to find out facts and opinions - Defining the problem causes - Working out possible solutions, and selecting the most appropriate.
- Making a decision** - Implementing, protecting and controlling an action plan.
- Reasoning method** applicable to solving an aviation accident or incident.
- Practical exercises and case studies.**

PARIS

English language

- **PS 09/12**
2 days from September 24
till September 25, 2012

Tuition fee: 980 Euros
Excluding VAT

This course is also conducted in French language (see leaflet RP)

SPECIAL OFFER

- **PS 09/12 + ORM 09/12**
5 days from September 24
till September 28, 2012

Special price: 1 880 Euros
Excluding VAT

OPERATIONAL RISK MANAGEMENT

3 DAYS - 18 HOURS

CODE : ORM

ORM allows an improved acquisition of the methods and practices: it is essential for the implementation of a Safety Management System.

This course is one of the 5 modules of the series to qualify as an expert in SMS and one of the 4 modules of the series to qualify as an expert in Aircraft Accident Investigation.

OBJECTIVES

- A qualitative and quantitative approach to Operational Risk Management
- Develop a systemic approach to risk management to steer more realistically and more efficiently an accident prevention program.
- Be capable of giving solutions based on a systematic risk analysis and ensure a continuous supervision of the effectiveness of the implemented risk control measures.

WHO IS CONCERNED

All personnel, managers and supervisors with decision making responsibilities in an aeronautical organization, as well on the ground as in flight.

COURSE OUTLINE

- Definition of risk
- A risk management program as an integral part of an accident prevention program
- Financial impacts
- Operational Risk Management process
- Hazard identification
- Risk matrix
- Risk reduction tools
- Managing an operational risk management process, strategies of risk control.
- Case study
- Building an Operational Risk Management Program.

<p style="text-align: center;">PARIS English language</p> <ul style="list-style-type: none">• ORM 07/12 3 days from July 02 till July 04, 2012 <p>Tuition fee: 1 370 Euros Excluding VAT</p> <ul style="list-style-type: none">• ORM 09/12 3 days from September 26 till September 28, 2012 <p>Tuition fee: 1 370 Euros Excluding VAT</p>
--

This course is also conducted in French language (see leaflet GRO)

SPECIAL OFFER

<ul style="list-style-type: none">• PS 09/12 + ORM 09/12 5 days from September 24 till September 28, 2012 <p>Special price : 1 880 Euros Excluding VAT</p>
--

AVIATION ACCIDENT INVESTIGATION TECHNIQUES (fixed wing)

10 DAYS - 60 HOURS

CODE : AIT

Extending the training into Safety Management System, the AIT course allows to better understand the conduct of an aircraft incident or accident investigation.

This course is one of the 4 modules of the series to qualify as an expert in Aircraft Accident Investigation.

OBJECTIVES

- To deliver a practical and up to date training about an aircraft accident investigation (fixed wing), international regulations, preliminary measures, investigation of events and causes, report writing.
- To give all participants a full understanding of the investigation process and roles of experts board members.

WHO IS CONCERNED ?

All personnel which occasionally can be involved in an aviation accident investigation : aircraft, engines and equipment manufacturers, airlines, civil and military aviation supervising authorities, airport managers, air traffic controllers, insurers, lawyers and other experts specialized in aviation matters.

COURSE OUTLINE

- **Basics on accident prevention**
The accident continuum - The sequence of events and the accident mechanism - Systemic causation.
- **Aviation accident investigation - International and European regulations.**
- **Investigation techniques**
Accident response and crisis management - Individual and organizational preparation - Wreckage and site investigation - Recorders and non volatile memories - Investigation of aircraft systems and instruments - Investigation of fire - Report writing and safety recommendations.
- **Visits to investigation laboratories** (FDR, chemical, metallurgy) and workshops.
- **Case study.**

PARIS

English language

- **AIT 10/12**
10 days from October 01
till October 12, 2012

**Tuition fee: 4 060 Euros
Excluding VAT**

This course is also conducted in French language (see leaflet TEA)

ROTARY WING ACCIDENT INVESTIGATION TECHNIQUES

10 DAYS - 60 HOURS

CODE : RWIT

Extending the training into Safety Management Systems, the RWIT course allows to better understand the conduct of an helicopter incident or accident investigation.

This course is one of the 4 modules of the series to qualify as an expert in Aircraft Accident Investigation.

OBJECTIVES

- To deliver a practical and up to date training about an helicopter accident investigation, international regulations, preliminary measures, investigation of events and causes.
- To give all participants a full understanding of the investigation process and roles of experts board members.

WHO IS CONCERNED ?

All personnel which occasionally can be involved in an helicopter accident investigation : helicopter, engines and equipment manufacturers, airlines, civil and military aviation supervising authorities, airport managers, air traffic controllers, insurers, lawyers and other experts specialized in aviation matters.

COURSE OUTLINE

- **Basics on accident prevention**
- The accident continuum - The sequence of events and the accident mechanism - Systemic causation.
- **Aviation accident investigation**
- International and European regulations.
- **Investigation techniques**
- Accident response and crisis management - Individual and organizational preparation - Wreckage and site investigation - Recorders and non volatile memories - Investigation of systems and instruments - Aerodynamics, Flight mechanics and powerplant related causes - Investigation of fire - Safety recommendations.
- **Visits to investigation laboratories** (FDR, chemical, metallurgy) and workshops.
- **Case study.**

PARIS English language	
• RWIT 10 days	Consult IFSA
<i>Tuition fee: 4 060 Euros Excluding VAT</i>	

This course is also conducted in French language (see leaflet TEH)

BLOODBORNE PATHOGENS PROTECTION

OSHA REGULATION BLOODBORNE PATHOGEN. 29 CFR1910.1030

3.5 HOURS

CODE : BBP-En

Bloodborne Pathogens are microorganisms present in blood or other body fluids that can cause disease in humans. They are transmitted through contact with contaminated blood or body fluids.

Bloodborne Pathogens training is mandatory for individuals who might be exposed to blood or other potentially infectious materials as a result of doing their job duties.

OBJECTIVES

- To familiarize the attendees with "Bloodborne Pathogens".
- To train people who are at risk - How to protect themselves - How to behave on an accident site.
- To teach how to use Personnel Protective Equipment (PPE).
- To know the relevant vaccines.

WHO IS CONCERNED ?

All Accident Investigators and personnel having access to an accident site or contact with materials coming from.

COURSE OUTLINE

- Biohazard risks associated with aircraft accident investigation
- Procedures for conducting accident investigations to control exposure to Bloodborne pathogens
- Modes of Bloodborne pathogen transmissions
- Exposure control plan
- Recognition of biohazards
- HBV vaccination
- Personal protection equipment
- Exposure incidents

The BBP Certificate is delivered after completion of the course (valid 1 year)

PARIS

English language

- **BBP-En 06/12**
0.5 day (morning) June 08, 2012

Tuition fee: 230 Euros
Excluding VAT

- **BBP-En 10/12**
0.5 day (morning) October 05, 2012

Tuition fee: 230 Euros
Excluding VAT

This course is also conducted in French language (see leaflet BBP-Fr)

AIRLINE ACCIDENT CRISIS MANAGEMENT

4.5 DAYS - 27 HOURS

CODE : AACM

This training elaborates on SMS requirements governing airline accident response plans.

OBJECTIVES

- To understand the airline involvement and responsibilities following the occurrence of an aircraft accident or serious incident.
- To become capable of implementing and updating the airline's emergency response plans.
- To know the role of decision makers and participants involved into the airline's emergency response plans.

WHO IS CONCERNED ?

- Airline personnel in charge of SMS implementation and emergency response plans.
- Airline staff members bearing a function in case of activation of the airline emergency response plan : Emergency Director, participants of headquarters, stations, subcontractors, handling agents code-share partners.
- Airline representatives to other emergency response centers, investigation body, rescue organisations, judicial authorities, families and next of kin.

COURSE OUTLINE

- Airline involvement and responsibilities in case of an accident or serious incident.
- Contingency response plan.
- Airline participation to the accident investigation.
- Airline station emergency procedures - Airline partners, contractors, code share partners.
- Crew and crew families handling
- Passengers and passengers next of kin handling.
- Private property and personal belongings handling.
- Press, media and public relations handling.
- Security and protection.
- Legal and financial requirements.
- Logistic and technical support.
- Implementation of plans, éducation and training.
- Case study.

<p style="text-align: center;">PARIS English language</p> <ul style="list-style-type: none">• AACM 4.5 days Consult IFSA <p>Tuition fee: 2 050 Euros Excluding VAT</p>

PROJECT MANAGEMENT

2 DAYS - 12 HOURS

CODE : PM

This workshop-type training course proposes a practical complement for aviation safety personnel or accident investigators, in order to enhance their efficiency in managing a project.

OBJECTIVE

•To teach project management techniques adapted to the context of installing and implementing accident prevention programs, and aviation accidents and incidents investigations.

WHO IS CONCERNED ?

All personnel involved in the aviation safety process, either in charge of conceiving and conducting an accident prevention programme or taking part in an aviation accident or incident investigation.

COURSE OUTLINE

•Every organization today achieves results through a project focus. These projects come in all sizes, varieties and complexity. They range from raising a barn to landing on the moon, but in each case, every member of the project team must possess excellent process and people management skills in order to get project completed on time, on budget and with the desired results.

Poorly managed projects are costly, not only financially but also in wasted time and demoralized personnel.

•In taking the course, participants learn to apply proven methods for defining, planning and implementing projects effectively as well as an efficient preventive approach for problem prevention. This equips team members with the skills necessary to prevent projects from being derailed, and most importantly with a rational process to put project back on track whenever necessary.

Organizations using this process report more successful projects results due to improved communications, better delegation of responsibilities, reduction of problems and more cost effective resources allocation. Projects are completed on time and budget, and with the desired results.

<p>PARIS English language</p> <ul style="list-style-type: none">• PM 2 days Consult IFSA <p>Tuition fee: 980 Euros Excluding VAT</p>

*This course is also conducted in French
(see leaflet GDP)*

AIR TRANSPORT OF HAZARDOUS CARGO

2 DAYS - 12 HOURS

CODE : THC

This course is an initial approach to the safe management of hazardous goods. It makes a useful complement to the Operational Risk Management (ORM) course.

OBJECTIVE

•To make the attendees acquainted with all regulatory and operational aspects related to the air transport of cargo and hazardous material.

WHO IS CONCERNED ?

All staff and line personnel of airlines and airwork operators and managers, civil and military aviation supervising authorities, airport managers, members of professional associations, insurance companies, lawyers and aeronautical experts.

COURSE OUTLINE

- The air transport contract**
- Airway Bill - The Warsaw Convention, cargo manifest - Packaging rules.
- Air transport regulations**
- Certification of cargo compartments - Responsibilities - Agreement to operate - Staff training requirements - Annex 18, classification of dangerous goods, operational aspects.
- Hazard and prevention**
Aircraft loading, weight and balance, packing, stowing, inflight cargo displacement, mixing dangerous goods.
- Case studies**

<p style="text-align: center;">PARIS English language</p> <ul style="list-style-type: none">• THC 2 days Consult IFSA <p>Tuition fee: 890 Euros Excluding VAT</p>
--

This course is also conducted in French language (see leaflet TMD)

VIOLENCE PREVENTION AND MANAGEMENT IN THE AERONAUTICAL FIELD

2 DAYS - 12 HOURS

CODE : VPM

This course is part of a logical development of human factors training and furthermore broaches an increasingly alarming subject concerning everybody working in the aeronautical field : the management of violent behavior in airline passengers.

OBJECTIVES

- Development and analysis of all the mechanisms involved in conflicts between crew members and passengers.
- Presentation of an easy and effective method to anticipate and disarm crisis situations.
- This method is applied during the whole training period through practical exercises.

WHO IS CONCERNED ?

All those in the aeronautical field who are in direct contact with the passengers.

COURSE OUTLINE

- Position of the problem
 - What are the facts, what are the consequences from an economic as well as human point of view ?
 - What is the relationship between stress and aggressiveness ?
- What is aggressiveness ?
 - Analysis of different scientific approaches
 - The role of perception and self training
 - Application to real situations experienced on board.
- What happens when we are aggressed ?
 - Analysis of the behavioral responses and their effects.
- Crisis Management
 - The ARC EN SAS© method
 - The ways out
 - Creation of strategies at an individual and team level
 - Positive management of the experience by better anticipation and better handling.

This product is a result of very close teamwork between aeronautic career professionals and medical specialists in aggressive behaviours or in-depth research. It claims to be useful and practical. Therefore it can be adapted to the various needs of participants.

<p style="text-align: center;">PARIS English language</p> <p>• VPM 2 days Consult IFSA</p> <p>Tuition fee: 890 Euros Excluding VAT</p>

This course is also conducted in French language (see leaflet PGV)

REGISTRATION FORM (one form for each applicant)

Please return to IFSA, by mail or fax.

REQUESTED COURSES	DATES	TOTAL AMOUNT = PRICE+ VAT 19.6% (WHEN APPLICABLE)

APPLICANT TRAINEE

Mr Mrs Miss	FAMILY NAME:	ORGANIZATION:	
	Given name: RANK / TITLE: Speciality:	DEPARTMENT / DIVISION:	
		POST / FUNCTION:	
ADDRESS (where to reach the attendee and send the convocation)		Phone: Fax:	
		Email:	
		
BIRTHDATE	PLACE OF BIRTH	COUNTRY	NATIONALITY
PASSPORT N° or ID Card (Europe)		DATE and PLACE of issue	

REQUESTING ORGANIZATION

NAME	Phone
ADDRESS	Fax
	Email
NAME OF CORRESPONDING PERSON	Phone
	Fax
	Email
INVOICING (name and address)	Phone
	Fax
	Email

REGISTRATION AND PAYMENT (excerpt from the general terms of sale)

- registration at the latest 1 month before the start date of the course with a 10% total amount deposit
- balance payable not later than the first day of the course

Invoices will be paid by **cheque payable to DCI*** or **transfer on DCI* account** (CA-CIB - Account N° 31 489 00010 00131888184 47) - **IBAN N° FR76 3148 9000 1000 1318 8818 447 - BIC BSUIFRPP**. DCI denies all others means of payment.

- IFSA is a department of AIRCO, the aeronautical branch of DCI

Seal of the requesting organization :

Date and Signature :

General terms of sale

DEFINITIONS - These terms apply to training courses performed on DCI premises or within specialized structures placed at DCI's disposal.

PURPOSE AND FIELD OF APPLICATION - By validating its order, the buyer declares that it accepts fully and entirely without reserves these general terms of sale which prevail over all the buyer's other documents, and notably all general terms of purchase. No dispensation from these general terms of sale is opposable to DCI unless it has been expressly and previously accepted in writing.

CONTRACTUAL DOCUMENTS/ENROLLMENTS - For standard training courses, enrollments are recorded on receipt of the enrollment form. A single form can be used to enroll for several courses. Each candidate must complete a form. Before the beginning of the course, a letter is sent to enrolled candidates, informing them of practical terms and conditions. If required, when training courses for companies are concerned, two copies of a vocational training agreement shall be sent to the buyer according to the law. The buyer undertakes to return a signed copy bearing the company stamp as soon as possible.

COURSE DIPLOMA AND CERTIFICATE - A course certificate is delivered at the end of each course on the condition that the trainee actually attended it. The successful conclusion of some courses is marked by a knowledge assessment questionnaire. A certificate of attendance is sent to the Customer's training department after all training courses. As it is an intellectual service, DCI is only held by an obligation to exercise due care.

COURSE CANCELLATION - DCI reserves the right to cancel a course, and in this case undertakes to reimburse fully all amounts paid. Cancellation is notified at least 10 days before the course start date.

TERMS OF WITHDRAWAL – All buyer withdrawal must be addressed in writing at least ten (10) clear working days before the course start date. For all cases of buyer withdrawal due to an Act of God: (i) more than 15 (fifteen) days before the course start date, only file processing and organization fees shall be invoiced, (ii) between 15 (fifteen) and 8 (eight) days before the course start date, 50% of the tax exclusive amount of the estimate shall be due and invoiced by DCI as a lump-sum compensation in full discharge, (iii) less than 7 (seven) days before the course start date as a lump-sum compensation in full discharge, the entire amount of the tax exclusive estimate is not refundable by DCI and, if necessary, shall be invoiced.

PRICES, INVOICING AND PAYMENTS - Participation fees are indicated on each course sheet. Unless otherwise agreed, they cover training, documentation, visits and transport to the locations of planned visits, as well as lunch on course days at the staff restaurant indicated by DCI. Accommodation is paid by participants. For training courses organized on request outside the Paris area, lecturers' travel and accommodation expenses are invoiced. Participation fees for DCI courses are deductible as vocational training: the invoice replaces the agreement for vocational training.

All our prices are indicated tax exclusive. They are firm, set and non-revisable. If required, they are to be increased by VAT at the rate in force. All courses or cycles started are due entirely. Financial arrangements shall be the subject of special terms, which can be mentioned on the invoice.

Invoices are payable on receipt. The entire amount for the training must be paid before the course start date.

TERMS OF PAYMENT - The buyer undertakes to pay:

- by transfer to the account of: DEFENSE CONSEIL INTERNATIONAL - account No. 31489 00010 00131888184 47 – CA-CIB 9, quai Paul Doumer 92920 Paris-La Défense FRANCE - IBAN No. FR76 3148 9000 1000 1318 8818 447 - BIC BSUIFRPPXXX

- by check made payable to Defense Conseil International.

DCI accepts neither bills of exchange, nor promissory notes, nor credit card debits. For courses concerning a company, a deposit invoice is sent as soon as the order is placed. For inter-corporate courses, the invoice is enclosed with the course agreement.

A first installment of a sum equal to 10% of the tax exclusive estimate must be made at least one month before the beginning of the course. This amount is non-refundable by DCI, except in the case of withdrawal taking place at least two weeks before the beginning of the course.

All enrollments made three months before the beginning of a course, accompanied by an installment equal to 30% of the tax exclusive estimate gives rise to a 10% reduction on the course price. This installment made as a deposit is non-refundable by DCI, unless the course is cancelled as indicated below. In all cases, the balance must be settled on the first day of the course at the latest.

PAYMENT BY A RECOGNIZED FUND COLLECTING BODY - If the buyer wishes payment to be made by its recognized fund collecting body, it is its responsibility to: (i) make a request for payment before the beginning of the training and ensure that this request has a successful conclusion; (ii) explicitly indicate this on the enrollment form or order; (iii) ensure that the payment is successfully concluded by the body that it has indicated. If the recognized fund collecting body only pays part of the training costs, the balance shall be invoiced to the Customer.

LATE CHARGES – All sums unpaid when due shall lead to the payment by the buyer of late charges set at one and a half times the legal interest rate. These charges are due for payment as from invoice payability and without prior formal notice.

ORDER REFUSAL – If a buyer places an order with DCI without having settled all previous orders, DCI could, without further other motive, refuse to honor the order and provide the training courses concerned, without the buyer being able to claim any compensation, for any reason whatsoever.

TERMINATION – In case of infringement of one of its essential obligations by DCI's Customer, DCI reserves the possibility to immediately and automatically suspend training and/or terminate the training agreement after a formal notice remaining without effect for one (1) month or, without warning, in the case of serious and repetitive defaults. In case of anticipated termination, under no circumstances shall DCI reimburse amounts paid.

DATA PROTECTION - Personal information passed on by the buyer to DCI in the application and execution of orders and/or sales could be passed on to DCI's contractual partners for the needs of such orders. Compliant with French regulations applicable to these files, the buyer can write to DCI to oppose such communication of information concerning it. The buyer can also exercise its access and correction rights in the DCI file at any time.

CONFIDENTIALITY – The Parties undertake, for both the duration of the mission and three months after its completion, to not disclose confidential information that they could have exchanged for the execution of training services, and to not use it for any reason whatsoever. This obligation shall last as long as this information is not revealed or published.

WAIVER - The fact that DCI does not enforce, at a given moment, one of the clauses of these terms, cannot be considered as renunciation to enforce these same clauses in the future.

SETTLEMENT OF DISPUTES - The General Terms and all the relations between DCI and its buyers fall within French Law. All disputes that cannot be settled amicably shall be the UNIQUE JURISDICTION OF THE PARIS COMMERCIAL COURT whatever the buyer's head office or residence, notwithstanding joint defendants or introduction of third parties.