

Master Operational Integration & Non-Technical Workplace Skills

Transition from non-office environments or initial career entry into high-efficiency Operations Control Centre (OCC) dynamics. Mapped against EASA NPA 2023-01 and ICAO Doc 10106 competency standards, this 6-month mentoring package equips new starters with the self-awareness, communication frameworks, and software tools needed to adapt quickly and excel in operational workplace environments.

Core Curriculum Breakdown

Module 1: Self-Awareness & Personal Development

- Self-Awareness & Feedback: Develop personal self-awareness models, process constructive performance feedback, and apply reflective practice within shift operations.
- Personal Development Planning: Construct action-oriented Personal Development Plans (PDPs) to map long-term operational career goals and skill acquisition.

Module 2: Effective Workplace Communication & Non-Technical Skills

- Communications at Work & Writing Styles: Master professional email etiquette, operational writing styles, and clear information exchange across shift handovers.
- Practical Communication & Culture: Complete applied communication exercises, understand OCC team culture, and evaluate personal contributions under "Me and My Role".

Module 3: Workload Management & Digital Efficiency

- Time Management Applications: Apply structured time management methodologies to prioritise tasks during dynamic operational shifts.
- Software Skills & Efficiency: Optimise daily software usage to streamline administrative workflows, reduce errors, and improve operational output.

What You Will Gain

- Competency-Based Assessments: Future-proofed evaluation framework aligned directly with EASA NPA 2023-01 and ICAO Doc 10106 standards.
- Flexible LMS Access: 6 months of guided learning, research, and self-reflection, fully managed via our online Learning Management System (LMS).
- Optional Qualification: Option to pair the programme with a Level 2 Diploma in Business Administration.

Who Should Enrol?

- New OCC & Office Starters: Individuals transitioning from non-office dynamics (e.g., Ground Operations, Ramp, or Apron teams) into operational control roles.
- Early-Career Aviation Professionals: Entry-level staff seeking structured guidance, non-technical skill development, and career mentorship.
- Line Managers & Supervisors: Looking to provide structured onboarding, tracking progress via direct LMS management oversight.

Frequently Asked Questions

Q: How is the 6-month programme delivered?

A: Delivery features fortnightly 1-to-1 online sessions combined with guided self-study, research, and reflection activities managed via our Learning Management System (LMS).

Q: How do line managers track a candidate's progress?

A: Line Managers are granted administrative oversight on the LMS platform, allowing them to review assessment results, portfolio submissions, and overall development in real time.

Q: Can the mentoring content be customised for our airline's OCC culture?

A: Yes. While core non-technical and professional skill modules remain standard, we can tailor specific exercises, communication protocols, and writing styles to match your company's internal procedures.

For more information, please get in touch with aviation@crosbyaviation.co.uk.

