

**The University of Western Ontario
Commercial Aviation Management Program**

**Management and Organizational Studies
“Aviation Safety”**

1. Course Information

Course Number:	MOS 4409G	Course Name:	Aviation Safety
Class Time:	Wed. 11:30-2:30	Class Location:	SSC 3018

Prerequisite

This course is limited to students enrolled in the Commercial Aviation Management (CAM) specialization of the Management and Organizational Studies (MOS) program. Unless you have either the requisites for this course or written special permission from your Dean to enroll in it, you may be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.

2. Instructor Information

Instructor:	Dr. Suzanne Kearns	Rank:	Assistant Professor
Office:	SSC 3213	E-mail:	skearns4@uwo.ca
Telephone:	(519) 661-2111 x81465	Office Hours:	9:30-11:30am Wednesdays or by appt.

3. Course Syllabus

Course Overview

This course will focus on the science of pilot performance and the organizational approach to aviation safety (often called safety management systems or SMS). Information will be drawn from areas such as human physiology, basic learning theory, accident statistics, security threats, and pilot training. A large portion of this course will be case-based. Students will develop an understanding of the nature and causation of accidents.

This course will also develop a deepened student understanding of the roles and professional dynamics within the aviation industry. This will be established through individual investigations and class discussions of pertinent issues. Throughout the semester students will be required to cement their ideas, which were initiated in class, into a paper and case presentation.

Course Objectives

1. To become aware of the organizational approach to safety, and SMS
2. To be able to critically analyze, discuss, and make presentations regarding aviation safety cases

Course Requirements

Accessibility: DAN Management and Organizational Studies strives at all times to provide accessibility to all faculty, staff, students and visitors in a way that respects the dignity and independence of people with

disabilities. Please contact the course instructor if you require material in an alternate format or if you require any other arrangements to make this course more accessible to you. You may wish to contact Services for Students with Disabilities (SSD) at 661-2111 #82147 for any specific questions regarding an accommodation. More information about “Accessibility at Western” is available at:

<http://accessibility.uwo.ca>.

Attendance: Attendance is mandatory in this course and absences will have a negative impact on your participation grade. A student should expect to lose 10% of the participation component of their grade in the course for each absence. For medical absences, refer to the policy on accommodation for medical illness (<https://studentservices.uwo.ca/secure/index.cfm>). If you have a valid excuse for an absence you must inform the instructor before the intended date. It is the instructor’s discretion whether or not to excuse an absence.

Course readings: It is expected that all students will have completed their assigned course readings before attending each lecture. This is important as it provides an enhanced understanding of the course material and students will be prepared to ask questions in class. Abbreviated lecture notes and additional instructional material will be available for download on webct.uwo.ca. Students are advised to review lecture notes before completing the textbook readings as not all material in the text is relevant to the course.

Course assignments and late policy: Assignments are due at the beginning of the class period. Students who turn in their assignment after the first 30 minutes of class will be subject to a 10% late penalty. This rule is in place to discourage students from using class time to complete their assignment and arriving at the end of the class period to turn it in. An additional 10% late penalty will be incurred for each additional 24 hour period that the assignment is late. There are no exceptions to this policy.

Grade Distribution Policy: In order to maintain parity across sections and courses, and to ensure that uniform standards of performance are maintained within the BMOS Program, instructors will be expected to adhere to the following guidelines when submitting end of term marks. For this course, as a 3300-4499 level course, mean of between 70-75% for all sections of the same course taught by the same instructor in that semester; A’s not to exceed 25 percent of all marks submitted; A’s and B’s not to exceed 70 percent of all marks submitted. These guidelines are waived in classes of fewer than 25 students.

Plagiarism: Students must write their papers and assignments in their own words. Whenever students take an idea, or a passage from another author, they must acknowledge their debt both by using quotation marks where appropriate and by proper referencing such as footnotes or citations. Plagiarism is a major academic offence.

Scholastic Offences: Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, at the following Web site: <http://www.uwo.ca/univsec/handbook/appeals/scholoff.pdf>. Please keep in mind that ignorance of this policy is not considered an excuse for a scholastic offence.

Plagiarism Checking: All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between The University of Western Ontario and Turnitin.com (<http://www.turnitin.com>).

Grading: Every effort will be made by the instructor to grade materials as quickly as possible. Once all student assignments have been graded, grades will be distributed through the course website at webct.uwo.ca.

4. Course Materials

Coursepack: Available through the UWO bookstore

Course Website

Supplementary instructional and reference material may be posted on the course website. You can log onto the course website by visiting webct.uwo.ca with a valid student number and password.

5. Methods of Evaluation

The evaluation items within this course are described below. The weighting of each item is presented below:

1. Class Participation	15%
2. Case Presentation	20%
• 4 page analysis	10%
3. Essay	25%
4. Final Exam	30%

Description of Evaluation Items

- Class Participation:** A crucial element of this course is the sharing of ideas and opinions. Since each of us brings a unique background of experiences, much can be learned from class debate and discussion. However, perfect attendance alone will not guarantee a perfect participation grade. Your participation grade will be dependent on your *involvement* in class discussions and activities, questioning of student presentations, and attendance. Participation will account for 15% of your final grade.
Absences: All absences will impact your participation grade. As a general rule, you can expect each absence to subtract 10% of your participation grade. Any absences that occur during the final two classes, on student presentation dates, will subtract 20% of your participation grade as class involvement during these presentations is very important. For medical absences, refer to the policy on accommodation for medical illness (<https://studentservices.uwo.ca/secure/index.cfm>). If you have a valid excuse for an absence you must inform the instructor before the intended date. It is the instructor's discretion whether or not to excuse an absence.
- Case Presentation:** As a class, after we have worked through several cases you will get the chance to analyze a case and lead a discussion on the case to the class. You will work in small groups to complete this assignment. The goal of the assignment is to offer an opportunity to practice making a business presentation as well as to become highly familiar with a particular case. Your group will have 1.5 hours to present your case to the class and lead a discussion on the topic. You will also be required to individually submit a 4-page analysis of the case you are presenting. On the day of your group's presentation, you must submit: 1) PowerPoint slides used in the presentation, 2) copies of any handouts used in the presentation, 3) a printed list of discussion questions you will use to lead the group, and 4) individual write-ups analyzing the case (4 pages for each person). Additional details will be provided in class.
- Essay:** During class, you will be exposed to the organizational approach to aviation safety. As a component of the course you will be required to compose an essay describing the impact of safety

management systems on the aviation industry internationally. The essay must be written in APA format, 6 pages in length, and include a minimum of 10 references. The essay is due on March 28th.

4. **Training Program:** The final exam in the course will be held during the final examination period and will be case-based. You will be presented with a case and will be asked to provide a written analysis of the case. The exam will be 3 hours in duration.

Calendar – Lecture Overview and Required Readings

January 11, 2012

Syllabus Overview
Introduction to Safety Management Systems

January 18, 2012

Documentation Management
Visit from Glenn Priestley, Canadian Council for Aviation and Aerospace

January 25, 2012

Quality Assurance
Visit from Wilson Boynton, Advanced Composites Training

February 1, 2012

Case: United Airlines 232 – European School of Management

February 8, 2012

Case: United Airlines 173 – European School of Management

February 15, 2012

Case: The Concorde Saga – ICMR

February 29, 2012

Case: Southwest Airlines' Organizational Culture – ICMR

March 7, 14, 21, 28, April 4, 11, 2012

Student case presentations – choice of:

- Alaska Airlines and Flight 261 – Harvard Business School
- Flying Light: British Airways Flight 268 – Harvard Business Review
- Jet Propulsion Laboratory – Harvard Business School
- Korean Air - ECCH
- Problems at China Airlines – IBS Centre for Management Research
- Spring Airlines: China's Low-Cost Airline – IBS Centre for Management Research

General Information

If, on medical or compassionate grounds, you are unable to meet your academic responsibilities, i.e., unable to write term tests or final examinations or complete course work by the due date, you should follow the instructions listed below. You should understand that academic accommodation will not be

granted automatically on request. You must demonstrate that there are compelling medical or compassionate grounds that can be documented before academic accommodation will be considered. Read the instructions carefully. In all cases, action must be taken at the earliest possible opportunity, preferably prior to the scheduled examination, test or assignment.

1. Check the course outline to see if the instructor has a policy for missed tests, examinations, late assignments or attendance. The course outline should include the preferred method of contact (e-mail, phone, etc.).
2. Inform the instructor prior to the date of the scheduled time of the test or examination or due date of the assignment. If you are unable to contact the instructor, leave a message for him/her at the department office.
3. Bring your request for accommodation to the Academic Counselling Office, Room 2105, Social Science Centre, telephone 519 661-2011 or fax 519 661-3384. Be prepared to submit documentation of your difficulties.
4. If you decide to write a test or an examination you should be prepared to accept the mark you earn. Rewriting tests or examinations or having the value of the test or examination reweighted on a retroactive basis is not permitted.

TERM TESTS and MID-TERM EXAMS

1. If you are unable to write a term test, inform your instructor (preferably prior to the scheduled date of the test). If the instructor is not available, leave a message for him/her at the department office.
2. Be prepared, if requested by the instructor, to provide supporting documentation (see below for information on acceptable forms or documentation). Submit your documentation to the Academic Counselling Office.
3. Make arrangements with your professor to reschedule the test.
4. The Academic Counselling Office will contact your instructor to confirm your documentation.

FINAL EXAMINATIONS

1. You require the permission of the Dean, the instructor, and the Chair of the department in question to write a special final examination.
2. If you are unable to write a final examination, contact the Academic Counselling Office in the first instance to request permission to write a special final examination and to obtain the necessary form. You must also contact your instructor at this time. If your instructor is not available, leave a message for him/her at the department office.
3. Be prepared to provide the Academic Counselling Office and your instructor with supporting documentation (see below for information on documentation).

4. You must ensure that the Special Examination form has been signed by the instructor and Department Chair and that the form is returned to the Academic Counselling Office for approval without delay.

Note: Make sure you know the date, time and location of the special examination. For more information see [Examinations - Common Situations](#).

LATE ASSIGNMENTS

1. Advise the instructor if you are having problems completing the assignment on time (prior to the due date of the assignment).
2. Submit documentation to the Academic Counselling Office.
3. If you are granted an extension, establish a due date.
4. Extensions beyond the end of classes must have the consent of the instructor, the Department Chair and Dean. A Recommendation of Incomplete form must be filled out indicating the work to be completed and the date by which it is due. This form must be signed by the student, the instructor, the Department Chair, and the Dean's representative in the Academic Counselling Office.

SHORT ABSENCES

If you miss a class due to a minor illness or other problems, check your course outlines for information regarding attendance requirements and make sure you are not missing a test or assignment. Cover any readings and arrange to borrow notes from a classmate.

EXTENDED ABSENCES

If you are absent more than approximately two weeks or if you get too far behind to catch up, you should consider reducing your workload by dropping one or more courses. This must be done by the appropriate deadlines. (Refer to the Registrar's website for official dates.) The Academic Counsellors can help you to consider the alternatives. At your request, they can also keep your instructors informed of your difficulties.

DOCUMENTATION

- **Personal Illness:** If you consult Student Health Services regarding your illness or personal problem, you should request a Student Medical Certificate from the physician. Once your documentation has been assessed, the academic counsellor will inform your instructor that academic accommodation is warranted.
- If you were seen by an off-campus doctor, obtain a certificate from his/her office at the time of your visit. The off-campus medical certificate form must be used.
<http://www.uwo.ca/univsec/handbook/appeals/medicalform.pdf>. The doctor must provide

verification of the severity of the illness for the period in question. Notes stating "For Medical Reasons" are not considered sufficient.

- **In Case of Serious Illness of a Family Member:** Obtain a medical certificate from the family member's physician.
- **In Case of a Death:** Obtain a copy of the newspaper notice, death certificate or documentation provided by the funeral director.
- **For Other Extenuating Circumstances:** If you are not sure what documentation to provide, ask an Academic Counsellor.

Note: Forged notes and certificates will be dealt with severely. To submit a forged document is a scholastic offense (see below) and you will be subject to academic sanctions.

ACADEMIC CONCERNS

- You need to know if your instructor has a policy on late penalties, missed tests, etc. This information may be included on the course outline. If not, ask your instructor.
- You should also be aware of attendance requirements in courses such as Business and English. You can be debarred from writing the final examination if your attendance is not satisfactory.
- If you are in academic difficulty, check the minimum requirements for progression in your program. If in doubt, see your Academic Counsellor.
- If you are registered in Social Science courses but registered in another faculty (e.g., Arts or Science), you should immediately consult the Academic Counselling Office in your home faculty for instructions.

FAILED YEAR

Procedures for completing a [Waiver of the Progression Requirements](#) (DEADLINE IS JUNE 30). [Click here for BMOS Waiver of Progression Requirements](#).

In your petition letter, you must address all of the following questions:

- What were the extenuating circumstances which contributed most significantly to your poor academic performance.) When did the problem(s) arise? Appropriate supporting documentation (eg. medical note from a doctor to document problems, or a letter from a family member or close personal friend to support compassionate grounds) must be submitted with the petition. If you need more information regarding the submission of appropriate documentation, please contact the Dean's Office.
- Answer the following questions:
 1. What attempts did you make at the time you were encountering problems that affected your academic performance to contact your instructors, Academic

Counsellors, the staff in Student Development Centre (Learning Skills Counsellors), the Ombudsperson, or Student Health Services?

2. What academic accommodation did you request at the time you were experiencing major problems that were affecting your academic performance?
 3. What steps did you take to minimize the impact on your academic work of the difficulties that you were encountering?
 4. Approximately what percentage of classes did you attend in each course?
 5. What assignments/tests/labs/quizzes/exams did you complete in each course?
 6. Please record the grades you received for assignments/labs/tests/quizzes/exams, etc in each course. If you failed to complete all the course requirements, explain and provide reasons.
 7. Please list the final grade earned in each course in which you were registered during the past academic year.
- Why do you think you would be successful in University-level academic studies, if your petition was granted?
 - What are your academic goals?
 - What is your long-term degree/program objective?
 - In what specific program do you wish to register during the coming year?
 - What specific courses do you wish to take during the coming year?

NOTE: In (b) and (c), do not list courses or programs for which you are not currently eligible. You must check the prerequisites for the program and courses you wish to take.