



WE DEVELOPED AN IMMERSIVE 5-DAY ENHANCED WELL CONTROL COURSE FOR A SUPER-MAJOR THAT INTEGRATED WELL OPERATIONS CREW RESOURCE MANAGEMENT WITH OUR ADVANCED SIMULATOR TRAINING

## Case Study

**Client:** Multinational, integrated, super major

**Location:** UKCS

**Challenge:** The client wanted to identify a trusted single-source provider for its first UK-based Enhanced Well Control (EWC) training incorporating Well Operations Crew Resource Management (WOCRM). The client also needed a provider with a global footprint and the ability to deliver the course to overseas locations and local workforces in future.

**Solution:** With our track record of developing client-specific advanced well control training and our advanced simulation capability, we designed, built and accredited an immersive and bespoke solution with integrated WOCRM that simulated the challenges of the complex wells the client was planning for the coming year.

*"The best well control course I've been on - crew resource management very, very good."*  
**COLIN DAVIDSON**, Drilling Supt.

## Background

In the past decade, numerous high-profile incidents have occurred in the drilling industry with some 85% being attributed to a human error. In many of these incidents, subsequent investigations identified errors in communication during high stress operations, including incorrect instructions or instructions being misheard, as being the root cause.

In response, major oil and gas operators and drilling contractors have increasingly sought to build the principles of Well Operations Crew Resource Management (WOCRM) into their well control training to ensure that these non-technical (human factors) are addressed during training in safety critical disciplines.

For this client, our proven track record of developing bespoke Enhanced Well Control courses globally, combined with our expert training capabilities and full-size dynamic simulation suites, ensured we were ideally positioned to help.

## Solution

We designed an immersive 5-day course which incorporated bespoke simulator-based training in enhanced well control methods, with the core principles of WOCRM, and we had this programme accredited by IWCF. The IWCF Enhanced Well Control programme provides re-certification training combined with advanced, practical-based coursework for more experienced personnel. This training covers real, complex, and highly challenging recreations of well control incidents which can only be managed with advanced well control concepts integrated with WOCRM team-based elements. This programme enables us to build on the candidates' previous well control learnings while addressing the influences of human behaviour in controlled but stressful and demanding team environments.

On this particular project, simulated scenarios based on real world events were tailored to specific upcoming challenges the client would face during planned future well operations. Advanced well control theories and WOCRM theories presented in the classroom training sessions were reinforced and consolidated using team-based simulations to develop skills and competencies in safety critical areas.

With over 50% of the training delivered via practical simulation sessions using our cyber simulator (pictured above), this bespoke course concluded with a non-technical skills review for all participants.

## Outcome

With 2 full courses successfully delivered, our client is now planning to train all office-based engineers and all rig-site supervisors in Enhanced Well Control techniques, with multiple programmes scheduled over a 3-year agreement.

We are delighted to be trusted with the roll out of this new gold standard of training. With full-size cyber simulators and WOCRM specialists located in UK, Norway, USA, Brazil, Malaysia and Mexico, our centres are ideally situated to support clients with their global operations.

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