

# SOFEMA

Aviation services

Aviation Regulatory Experts



TRAINING COURSE DETAILS

## Human Factors in Aviation Maintenance "Train the Trainer"

### INTRODUCTION

Today 80% of Aircraft Accidents and incidents are caused by Human Factor errors. Whether it is pilot error, maintenance error or Air traffic Control or other ground related causal factors, ultimately does not matter human error is human error. So we know about the importance of Aviation Human Factors Training, but how to make a difference? How to address human factor error? There is a deep understanding of the various causes of error after the event, the challenge is to understand before we have an incident or accident the risks and exposures which the organization faces.

We need to effectively manage human factors within the organization, to do so we need to address the risks and exposures, all threats need to be understood and mitigation put into place to address them.

Human Factors Training has been mandatory since 2006 for all Part 145 Organizations. It is generally accepted that the most effective HF training, is training which takes into full account specific organizational issues, and has a direct connection with the Quality and Safety System of the organization.

This course aims to provide a comprehensive understanding of the requirement for effective Human Factors Training and provides a selection of techniques to enable your nominated HF trainer to deliver appropriate and specific HF training within your organization.

The course is highly practical, and promotes best training practices. It is an industry specific three-day program specifically designed for those who need to manage, or deliver Human Factors Training.

The course is a highly participative and stimulates involvement and provides for powerful motivation. To introduce the delegate to training skills and to provide the confidence which can be developed to deliver effective Human Factors Training within your organizations.

### Detailed Content / Topics - The following Subjects will be addressed

- Regulatory Background to Human Factors, Why do we have Human Factors Training?
- What is Andragogy – Understanding the Adult learning process – Knowles Theory
- Balancing Presentation, Motivation Debate & Discussion.
- Knowles Theory
- Understanding the role of Extrinsic & Intrinsic Motivation
- The Use of Case Studies - Presenting Workplace Human Factor Issues
- Presenting workplace Human Issues – Precursors – The Dirty Dozen
- Non Verbal Communications
- Human Factors Safety Culture and Safety Management
- Human Factors the Safety Cycle and Risk Assessment
- HF Error Models

#### Date

26<sup>th</sup> - 28<sup>th</sup> Jan 2014

#### Venue

Jet Aviation Facilities,  
Dubai, UAE

#### Category

Personal Development

#### Price

895 Euro

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## Detailed Content / Topics - The following Subjects will be addressed

- Incident & Accident - Effective Presentation of Data
- Where do we use Coaching Skills
- Developing an Understanding the Feedback Process, Non Verbal Communications
- Teaching Styles - Deductive or Inductive?
- Delivering Human Factors within you Company Culture
- Presenting the Role of Quality, Safety Management and Risk Assessment.
- Trainer Personal Development.
- Considering Presentation Techniques.
- Developing you organizational HF Training Program
- Writing a Lesson Plan

## Target groups

This course will be of very significant benefit to potential Human Factors trainers who need to have the necessary competence to deliver effective Human Factor Training. Training Department Managers and other Training staff will also benefit from attendance at this course.

## Pre-requisites

A background in an aviation maintenance environment. No previous experience of auditing or the Quality Manager's function is necessary. You should have already attended several Human Factor training courses

## Learning Objectives

After attending this course, participants should be able to develop a company specific comprehensive Human Factors Training program compliant with Part 145 HF requirements for both Initial and recurrent training.

## Duration

3 days - each day will commence at 09.00 and finish at 17.30, with appropriate refreshment breaks

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