



# SYLLABUS

## Human Factors - 145.A.30(e) and AMC & GM - RECURRENT

(FLY Course code: 001-C-R)

Issue of 19.09.2017

## Introduction

Human Factors covers a range of issues including the perceptual, physical and mental capabilities, the interaction and effects on individuals of their job and working environments. Objectives: understanding and identify the nature of Human Error; Reduce human error working under the stress and fatigue; Identify strategies for reducing Human Error; Adopt a non-punitive policy toward human error (not violations); Identify threats of repetitive tasks before they become errors, empowering the Visual inspection; control and implement correct communication within and between teams.

## Summary

Course type	Classroom Course
Target	<ul style="list-style-type: none"> <li>• Accountable Managers</li> <li>• Management Personnel</li> <li>• Certifying Staff</li> <li>• Technicians</li> <li>• Quality Personnel</li> <li>• Competent Authority</li> <li>• Members Staff</li> <li>• Maintainer</li> </ul>
Duration	1 day
Course location	FlyOn.Aero Aviation Training Center – Tortona
Language	Italian / English
Contents	<ul style="list-style-type: none"> <li>• Introduction to “Human Factors”</li> <li>• Safety Culture / Organizational factors</li> <li>• Human Error</li> <li>• Human performances &amp; limitations</li> <li>• Environment</li> <li>• Procedures, information, tools and practice</li> <li>• Communication</li> <li>• Teamwork</li> <li>• Professionalism and integrity</li> <li>• Organization’s HF program</li> </ul>
Exam	Yes
Certificate	FlyOn.Aero Certificate

## Syllabus

### 1 Introduction to “Human Factors”

- 1.1 Need to address human factors
- 1.2 Statistics
- 1.3 Incidents

### 2 Safety Culture / Organizational Factors discussion

### 3 Human Error

- 3.1 Error models and theories
- 3.2 Types of errors in maintenance tasks Type of slips in maintenance
- 3.3 Violations
- 3.4 Implications of errors Consequences of slip
- 3.5 Avoiding and managing errors
- 3.6 Human Reliability

### 4 Human Performance and Limitations

- 4.1 Vision
- 4.2 Hearing
- 4.3 Information-processing
- 4.4 Attention and perception
- 4.5 Situational awareness
- 4.6 Memory
- 4.7 Claustrophobia and Physical access
- 4.8 Motivation
- 4.9 Fitness/Health
- 4.10 Stress
- 4.11 Workload management
- 4.12 Fatigue
- 4.13 Alcohol, medication, drugs
- 4.14 Physical work
- 4.15 Repetitive tasks/complacency

### 5 Environment

- 5.1 Peer Pressure
- 5.2 Stressors
- 5.3 Time Pressure and deadlines
- 5.4 Workload
- 5.5 Shift Work
- 5.6 Noise and fumes
- 5.7 Illumination
- 5.8 Climate and temperature
- 5.9 Motion and vibration
- 5.10 Complex Systems
- 5.11 Hazards in the workplace
- 5.12 Lack of manpower
- 5.13 Distractions and interruption

- 6 Procedures, information, tools and practices**
  - 6.1 Visual inspection
  - 6.2 Work Logging and recording
  - 6.3 Procedure – practice/mismatch/norms
  - 6.4 Technical documentation – access and quality
  
- 7 Communication**
  - 7.1 Shift/Task handover
  - 7.2 Dissemination of information
  - 7.3 Cultural differences
  
- 8 Teamwork**
  - 8.1 Responsibility
  - 8.2 Management, supervision and leadership
  - 8.3 Decision Making
  
- 9 Professionalism and integrity**
  - 9.1 Keeping up to date; currency
  - 9.2 Error provoking behavior
  - 9.3 Assertiveness
  
- 10 Organization’s HF program**
  - 10.1 Reporting Errors
  - 10.2 Disciplinary policy
  - 10.3 Error investigation
  - 10.4 Action to address problems
  - 10.5 Feedback
  
- 11 Events HF occurred in the Organization (discussion)**