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## Customer Information Letter

### Human Factors Continuation Training

Based on EASA AMC 145.A.30(e)

The regulation states: All maintenance, management, and quality audit personnel should receive human factors continuation training.

As the training will be presented on a generic level, an additional introduction into the actual application for the aircraft types in use shall be added by the customer.

#### Program Parameters

- Prices

0 – 50 Participants	€ 110,- per user
51 – 100 Participants	€ 100,- per user
> 100 Participants	€ 85,- per user

- Application Procedure

Just send full name(s), date and place of birth and the email addresses of the participants. On satisfactory completion of all sessions individual course reports and certificates of attendance will be issued.

#### Training Syllabus:

1. Introduction
2. Human Error
  - Implications of errors
  - Avoiding and managing errors
  - Human reliability
3. Human Performance and Limitations
  - Workload management
  - Fatigue
  - Alcohol, medication, drugs
4. Environment
  - Working environment
  - Peer pressure
  - Stressors
  - Time pressure and deadlines
5. Communication
  - Dissemination of information
  - Cultural differences
6. Professionalism and integrity
  - Keeping up to date, currency

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