



Customer Information Letter

Human Factors Initial Training

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

The regulation requires a: Human Factors training program for all employees involved in managing, planning, supervising, supporting and performing aircraft maintenance.

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	€ 250,- per user
51 – 100 Participants	€ 220,- per user
> 100 Participants	€ 190,- 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. General/Introduction to human factors
 - Need to address human factors
 - Statistics
 - Incidents
2. Human Error
 - Error models and theories
 - Types of errors in maintenance tasks
 - Violations
 - Implications of errors
 - Avoiding and managing errors
 - Human reliability
3. Human Performance and Limitations
 - Vision
 - Hearing
 - Information processing
 - Attention and perception
 - Situational awareness
 - Memory
 - Claustrophobia and physical access
 - Motivation
 - Fitness/Health
 - Stress
 - Workload management



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- Fatigue
 - Alcohol, medication, drugs
 - Physical work
 - Repetitive tasks complacency
 - 4. Environment
 - Working environment
 - Peer pressure
 - Stressors
 - Time pressure and deadlines
 - Workload
 - Shift work
 - Noise and fumes
 - Illumination
 - Climate and temperature
 - Motion and vibration
 - Complex systems
 - Hazards in the workplace
 - Lack of manpower
 - Distractions and interruptions
 - 5. Procedures, information, tools and practices
 - Visual inspection
 - Work logging and recording
 - 6. Communication
 - Introduction
 - Shift/Task handover
 - Dissemination of information
 - Cultural differences
 - 7. Teamwork
 - Responsibility
 - Management supervision and leadership
 - Decision making
 - 8. Professionalism and integrity
 - Keeping up to date, currency