



PERFORMANCE  
AND DILIGENCE

# Human factor (Aerospace) Recertification



## Description

Maintenance errors can cause damage to the aircraft parts, as well as to the aircraft itself. They are often due to various « factors ». This course aims to train the personnel to recognize the « human factors » when encountered and to react consequently. This training is required by *Canada Transport*.

## Target Audience

All personnel working in, or having a job in relation with aircraft maintenance.

## Objectives

This training will give the personnel the ability to identify and recognize the « Dirty Dozen » :

- Lack of communication;
- Complacency;
- Lack of knowledge;
- Distraction;
- Lack of teamwork;
- Fatigue;
- Lack of resources;
- Pressure;
- Lack of assertiveness;
- Stress;
- Lack of awareness;
- Norms.

## Course Content

- Historical perspective about human factors;
- Human error;

- The « Dirty Dozen »;
- Safety management system and human factors.

## **Educational Approach**

Presentation, interactive animation, demonstration, videos and documentation provided to the employee.

## **Evaluation**

Evaluation of the acquired knowledge through an exam.

## **Duration**

4 hours.