



PERFORMANCE  
AND DILIGENCE

# Human Factors, Update



## Description

Maintenance errors can result in damage to parts and aircraft and are often due to various “factors”. The purpose of this course is to enable staff to recognize “human factors” when they occur and to react accordingly. This training course is required by Transport Canada.

## Target Audience

**Important note !** Please note that the employee must have completed the initial training within the last three years in order to complete this refresher training course. Additionally, in order for the refresher training to be entered into Cognibox, the initial training must have been previously entered.

## Objectives

This course will enable staff to identify and recognise the following 12 “vices”:

- Lack of communication;
- Carelessness;
- Lack of knowledge ;
- Distraction;
- Absence of teamwork;
- Fatigue;
- Lack of resources;
- Pressure;
- Lack of assertiveness;
- Stress;
- Inattention;
- Low standards.

## **Course content**

- History of human factors;
- Human error;
- The 12 “vices”;
- The Safety Management System and human factors.

## **Educational approach**

Presentations, class participation, demonstrations, videos and documents provided to the participants.

## **Evaluation**

An exam is used to assess knowledge.

## **Duration**

4 hours.