



PERFORMANCE  
AND DILIGENCE

# Human Factor (Aerospace)



## 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 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**

- Initial: 8 hours;
- Update: 4 hours.