

# Human Factors in Aviation Maintenance & Ramp Train the Trainer – 4 Days

## Introduction

Maintenance & Ground Operations Organisations should ideally take full control of the Human Factor Train the Trainer (HFTTT) program which effectively means ensuring the training program content is managed and meets the organisations objectives. The most effective HF Training program will include content derived from the maintenance error management System (MEMS) and will typically integrate the human factors training within the framework of the organisations existing SMS.

Human Factors Training has been mandatory since 2006 for all Part 145 Organizations. Currently it is highly recommended for anyone working in the Ramp Environment. It is generally accepted that the most effective HF training, is training which takes into full account specific organizational issues, and has a direct connection with the Quality and Safety System of the organization.

The course is highly practical, and promotes best training practices. It is an industry specific four-day program specifically designed for those who need to manage, or deliver Human Factors Training. The HFTTT course stimulates involvement and provides for powerful motivation. To also introduce the delegate to training skills and to provide the confidence which can be developed to deliver effective Human Factors Training within your organizations.

We need to effectively manage human factors within the organization, to do so we need to address the risks and exposures, all threats need to be understood and mitigation put into place to address them, having your own instructor and instructional methods will directly support this objective.

When the organisation has in house capability to deliver HF training a range of options is created which for example acknowledges that the HF exposure created by the role of Manager or Supervisor is quite different to that experienced by a Line or Ramp Staff. With your own HF Training Instructor it is possible to develop multiple courses to better meet the organisation's needs.

The course is specifically designed to provide a comprehensive understanding of the requirement for effective Human Factors Training and build competence with the goal of ensuring that the trainer has the appropriate material to be able to deliver the training in an effective and clear manner, to be able to motivate and to facilitate debate and discussion.

tel + 359 2 821 08 06  
email office@sassofia.com

[www.sassofia.com](http://www.sassofia.com)

Date	On Demand
Category	Personal Development
Venue	On Demand
Level	Applied
Price	On Demand

## Who is the Course for?

The course is focused on the needs of the HF Instructor to be compliant with the obligation to complete Instructional Techniques Training.

The course will also be of interest to persons who are interested in becoming Ramp Human Factor, Flights Ops, Flight Dispatch Instructors or for any aviation instructor wishing to hone existing skills.

## What is the Benefit of this Training –What will I learn?

- a) Develop the competence to implement and manage your organisations HF Program
- b) Understand how to promote a human factor driven approach to safety
- c) Develop your specific Human Factors awareness and competence as a HF trainer providing support for a positive Safety Culture
- d) Be able to motivate the workforce using soft skills that complement your technical competency
- e) Understand the most effective delivery methods for Human Factor Training
- f) Be able to communicate effectively the human causes of error and an understanding regarding a proactive approach to the avoidance and mitigating of errors.
- g) Be able to facilitate In-company Human Factors and Error Management workshops

## Why Should I Choose SAS for the training?

Sofema Aviation Services a Regulatory training and consulting company with 45 years of commercial aviation experience and 12 years of operational experience. Since we started we have provided certificates to approx 25,000 delegates we have grown for 2 primary reasons!

The first is that we are professional and we listen to our customers. Please visit our download area as an example of how we engage with our customer.

The second is not only the fact that our prices are far more cost-effective than our competitors it is that our discount program leaves all the others way behind – please do not take our word for it [check it out!](#)

tel + 359 2 821 08 06  
email [office@sassofia.com](mailto:office@sassofia.com)

[www.sassofia.com](http://www.sassofia.com)

Date	On Demand
Category	Personal Development
Venue	On Demand
Level	Applied
Price	On Demand

## What Makes SAS Human Factors in Aviation Maintenance & Ramp Train the Trainer – 4 Days Different?

With more than 20 years' experience of Human Factors Training (Pre Dating EASA Regulatory requirements by more than 10 years together with a further 10 years of operational experience. we have a deep understanding of both the organisational challenges as well the cultural barriers and our focus is on understanding and promoting effective organisation driven solutions.

At Sofema Aviation Services our focus has always been on accepting that compliance with EASA Regulations is in fact minimum compliance. Our experience allows us to demonstrate a practical and down to earth approach helping you to build resilience into your HF training Program.

We see HF Training for Trainers as an opportunity to develop optimized communication and improved business processes leading to positive culture building behaviours throughout the organisation. Our experience allows us to demonstrate a practical and down to earth approach helping you to build resilience into your HF training Program.

### Detailed Content / Topics - The following Subjects will be addressed

#### Day 1

- Why do we have Human Factors Training?
- Background to Human Factors
- General Introduction to Requirements
- The Dirty Dozen – Top HF Precursors
- The Challenges of Providing Human Factors Training to an Adult Group
- Trainer Personal Development & Coaching
- Delivering Effective Human Factors Aviation Training – Personal Considerations

#### Day 2

- Creating a Positive Learning Atmosphere
- The HF Trainers Learning Path
- Understanding the role of Extrinsic & Intrinsic Motivation
- Communicating / Giving Feedback
- Speaking in Public – Developing your skills
- Balancing Presentation, Motivation Debate & Discussion
- Non Verbal Communication
- The use of case studies

tel + 359 2 821 08 06  
email office@sassofia.com

[www.sassofia.com](http://www.sassofia.com)

Date	On Demand
Category	Personal Development
Venue	On Demand
Level	Applied
Price	On Demand

## Detailed Content / Topics - The following Subjects will be addressed

### Day 3

- The Relationship between Human Factors and Safety Management
- Safety Culture and Effective HF Training
- Human Factors the Safety Cycle and Risk Assessment
- Error, Violations, Blame & Culpability
- Error Models
- Presenting Incident to Accident Data
- Teaching Maintenance Error Management
- Teaching Ramp Error Management

### Day 4

- Relationship Management
- Teaching Styles – Deductive or Inductive?
- Regulatory requirements for an EASA 145 Compliant HF training Program
- Developing a Training Needs Analysis
- Developing your Organisation Human Factors Training Program
- Developing the HF Lesson Plan
- Your Own Presentation

## Target groups

Regulatory This course will be of very significant benefit to potential Human Factors trainers both Maintenance & Ramp who need to have the necessary competence to deliver effective Human Factor Training.

Training Department Managers and other Training staff will also benefit from attendance at this course. Authorities, Civil Aviation Authority Management & Administrative Staff

## Pre-requisites

A background in an aviation maintenance or operations environment. Additionally beneficial if you should have already attended several Human Factor training courses.

tel + 359 2 821 08 06  
email [office@sassofia.com](mailto:office@sassofia.com)

[www.sassofia.com](http://www.sassofia.com)

Date	On Demand
Category	Personal Development
Venue	On Demand
Level	Applied
Price	On Demand



## Learning Objectives

After attending this course, participants should be able to develop a company specific comprehensive Human Factors Training program either compliant with Part 145 HF maintenance requirements or Organisational and ICAO compliant for Ramp Initial and recurrent training.

## What do People Say about Sofema Aviation Services Training?

*"The instructor used the right words to explain the material."*  
*"The discussions among the group were very beneficial."*  
*"The instructor showed a very resourceful background and experience."*  
*"All sections of the course were related to my field."*  
*"Adequate answers were given to specific questions."*

## Duration

4 days – Start at 09.00 and finish at 17.00, with appropriate refreshment breaks.

To register for this training, please email [office@sassofia.com](mailto:office@sassofia.com) or Call +359 28210806

tel + 359 2 821 08 06  
email [office@sassofia.com](mailto:office@sassofia.com)

[www.sassofia.com](http://www.sassofia.com)

Date	On Demand
Category	Personal Development
Venue	On Demand
Level	Applied
Price	On Demand