

# EASA Part 145 Safety & Human Factor Training – SMS & HF (Initial) – 3 Days

## Introduction

This Course Integrates both Human Factor and Safety Management System Elements fully compliant with EASA GM2 145.A.30 (e) HF & SMS Training Requirements.

People are at the core of our aviation system and the need to be willing to engage with the organisations safety management system as well as to remain aware of the potential for human error driven exposure at all times.

We must strive to ensure we are able to deliver a strong human performance to protect both the person and the system.

Today 80% of Aircraft Accidents and incidents are caused by Human Factor errors. Whether it is pilot error, maintenance error or Air traffic Control or other ground related causal factors, ultimately does not matter human error is human error.

So we know about the importance of Aviation Human Factors Training, but how to make a difference?

There is a deep understanding of the various causes of error after the event, the challenge is to understand before we have an incident or accident the risks and exposures which the organization faces.

We need to effectively consider human factors and manage human performance as a function of the development of our organisations "Safety Management System" (SMS) 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.

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## Introduction

The course is a highly participative and stimulates involvement and provides for powerful HF motivation and awareness. The aim is to give delegates a full introduction to Aircraft Maintenance Human Factors.

Delegates are able to achieve an in-depth understanding regarding human performance and Aviation Safety Concepts, in particular, to ensure adequate focus on the importance of Safety Behaviour integrated into normal working practices.

## Who is the Course for?

For anyone who wishes to engage with the aviation maintenance system or who has an organizational obligation to ensure completion of Initial SMS & Human Factors Training.

The training will also be of benefit for anyone who needs to understand, manage and support the need to fully engage with human interaction within the organization.

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

- a) Be able to demonstrate compliance with EASA GM2 145.A.30 (e) HF & SMS Training Requirements Training Requirements.
- b) Achieve an in-depth understanding regarding basic Aviation Safety Concepts
- c) Be able to consider Human Factors knowledge and integrate it into key areas of aviation Safety Maintenance
- d) Familiarise with key human performance issues relevant to Maintenance Operations
- e) Achieve a strong Understanding of Safety & Human Factor Principles
- f) Be able to consider Human Factors knowledge and integrate into key areas of aviation maintenance
- g) Be able to apply operational Human Factors knowledge to maintenance error investigations

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

### 1 Day

Contents

Abbreviations and Definitions

1.1. The Need to address Safety Management and Human Factors

1.2. Statistics

1.3. Incidents

1a. Safety risk management

1a.1. Hazard identification

1a.2. Safety risk assessment

1a.3. Risk mitigation and management

1a.4. Effectiveness of safety risk management

2. Safety Culture/Organisational factors

2.1 Justness/trust

2.2 Commitment to safety

2.3 Adaptability

2.4 Awareness

2.5 Behaviour

2.6 Information

3. Human Error

3.1. Error models and theories

3.2. Types of errors in maintenance tasks

3.3. Violations

3.4. Implications of errors

3.5. Avoiding and managing errors

3.6. Human reliability

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

### Day 2

- 4. Human performance and limitations
  - 4.1. Vision
  - 4.2. Hearing
  - 4.3. Information-processing
  - 4.4. Attention and perception Annex II to ED Decision
  - 4.5. Situational awareness
  - 4.6. Memory
  - 4.7. Claustrophobia and physical access
  - 4.8. Motivation
  - 4.9. Fitness/Health
  - 4.10. Stress
  - 4.11. Workload management
  - 4.12. Fatigue (Sleep & Shiftwork)
  - 4.13. Alcohol, medication, drugs
  - 4.14. Physical work
  - 4.15. Repetitive tasks/complacency
- 5. Environment
  - 5.1. Peer pressure
  - 5.2. Stressors
  - 5.3. Time pressure and deadlines
  - 5.4. Workload
  - 5.5. Shift Work
  - 5.6. Noise and fumes
  - 5.7. Illumination

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

- 5.8. Climate and temperature
- 5.9. Motion and vibration
- 5.10. Complex systems
- 5.11. Other hazards in the workplace
- 5.12. Lack of manpower
- 5.13. Distractions and interruptions

### **Day 3**

- 6. Procedures, information, tools, and practices
  - 6.1. Visual Inspection
  - 6.2. Work logging and recording
  - 6.3. Procedure – practice/mismatch/norms
  - 6.4. Technical documentation – access and quality
  - 6.5. Critical maintenance tasks and error-capturing methods (independent inspection, reinspection, etc.)
- 7. Communication
  - 7.1. Shift/Task handover
  - 7.2. Dissemination of information
  - 7.3. Cultural differences
- 8. Teamwork
  - 8.1. Responsibility
  - 8.2. Management, supervision, and leadership
  - 8.3. Decision-making
- 9. Professionalism and integrity
  - 9.1. Keeping up to date; currency

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

- 9.2. Avoiding Error-provoking behaviour
- 9.3. Assertiveness
- 10. Organisation's HF safety programme
  - 10.1. Safety policy and objectives, just culture principles
    - 10.2.1. Reporting errors and hazards, internal safety reporting scheme
  - 10.2. Disciplinary policy
  - 10.3. Error investigation process
  - 10.4. Action to address problems
  - 10.5. Feedback and safety promotion

## Target Groups

Accountable Executive, Post-holders, Continuing Airworthiness Managers, Planning Staff, Technical Records, Reliability, Engineering, Quality Assurance Staff, The Course will also be of interest to various stakeholders included Airworthiness Authorities

## Pre-Requisites?

A background in an aviation environment together with a previous understanding of the theory and practice of SMS process and procedures is an advantage but not essential.

## Learning Objectives

By the end of this course, delegates will be able to explore the implications of error, the understanding of the subject and to find workable methods to improve standards and compliance. organisation's safety culture, its procedures and safety policy and methods of communication.

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

*"Great understanding of Aviation SMS"*

*"The instructor asked us to participate in class, not just observe and listen."*

*"Made the "dry" topics interested"*

*"All my questions were welcomed and answered"*

*" The course was very effective"*

## Duration

3 days - each day will commence at 09.00 and finish at 17.30, with appropriate refreshment breaks.

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



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