

Why Does Sofema Online (SOL) www.sofemaonline.com Provide Separate HF & SMS Courses for Part 145 and Part CAMO

Steve Bentley FRAeS CEO of Sofema Online explains further

Introduction and Understanding the Challenge

- Several of our competitors offering a combined HF & SMS course covering 145 & Part CAMO Requirements – for sure this is the easy solution – but it is not correct in our opinion – why?
- For the same Reason EASA does not Merge Part CAMO and Part 145 Regulatory requirements – these are very different roles and responsibilities.
- HF & SMS is a serious business not a tick the box exercise – which is why we went to a lot of trouble to create 2 totally separate courses with separate Voice Overs.

Important Note – We actually believe such practice is actually a disservice to the industry and should be identified by the relevant compliance teams of each respective organisation. It is also an audit challenge point during regulatory audits. (However some Regulatory authorities do not identify this shortfall – essentially this is a weakness within the CA – As not all EU CA's are equal)

Sofema Online – Provide guidance documents called Course Learning

Objectives - see here for the relevant CLO's for EASA Part CAMO & EASA Part 145.

- https://www.sofemaonline.com/images/services/CLO-Part_145_Safety_Human_Factor_Training_Requirements_Initial_3_Days_25_NOV_2022_V2.pdf
- https://www.sofemaonline.com/images/services/CLO_-_Part_CAMO_Safety_Human_Factor_Training_Requirements_Initial_3_Days_25_NOV_2022_V2.pdf

Reality Check

Because there is a world of difference between the work environment of the Continuous Airworthiness Management Organisation (CAMO) and the Aircraft Maintenance Organisation. In fact, Mistakes which occur within the Maintenance Environment can be caused by poor planning within the CAMO.

Why Are the HF Messages Different?

The Human Factors (HF) messages for **CAMO teams** and **Maintenance teams** differ because of the distinct nature of their roles, environments, and the specific types of

challenges they face. Here are the key reasons why the HF messages need to be tailored for each group:

Different Operational Focus

- **CAMO Teams** are responsible for long-term planning, oversight, and airworthiness management.
 - Their role is focused on ensuring that the aircraft remains airworthy over time, through activities like documentation, compliance management, and scheduling of maintenance.
 - Their work is more about strategic thinking and preventing issues before they arise.
- **Maintenance Teams**, on the other hand, are involved in the hands-on repair and maintenance of aircraft. Their work requires immediate responses to problems, physical tasks, and a direct impact on aircraft safety.

Because of these different focuses, the HF messages for each group need to address their specific challenges:

- **For CAMO:** HF training focuses more on planning, communication, documentation, and error prevention in a long-term context.
- **For Maintenance:** HF training emphasizes operational risks, physical task performance, and minimizing errors during immediate and hands-on work.

Different Types of Human Errors

- **CAMO teams** are more prone to planning and administrative errors, such as incorrect scheduling, poor communication of airworthiness directives, or gaps in safety documentation.
 - The consequences of these errors may not be immediately visible but can lead to maintenance issues later.
- **Maintenance teams** are more likely to experience errors related to physical tasks, such as miscommunication during shift handovers, fatigue from physically demanding work, or procedural mistakes during inspections and repairs.

The HF messages must be adapted to reflect these types of errors:

- **For CAMO:** Emphasis is placed on the importance of accurate communication, planning, and decision-making to avoid downstream impacts on maintenance.

- **For Maintenance:** The focus is on error mitigation during task execution, handling high-pressure situations, and managing the physical and mental demands of their work.

Communication and Interface Disconnects

- One of the biggest risks in aviation is the disconnect between CAMO and Maintenance teams.
- Mistakes made in the planning and communication processes in CAMO can lead to serious errors in the maintenance environment.
 - For example, a poorly planned maintenance schedule or inadequate communication of technical directives from CAMO can create risks for maintenance staff.
- HF messages for both groups need to highlight the importance of clear and effective communication to bridge this gap and ensure smooth coordination between planning and execution.

Different Risk Exposures

- CAMO teams face risks related to strategic decisions and long-term safety oversight. Their errors typically revolve around the failure to manage risks over time, such as missing critical safety updates or failing to schedule necessary maintenance in time.
- Maintenance teams face risks tied to immediate operational hazards, such as working in hazardous environments (e.g., around heavy machinery) and dealing with fatigue, stress, and human performance limitations during task execution.

The HF training for each group reflects these risks:

- **For CAMO:** Training focuses on risk assessment, documentation integrity, and strategic error prevention.
- **For Maintenance:** Training centers on safety during physical tasks, managing stress, fatigue, and minimizing immediate operational risks.

Regulatory and Compliance Focus

- **CAMO teams** must ensure compliance with continuing airworthiness regulations, which requires a deep understanding of regulatory frameworks, documentation, and long-term risk management.
- **Maintenance teams** are more focused on complying with day-to-day operational regulations, such as following precise procedures for aircraft inspections, repairs, and sign-offs.

Summary

Overall, while both courses cover similar themes, the **Part 145** course has a stronger focus on maintenance, whereas the **Part CAMO** course is tailored for continuing airworthiness management, with differences in module durations and specific content.

The HF messages for CAMO and Maintenance teams are different because they operate in distinct environments with different responsibilities, error types, communication challenges, risk exposures, and regulatory focus. Tailoring HF training ensures that both teams receive relevant and applicable lessons that address their specific work contexts and improve overall safety and efficiency.

Next Steps

Please visit <https://www.sofemaonline.com/explore> and <https://sassofia.com/explore/> to discover a wealth of resources including over 1000 EASA Compliant & Vocational Courses available as Classroom, Webinar & Online