



## Human Factor Training

The Human Factors training addresses key issues faced by all those working in engineering, and is completely compliant with EASA Part-145. The course is split into 2 modules.

### Syllabus:

#### Module 1

- Introduction to Human factors with respect to engineering
- The need to address Human factors
- Incidents relating to Human factors
- Statistics relating to Human factors
- Safety Culture / Organisational factors
- Human Error
- Error Model (Shel)
- Types of errors in maintenance
- Violations
- Implications of Human error
- Avoiding and managing errors
- Human reliability
- Human performance and limitations
- Vision
- Hearing
- Information processing
- Attention and perception
- Situational awareness
- Memory
- Claustrophobia and Physical access
- Motivation
- Fitness and Health
- Stress
- Fatigue
- Alcohol, medication and Drug
- Physical work



## Module 2

- Workload Management
- Repetitive tasks / Complacency
- Environment
- Peer Pressure
- Stressors
- Time pressure and deadlines
- Shift work
- Noise and fumes
- Illumination
- Climate and temperature
- Motion and vibration
- Complex systems
- Hazards in the workplace
- Lack of Manpower
- Distractions and Interruptions
- Procedures, information, tools and practices
- Visual Inspections
- Work logging and recording
- Procedure, practice, mismatch and norms
- Technical documentation access & quality
- Communication
- Shift task handover
- Dissemination of information
- Cultural differences
- Teamwork
- Responsibility
- Management, supervision and leadership
- Decision making
- Professionalism and integrity
- Keeping up to date, currency
- Error provoking behaviour
- Assertiveness
- Report procedures and feedback



## EASA Part M Training

The training is aimed at imparting a working knowledge of the requirements and is aimed at Accountable Managers, Quality Personnel, ARC Signatories and all continuing airworthiness management staff, both operators and Part M approved organisations.

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