

# AIRPORT / AERODROME & HELIPORT HUMAN FACTORS AWARENESS TRAINING (HFAT)



## QualaTech Aero Consulting Ltd.

**An international aviation consultancy group, providing services in:**

**Safety Management Systems (SMS), Management, Training, Change Management, Fatigue Management, Hazard Ident. & Risk Assessment, Safety Case, Harbour and Water Airport/Aerodrome Procedures, Emergency Response Procedures, Airports, Flight Operations, Compliance, Audits, Aircraft Maintenance Organisations (AMO), Human Factors, Manufacturing, Quality, Training (QMS, SMS, ERP, CM, HF, Haz. & Risk. Assessment).**

The services offered by QualaTech-Aero Consulting Ltd. are focused on the aviation industry. However, the principles of Human Factors, Safety, and Quality, apply equally to any industry by reducing human error leading to personal injury and loss.

*Safety Management is Business Management!*

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A rigorous approach to Human Factors (HF) in conjunction with adequate and appropriate training will contribute significantly in reducing errors, incidents, liability, injury and ultimately - fatality. QualaTech has extensive Airport HF experience, knowledge and qualification to provide training that is more than just theoretically based. QualaTech's Instructors are all practicing, 'hands-on' professionals.

**CAR 302.07(1)(g)** requires an Airport Certificate Holder to provide and ensure staff assigned duties on the movement area and any other area set aside for the safe operation of aircraft, including obstacle limitation surfaces, are only assigned to employees who have successfully completed a safety-related initial training course on human and organizational factors. This includes ARFF personnel.

Nevertheless, regulation in itself should not be the principal incentive for HFAT. Rather, the focus should be about the prevention of '**Error**' and '**Loss**', which also just happens to be a sound business concept. Although it is often assumed that HFAT will place additional demands on an organisation, the understandable concern should not delay the process as the advantages are too great to ignore. When HFAT is provided professionally (Best Practice), there is a very definite benefit - even if only one potential incident is averted.

### **Introductory HFAT Services for Airports & Airside Operators, consists of:**

- Two day Initial and/or Recurrent HFAT course;/workshop;
- HFAT Manual and Certificate of Training.

### **Completion of HFAT will provide a practicable working knowledge of the following:**

- Principles of HF, SMS and their interface;
- HF and SMS as a foundation to a "Safety Culture";
- Awareness of how HFAT and SMS principles affect human performance;
- Understanding how HFAT principles can promote a safe and 'error free' workplace;
- How the human role in operations/duties affects the 'chain of events';
- How HFAT techniques and skills help people interact with others, reducing stress while promoting safety and quality.

### **The Course Objectives are to:**

- Recognize and identify HF elements;
- Understand human error and recognize contributing causes;
- Identify the chain of events leading to an accident;
- Develop safety nets or "link busters";
- Identify and recognize the most common causes of human error;
- Promote awareness of individual differences and behavioural styles;
- Promote an understanding that 'error and loss' can be avoided;
- Promote communication to reduce human error;
- Develop effective communication skills: and,
- Reduce liability.

### **Course Goal:**

The HFAT course objective (pursuant to **CAR 302.07(1)(g)**) is to integrate individual skills (including those people in related technical and/or managerial support positions) with interpersonal and basic HF knowledge; thereby, improving communication and the effectiveness of all safety programmes in the workplace. To summarize, not only will HFAT reduce human error and operational loss but equally important, HFAT as a direct consequence of being safer by reducing human error, will enhance 'profit' - as if by "accident" - but really by 'design'.

HFAT teaches us to identify and understand the role of Human Factors (*the scientific study of the interaction between people and machine*) within the work environment. HFAT provides a correlation between HF and Safety Management, focusing in the process on human error, avoidance and the subsequent consequences.

HFAT will enable participants to appreciate the philosophy that 'Error' and 'Loss' are both preventable and within an individual's ability and power to control.

Learning and understanding about Human Factors is one of the best methods yet devised to help reduce the world's airports estimated annual ten-billion dollar plus insurable loss rate.