

Safety Training (including Human Factors) Content Requirement - Training Needs Analysis – ST & HF Topic CBT Online Course

1. General/Introduction to safety management and human factors	4. Human performance & limitations	5. Environment
1.1. Need to address safety management and human factors	4.1. Vision	5.1. Peer pressure
1.2. Statistics	4.2. Hearing	5.2. Stressors
1.3. Incidents	4.3. Information-processing	5.3. Time pressure and deadlines
1a. Safety risk management	4.4. Attention and perception	5.4. Workload
1a.1. Hazard identification	4.5. Situational awareness	5.5. Shift work
1a.2. Safety risk assessment	4.6. Memory	5.6. Noise and fumes
1a.3. Risk mitigation and management	4.7. Claustrophobia and physical access	5.7. Illumination
1a.4. Effectiveness of safety risk management	4.8. Motivation	5.8. Climate and temperature
	4.9. Fitness/health	5.9. Motion and vibration
2. Safety Culture/Organisational factors	4.10. Stress	5.10. Complex systems
2.1 Justness/trust	4.11. Workload management	5.11. Other hazards in the workplace
2.2 Commitment to safety	4.12. Fatigue	5.12. Lack of manpower
2.3 Adaptability	4.13. Alcohol, medication, drugs	5.13. Distractions and interruptions
2.4 Awareness	4.14. Physical work	
2.5 Behaviour	4.15. Repetitive tasks/complacency	6. Procedures, information, tools and practices
2.6 Information		6.1. Visual inspection
		6.2. Work logging and recording
3. Human Error		6.3. Procedure - practice/mismatch/norms
3.1. Error models and theories		6.4. Technical documentation - access and quality
		6.5. Critical maintenance tasks and error-capturing methods (independent inspection, reinspection, etc.)
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		

7. Communication	9. Professionalism and integrity	10. Organisation's safety programme
7.1. Shift/task handover	9.1. Keeping up to date; currency	10.1 Safety policy and objectives, just culture principles.
7.2. Dissemination of information	9.2. Avoiding error-provoking behaviour	10.2 Reporting errors and hazards, internal safety reporting scheme.
7.3. Cultural differences	9.3. Assertiveness	10.3. Investigation process
		10.4 Action to address problems
8. Teamwork		10.5 Feedback and safety promotion
8.1 Responsibility		
8.2 Management, supervision and leadership		
8.3 Decision-making		

This course is intended to be a learning course with **6-10 learning hours**.

This course covers only **theoretical knowledge** and while picture and video might be used as required it shall not be intended for practical assessment or instruction.

Online Questions are based on modular learning and shall be presented following completion of a module – it shall be possible to progress modules without completing the associated questions although no certificate or course completion will be considered without all module questions accomplished to a minimum **pass rate of 75%**.

Queries and concerns on examination material shall only be addressed by examination manager.

Syllabus is defined in and taken from EASA / CAA / ICAO & FAA regulation and guidance:

- EASA regulations Part 145.A.30(e), CAMO.A.305(g) & AMC/GM,
- FAA AC 120-72A,
- ICAO Doc9824 AN/450, ICAO Annex 19,
- ICAO Doc 9859 HF Elements &
- CAA UK Regulation (EU) No. 1321/2014 Part 145.A.30(e) AMC/GM & UK CAP 716; CAMO.A.305(g)