E-Learning Course
Human Factor Awareness

Program Overview

Human factors program can help reduce ground operation errors. This course is not intended to make a Human Factors expert, rather it is meant to provide practical guidance. Awareness of this important topic will help improve understanding of how human capabilities and limitations can influence task performance and safety. This Human Factors for ground operation staff are of generic nature and is intended to give a background awareness about the Human Factors concepts, which includes but is not limited to, the factors affecting human performance, various types and causes of human errors and violations, the dirty dozen, procedures, and models to reduce human errors in aircraft ground operations etc. All ground operational personnel working in the aviation field are expected to acquire this background knowledge and information.

Course Content

✈ Safety Policy

✈ Procedural Compliance

✈ Culture & Behaviors

✈ Human Errors & Factors

✈ Fatigue/Alertness Management

✈ Event Investigation

✈ Introduction of Auditing

✈ Case Studies

Duration

Initial Course: 2 Hours

Knowledge Check

Initial Course: 15 Questions

Assessment

No Assessment

Certificate

GAA certificate of recognition is awarded upon successful completion of the course