

Facilitators



Frank Klap worked as a military air traffic controller in the Netherlands for 10 years. His final position in the air force was Head of Training. After joining Air Traffic Control the Netherlands (LVNL) he worked as a manager in Training, ATC

Simulation, Competence Development and Maintenance and Human Factors. Currently he works as program manager Human Factors.

Over the last 20 years Frank developed and facilitated various Human Factor courses and Team Resource management workshops for both military and civil ATC personnel. In his capacity as chairman of the Human Factors in Aviation Group in the Netherlands, a position he held for several years, he developed a broad appreciation of Human Factors in Aviation. Frank is the facilitator for this course. He will provide a fun learning environment where students can learn and strengthen their knowledge, understanding and application of human factors in relation to their daily job responsibilities.

Registration

This course will take place at your facilities. This means your organisation can have 15 members of staff trained in this intensive course for the price of having two or three members of staff travelling abroad to attend a similar course. From an organisational point of view and from the viewpoint of safety promotion, in-house training makes more sense.

Course expectations & certificates

The AviAssist Foundation implements high quality training programs. The course design follows international standards as laid out by the International Civil Aviation Organization and leading regulators from across the world.

The Foundation will provide uniquely numbered certificates of completion to all students upon passing the course exam obtaining a grade of 70% or higher as well as 100% attendance.

Our certificates with their unique identifier provides proof for an employer or other institution that you and only you took and passed the course. At the back of the certificates, you'll find an overview of the topics covered for reference purposes.

About the AviAssist Foundation

The AviAssist Foundation is the only nonprofit organisation dedicated to providing impartial, independent, expert safety guidance and resources for the African aviation industry. We are fortunate to count quite a number of blue chip companies as our partners in our work in Africa since 1995.

Our track record of 20 years has equipped the Foundation with intricate knowledge of African aviation issues. It also means our courses and events make a good connection to the educational background of your learners.

We provide our safety guidance & resources through training courses, social media and Africa's only dedicated safety promotion magazine - SafetyFocus.



Human factors in Aviation

Two day course



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The AviAssist Foundation is powered by among others:

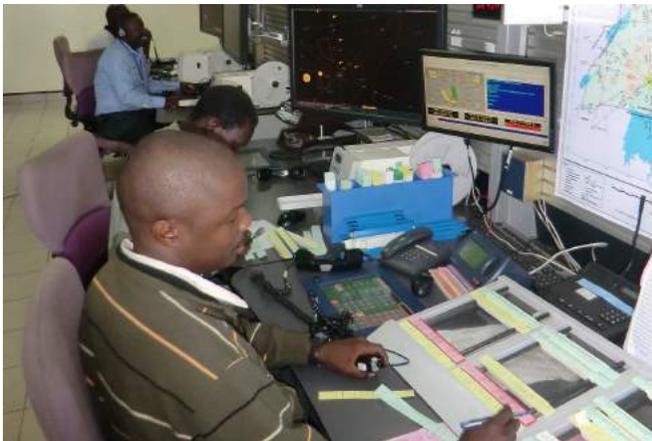


And other partners

Course background

The human element is the most flexible, adaptable and valuable part of the aviation system. But it is also the most vulnerable to influences which can adversely affect its performance. Recognising the human element of the system not only leads to a safer operation but also leads to greater productivity and smoother implementation of technology.

A good understanding and awareness of the factors influencing that human performance gives people the opportunity to improve both their individual and team performance.



Course overview

The Human Factors course is a 2-day course designed for aviation professionals.

The course design follows international standards as laid out by the International Civil Aviation Organization and leading regulators from across the world. It provides a unique and cost effective opportunity to provide in-country training. It not only provides participants with knowledge and understanding in Human Factors. The course is an 'operational' Human Factor course meaning that all topics are related to the daily operational work of the participants by using highly interactive methods

like case studies, discussions and exercises. The interactive course includes instruction, discussions, exercises and case studies. The class will also make a visit to an operational aviation unit to empower them to identify human factor issues.

A test at the end of the course is part of the course to evaluate the learning effects of the participants.

On completion of the course, participants will:

- Understand of the role of the human element in the Aviation System.
- Have knowledge and understanding of various human factors topics and models and a good awareness of the relation between them.
- Have 'tools' to improve their operational performance
- Be able to develop new professional safety behaviour, based on the acquired knowledge and understanding.

Target audience

The course is designed for aviation professionals, both novices and experts. The course is given in English so a satisfactory level of communication skills in plain English language is required.

Who should attend?

- Pilots
- Dispatchers
- Crew chiefs
- Maintenance engineers
- Flight operations officers
- Ground handling staff & managers
- Air Traffic Controllers
- Safety managers
- Safety inspectors

Course content

The course will include, but is not limited to, the following topics:

- Human Performance and limitations
- Human information processing
- Human error
- Communication
- Stress & workload management
- Teams & Teamwork
- Safety Culture & Just Culture
- Risk management



Course deliverables

The course will be delivered in a series of lectures, combined with interactive discussions, exercises and case studies. An active role of the participants will be required and facilitated to create a strong connection between the topics and the daily work as an aviation professional.

Participants will be subscribed to the Foundation's magazine SafetyFocus to support the understanding and application phase of their learning as well as widen their appreciation of aviation safety issues and motivate them in their work.