

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 main trainer of this course.

Tom Kok is the director of the AviAssist Foundation and course facilitator for this course. Tom is a PPL rated pilot since 1994. Having lived, worked and flown in Africa for many years, he has gained unique expertise on African aviation safety issues. He has facilitated numerous safety training courses & workshops in Africa on a very wide variety of subjects ranging from transport of dangerous goods to aeronautical information services and airport wildlife management. He is a regular speaker at meetings and conferences in and on the continent.

Jointly, the instructor team 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.

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.

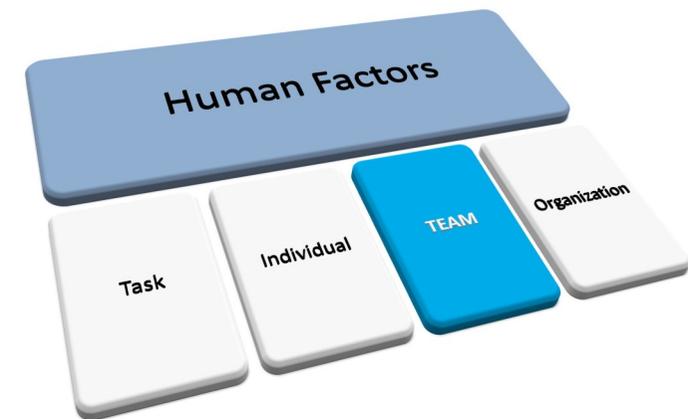
Our certificates with their unique identifier provides proof for an employer or other institution that you and only you took and passed the course. At the back of the certificates, you'll find an overview of the topics covered for reference purposes.

About the ASPC-Rwanda

The ASPC-Rwanda is an initiative from the AviAssist Foundation and a joint undertaking with the Rwanda Civil Aviation Authority, RwandAir, the aviation academy of the Amsterdam University of Applied Sciences, the University of Tourism, Technology & Business Studies (UTB) in Kigali and the JAA-TO. The ASPC-Rwanda is growing into East Africa's leading resource centre for safety promotion, with training courses just one of the services offered.



Course on



In co-operation with:

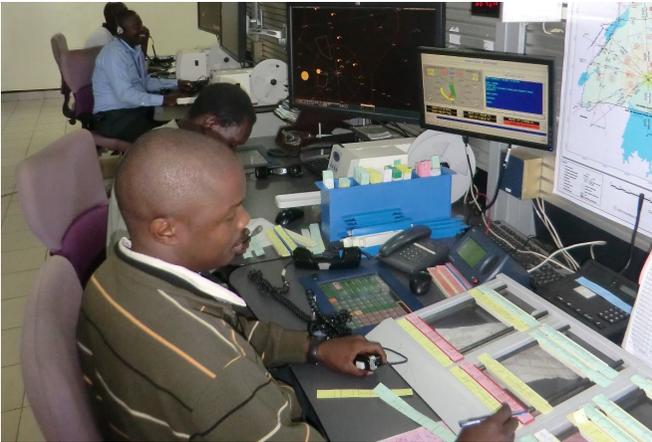


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Course background

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 operational air traffic controllers (ATCo's).

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 to air traffic controllers and other ATC staff. 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 ATC-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.

The course is organized by the AviAssist Foundation in cooperation with LVNL, the Air Traffic Control of The Netherlands. It's partners and sponsors include Dutch Air Traffic Control LVNL and Kenya Airways.

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 personnel but the course is equally useful for personnel from other high reliability organisations such as engineers, health care and professionals from other modes of transport. The course is given in English so a satisfactory level of communication skills in plain English language is required.

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
- Introduction to Safety management systems



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 air traffic controller.

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.