

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 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 & reference materials

Participants will each be issued with course materials. The materials will enable further self-study by the participants and can be used for other members of staff who could not attend the course.

What will be expected of participants?

The AviAssist Foundation implements high quality training programmes. Participation is key to any successful training programme. 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 an independent, international, and impartial non-profit that exists to champion the cause of aviation safety in Africa.

It realises its incredible rates through the support of its partners & sponsors and the deployment of professional volunteer instructors and experts, making worldclass continuous professional development accessible to the African aviation industry.



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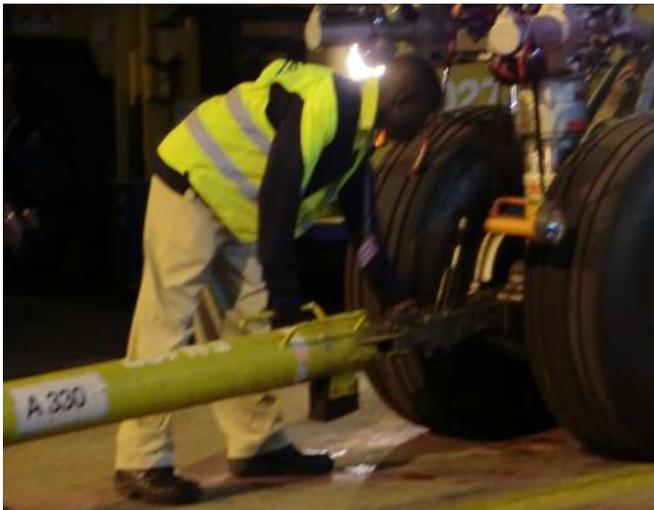


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Course background

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

This 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 in circulars 216 and 227 as well as ICAO Doc 9683 and CAP 719 from the UK CAA.

It provides a unique and cost effective opportunity to provide in-country training on human factors. 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.

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 in general. 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



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 their daily work environment.

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.