



NUBIS AVIATION TRAINING
GIVING FUEL TO YOUR SKILLS

LETTER OF CONFORMITY AND QUALITY ASSURANCE

HUMAN FACTORS TRAINING FOR AVIATION MAINTENANCE

To whom it may concern,

This letter is to confirm that the training courses as delivered by Nubis Aviation Training confirm with the current regulations of EASA 145.A.30 for Personnel Requirements as per Commission Regulation EU No. 1321/2014 for continued airworthiness.

In particular the information and syllabus (as per attached appendix 1) for this course; 'Human Factors Training for Aviation Maintenance' was established in accordance with EASA AMC2 145.A.30(e) and EASA GM 145.A.30(e) with the addition of course material that is informative and/or thought provoking as per Nubis Aviation Training and customer feedback.

I declare that all updates and requirements for this course are controlled and documented using internal Quality Management System and revised as required as per the terms & condition of Nubis Aviation Ltd.

Signatory,

Claudio D Marturano
Managing Director



Appendix 1 – Syllabus for Human Factors Initial Training

1. INTRODUCTION

- 1.1 What is Human Factors?
- 1.2 Need to address Human Factors
- 1.3 Statistics
- 1.4 Incidents

2. FACTORS AFFECTING HUMAN PERFORMANCE

- 2.1 Physical & Environmental Factors
 - 2.1.1 Fitness & Health
 - 2.1.2 Physical Work
 - 2.1.3 Sleep & Fatigue
 - 2.1.4 Vision & Illumination
 - 2.1.5 Hearing & Noise
 - 2.1.6 Motion & Vibration
 - 2.1.7 Distractions & Interruptions
 - 2.1.8 Alcohol, Medication & Drugs
 - 2.1.9 Climate & Temperature
 - 2.1.10 Chemicals & Fumes
- 2.2 Psychological Factors
 - 2.2.1 Information Processing
 - 2.2.2 Attention & Situational Awareness
 - 2.2.3 Perception
 - 2.2.4 Memory
 - 2.2.5 Motivation
 - 2.2.6 Stress & Stressors
 - 2.2.7 Psychological Fear
 - 2.2.8 Mental Health
- 2.3 Institutional & Organisational Factors
 - 2.3.1 Peer Pressure
 - 2.3.2 Norms
 - 2.3.3 Cultural Differences
 - 2.3.4 Workload
 - 2.3.5 Shift Work
 - 2.3.6 Lack of Manpower
 - 2.3.7 Time Pressures, Deadlines and Workload Management
 - 2.3.8 Hazards in the Workplace

3. COMMUNICATION & TEAMWORK

- 3.1 Communication
 - 3.1.1 Good vs Bad Communication
 - 3.1.2 Shift/Task Handover
 - 3.1.3 Dissemination of Information
 - 3.1.4 Keeping up to date – Currency
- 3.2 Teamwork
 - 3.2.1 Management, Supervision and Leadership



3.2.2 Decision Making

4. WORKING PRACTICES

- 4.1 Procedures & Information
 - 4.1.1 Procedures – Practice/Mismatch/Norms
 - 4.1.2 Work Logging & Recording
 - 4.1.3 Technical Documentation – Access & Quality
- 4.2 Inspections & Tasks
 - 4.2.1 Visual Inspections
 - 4.2.2 Complex Systems
 - 4.2.3 Critical Maintenance & Error Capturing Methods
 - 4.2.4 Repetitive Tasks & Complacency

5. PROFESSIONALISM & INTEGRITY

- 5.1 Professionalism
 - 5.1.1 Respect
 - 5.1.2 Responsibility
- 5.2 Integrity
 - 5.2.1 Assertiveness
 - 5.2.2 Error Provoking Behaviour

6. HUMAN ERROR & VIOLATIONS

- 6.1 Human Reliability
- 6.2 Types of Errors in Maintenance Tasks
- 6.3 Types of Violations in Maintenance Tasks
- 6.4 Error Models & Theories
 - 6.4.1 The 'Dirty Dozen'
 - 6.4.2 The 'PEAR Model'
- 6.5 Implications of Errors
- 6.6 Avoiding & Managing Errors

7. HUMAN FACTORS PROGRAM

- 7.1 Reporting Errors
- 7.2 Disciplinary Policy
- 7.3 Error Investigation
- 7.4 Action to Address Problems
- 7.5 Feedback