



LEVEL

Initial training, Skills maintenance



TARGET AUDIENCE / RELEVANT STAFF

Any agent who has to carry out an airport activity.



OBJECTIVES

Acquire a safety culture and know how to identify the contributing factors of incidents / accidents so that corrective actions can be taken.



CONTENTS

Theoretical

- Human Factors: Definition / Impact / Objectives.
- The individual: His place in the organizational system / Teamwork / Concurrent Activities / Communication / Influence factors / Perception Abilities / Personality.
- Risk Management: Objectives / Corporate Culture / Just Culture / Positive Culture
- Fatigue / Stress / Alcohol and Drugs / Attitudes and Behaviors
- Human Error: Error / Fault / Violation / Active Errors / Latent Errors / Reason's Model / Error Control.
- Feedback and sharing of experience / Safety Management System - SMS / Event notification and reporting / Implementation of Just Culture.

Training based on current IATA recommendations (AHM).



Duration indicative basis

3 hrs.



Prerequisites

There are no prerequisites for this course.



Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action.



Evaluation

- **Theoretical** : Written validation final test (minimum 80% pass mark required).



Validity

Maximum 3 years (IATA / AHM 1110).



Contact

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