



Human Factors Management (HFM) Training

Course Description and Objectives

Safe and efficient flight operations are not merely dependent on the acquisition of sound technical knowledge and skills. They are also dependent on a sound understanding of factors that affect and limit human performance, and on aircrew's mastery of the cognitive and interpersonal skills which form the basis of good Crew Resource Management (CRM).

Human Performance and Limitations (HPL) training, mainly physiological in nature and targeting the individual, became a mandatory licencing requirement for ICAO member states in 1989. In recent years, there has been a global push to also make CRM training a licencing requirement; with some countries already requiring such training. The November 2006 revision of ICAO Annex 1, *Personnel Licensing*, recommended that threat and error management (TEM) be taught to pilots at all levels of flight crew licencing.

The latest advances in CRM training have included error management, and most recently, TEM. TEM is an extension of error management which seeks to train crews in strategies which can be used to explicitly identify hazards and potential hazards to the safety of the operation, referred to as threats, well in advance of these threats occurring. Identification of threats then leads to threat management strategies being developed by the crew, and then a continual reassessment of these threat management strategies.

This course will examine both the factors that affect and limit human performance (i.e., HPL training to the ATPL level), and the critical cognitive and interpersonal skills (CRM) needed for safe and efficient flight operations. The CRM portion of this course will also examine TEM, non-technical skills (NTS) and their evaluation using behavioural markers using such frameworks as JARTEL's NOTECHS and the University of Texas' Line Operations Safety Audit (LOSA).

Based on operational concerns, research, and international guidance, two Human Factors Management (HFM) courses are available. One is concentrated on long-haul operations; the other focussing on regional and corporate operations.

Who should attend?

Pilots and dispatchers, supervisors, and training personnel of airlines, air charter, freight and cargo services, and corporate, government, MEDEVAC, SAR, and law enforcement flight operations.

Participant Prerequisites

It is assumed that all participants, at a minimum, have a satisfactory knowledge of material set out in their country's ATPL Human Performance and Limitations syllabus.

Course Particulars

- **Course Duration:** 5 days.
- **Fee:** See website for details.
- **Location:** Various locations, including Halifax, Canada and Newcastle, Australia. In-house available.

Queries



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