



INITIAL
HUMAN FACTORS IN FLIGHT SAFETY
TRAINING COURSE

LISBON
25-29 JUNE 2018



AN EAAP-RECOGNISED TRAINING
COURSE KINDLY HOSTED BY NETJETS

NETJETS



Human Factors in Flight Safety

The 26th **EAAP-recognised Human Factors in Flight Safety** initial course will be held in Lisbon from **25-29 June 2018**, kindly hosted by **NetJets** at their European HQ.

This popular training course has been conducted on behalf of the European Association for Aviation Psychology (EAAP) since 1999. This will be the third time that it has been held in Lisbon, but the first time it has been hosted by **NetJets**.

Each year the course is reviewed, modified and updated to address the human factors aspects of ongoing changes to the global aviation system. It has been well-attended by, and has consistently received very positive reviews from, personnel representing IATA member airlines, Air Navigation Service Providers, military forces, aircraft and aerospace manufacturers, aviation regulators and air safety investigation agencies. Course participants have come from many countries within Europe, the Middle East, Africa, the Asia Pacific region, and North and South America.

This year Dr Alan Hobbs will join Brent Hayward to present the course, together with special guest speakers.

Course Objective

To provide participants with human factors knowledge and practical tools that can be readily applied to improve overall safety management, risk management processes, systemic safety occurrence investigation and reporting, and safety culture in both civil and military aviation operations.

Course Overview

In November 2013 the new ICAO Annex 19 on Safety Management was introduced. Annex 19 includes a new and more detailed international standard on safety management systems (SMS) which applies to all sectors of the civil aviation system.



Safety risk management is a key component of the ICAO Annex 19 SMS standard. Operational experience, systemic air safety investigation, and applied research have shown that human factors at both the individual and organisational levels constitute the greatest sources of risk in all areas of aviation operations - including flight safety, maintenance, cabin services, ground handling, and ATM.

The 2018 EAAP Human Factors in Flight Safety course will address critical human factors issues and challenges in achieving and sustaining effective safety management. This will include the integration of proactive risk management and reactive systemic occurrence investigation, with an emphasis on practical techniques for application in the operational and organisational environments.

Systemic air safety investigation outcomes can produce positive impacts on accident prevention programs, equipment design, operating procedures, personnel selection, training, flight standards, SMS and regulation.

Similarly, the incorporation of human factors knowledge in risk management, safety enhancement, and proactive accident prevention programs is critical to their success.

A positive safety culture is essential to effective safety management and the course addresses this topic, including practical means of developing, maintaining and enhancing safety culture within an organisation.

In summary, the revised and updated 2018 EAAP Human Factors in Flight Safety course has been designed from an integrated perspective to address the critical human factors dimensions of the ongoing challenges presented by the latest operational, regulatory, technical and commercial changes in the international aviation domain.





Course Content

Course content for the EAAP Human Factors in Flight Safety course has been continually updated and revised since its inception in 1999.

The 2018 course will include coverage and discussion of the following topics:

- *Introduction to Human Factors*
 - What is Human Factors?
 - Origins of Aviation Psychology and Human Factors
 - Human Factors in context with SMS
 - Individual and systemic approaches
- *Human Factors and Systems Safety*
- *Human Performance Considerations*
- *Understanding Human Error*
- *Why and How do we Investigate?*
 - ICAO Annex 13 - International requirements
- *Conducting an Investigation*
 - The role of the Aviation Psychologist/ Human Factors Specialist
- *Organisational Accidents*
 - Including use of Reason's 'Swiss Cheese' Model and a range of practical illustrative case studies
- *Safety Management Systems in practice*
 - Safety management processes and tools
- *Human factors of unmanned systems*
- *Mental health for operational personnel*
- *Maintenance human factors*
- *Human factors perspective on reliability and robustness*
- *Witness Interviewing ~ theory & practice*
- *Applying safety investigation analysis techniques*
- *Culture and Safety Management*
- *Various applied practical case studies*
- *Major Exercise / applied case study using the PIRATE methodology.*

Participants

While highly relevant to all aviation personnel, the course is aimed at aviation professionals and managers working in civil or military operations, including pilots, cabin crew, aviation psychologists and HF specialists, ATCOs, maintenance engineers, air safety investigators, aviation regulators and other safety professionals. Participants from other domains such as maritime, rail, nuclear power and health care are also most welcome. The course also provides newcomers with a relevant introduction to the field of applied aviation psychology.



Course Language

English.

Course Certificate & EAAP Recognition

Participants will receive a certificate on successful completion of the course, which is recognised by EAAP for contribution towards accreditation as an Aviation Psychologist or Human Factors Specialist. To receive the certificate, participants are expected to attend all sessions and actively engage in course discussions, case studies and syndicate exercises.

More information on EAAP membership and accreditation can be found on the EAAP website: www.eaap.net





The Course Team

The experienced team of Brent Hayward and Dr Alan Hobbs will present this applied human factors training course. Brent has conducted EAAP HF training courses since 1999 (previously with colleagues Dr Rob Lee and Kristina Pollack), and Alan and Brent each have extensive practical experience and knowledge in the application of HF concepts to enhance operational performance and safety in aviation operations. This includes the investigation of major aviation accidents and incidents, as well as the development and implementation of a wide range of applied human factors training programs and solutions for the aviation and aerospace industries.

Dr Alan Hobbs

- Alan is a Senior Human Factors Researcher with the San Jose State University Foundation, at NASA Ames Research Center in California. He has a Ph.D. in Psychology from the University of NSW, Australia.
- His current areas of work include human factors in maintenance, human factors of remotely operated systems, and the implications of human error for the robustness of complex systems.
- From 1991 to 2001, Alan was a human performance investigator at the Australian Transport Safety Bureau (ATSB), and its predecessor organisation, the Bureau of Air Safety Investigation in Canberra, Australia. In addition to investigation work, he conducted ATSB training courses on safety investigation methods.
- In the 1990s, he conducted some of the first systemic investigations of aviation accidents and incidents using the Reason "Swiss Cheese" Model.
- Alan has published extensively on HF in maintenance, including the book *"Managing Maintenance Error"*, co-authored with Professor James Reason.
- As a consultant, he has produced training material on mishap investigation and human factors for a range of organisations, including Airservices Australia, ATSB, CASA, NASA, and the mining industry.
- He is past president of the Association for Aviation Psychology (USA), and is a Member of the International Society of Air Safety Investigators (ISASI), the Human Factors and Ergonomics Society (HFES), the American Psychological Association, and the Aircraft Owners and Pilots Association.
- Alan is an advisor to the ICAO Panel on Remotely Piloted Aircraft Systems, and serves on NASA's Human Factors Technical Discipline team, an advisory body established in response to the space shuttle Columbia accident.

Brent Hayward

- Brent is Managing Director of Dédale Asia Pacific, an international consulting company working in aviation psychology, human factors and systems safety. He is based in Melbourne, Australia.
- He has spent more than 35 years working in applied aviation psychology, with the RAAF Psychology Service, Australian Airlines, QANTAS, and as a consultant to various airlines, ANSPs, aircraft manufacturers, airports and regulators.
- He has extensive experience in the investigation of human factors aspects of both military and civil aircraft accidents and incidents.
- Brent has developed and delivered training in aviation psychology, human factors, CRM, systemic safety investigation, and safety culture enhancement for a range of organisations in Australia, Africa, the Asia Pacific, Europe, the Middle East, North and South America.
- He also consults on a variety of human factors and safety management issues within the aviation, railway operations, maritime, health care, and nuclear power domains.
- Brent was Founding President of the Australian Aviation Psychology Association (AAvPA; from 1992-2000); and is a Member of the Australian Psychological Society, the Human Factors and Ergonomics Society (HFES), and the International Society of Air Safety Investigators (ISASI).
- Develops and produces various aviation safety training media and films, including: *The Dryden Accident*, *Safety Culture Evolution*, and *ASSIST*.
- Author and editor of numerous HF and safety publications and conference presentations.
- Received the 3rd AAvPA Aviation Human Factors Achievement Award, Sydney, November 2003.

Essential Details

Course Dates

The course will run from **10:30 hrs** on Monday 25 June through to **17:00 hrs** on Friday 29 June 2018.

Course Location

The course will be kindly hosted by **NetJets** at their European HQ located in *Oeiras*, an urban coastal area about half an hour from the centre of Lisbon.

Hotel Accommodation

NetJets has secured a block accommodation booking with an excellent room rate at the *Lagoas Park Hotel*, a modern 4-star hotel with a direct shuttle service to *NetJets* HQ. The hotel is located in *Oeiras*, on the *Estoril Coast*, just 30 minutes from Lisbon airport, and offers guests a wide range of high quality services, including a shuttle service to nearby beaches and shopping malls. Downtown Lisbon can be reached via a short train-ride along the coast.

The *Lagoas Park Hotel* is offering EAAP course participants a special room rate of **68 €** per night (Single occupancy) or **78 €** per night (Double occupancy). This is a special *NetJets* rate and is offered subject to limited availability at the hotel.

The room rate includes buffet breakfast in the hotel restaurant, complimentary high speed Wi-Fi internet access, complimentary shuttle service, gym access and all other service charges and local taxes.

It is recommended that all non-local participants stay at the *Lagoas Park Hotel*:

LAGOAS PARK HOTEL

Rua Encosta das Lagoas,
2740-245 Porto Salvo, Portugal

Telephone: +351 211 109 700

E-mail: lagoaspark@tdhotels.com

<http://www.tdhotels.com/en/Menu/Our-Hotels/Portugal/Lisbon/Lagoas-Park-Hotel/Hotel.aspx>

To Make Hotel Reservations

To guarantee your hotel room at the special *NetJets* / EAAP rate, please make your reservation ASAP, as this rate is subject to limited availability.

E-mail your booking request directly to the hotel:

bookings.lagoas@tdhotels.com requesting the "EAAP HF 2018" block booking code, stating your name, date of arrival & expected time of arrival, departure date, and number of persons per room.

Please also send a Cc copy of your hotel reservation request email to: bhayward@dedale.net

If you experience any issues or require any support with the hotel reservation process, please contact

Sonia Paulo at *NetJets*' Travel department:

spaulo@netjets.com

Course Registration Fee

EAAP Members: 1,600 EUR. Others: 1,850 EUR.

The course registration fee covers all course materials and tuition, a *Course Welcome* function on the evening of Monday 25 June, a *Course Dinner* on Thursday 28 June, and daily refreshment breaks.

Please note: While attendance at the above evening functions is voluntary, no discount or refund can be made for those who are unable to attend.

SPECIAL NOTE: An **Early Bird discount of 200 EUR** will apply to all registrations received by **22 May 2018**.

Payment of Fees

Fee payment should be made ASAP after registration, by electronic funds transfer to the following account:

Bank: Commonwealth Bank of Australia
Branch: Albert Park
Address: 95-97 Dundas Place, Albert Park
Account name: EAAP Human Factors Training
Account no: 063-100 1031 8550
Swift code: CTBAAU2S

Please include the course participant's name and organisation when making electronic payment.

Course Registration Deadline

To guarantee your place on this course, please complete and email or fax the attached *Registration Form* to Brent Hayward before **31 May 2018**.

Further Information

For further information on course registration, content, training venue, fee payment, or any other administrative matters, please contact Brent Hayward: bhayward@dedale.net

EAAP Accreditation & Membership

Completion of this course is recognised by the European Association for Aviation Psychology (EAAP) as a contribution towards certification as an *Aviation Psychologist* or *Human Factors Specialist*. Established in 1956, EAAP is an international, professional, independent, non-profit organisation, dedicated to the promotion of aviation safety and efficiency through the application of aviation psychology. For more information on EAAP membership and accreditation, please visit the EAAP web site: www.eaap.net

Please note: This course requires a minimum of 10 registered participants to proceed. Participant numbers will be capped at 20.



COURSE REGISTRATION FORM

“Human Factors in Flight Safety: SMS, Risk Management & Safety Investigation”

25-29 June 2018, Lisbon

Please complete and send this form ASAP to Brent Hayward
by e-mail: bhayward@dedale.net or fax: +61 3 9645 5472

Participant Details:

First name/s:	Family name:	
Title (Dr/Capt/Mr/Ms/other):	Job function / title:	
Organisation:	EAAP Membership number (if applicable):	
Postal address:		
City:	Postcode:	Country:
Telephone:	Email:	

Registration Fee to be paid: (please select one only)

Early Bird Fee * (pay by 22 May):	EAAP Member: 1,400 € <input type="checkbox"/>	Non-Member: 1,650 € <input type="checkbox"/>
Standard Fee (pay after 22 May):	EAAP Member: 1,600 € <input type="checkbox"/>	Non-Member: 1,850 € <input type="checkbox"/>

* Please note:

1. Payment of the Early Bird fee **must be made by 22 May 2018.**
2. For all Registration Fee payments please arrange electronic funds transfer to:

Bank: Commonwealth Bank of Australia
Branch/Address: Albert Park, 95-97 Dundas Place
Account name: EAAP Human Factors Training
Account no: 063-100 1031 8550
Swift code: CTBAAU2S

Please provide participant's name and organisation when making electronic payment.

Hotel Accommodation:

Do you intend to stay at the <i>Lagoas Park Hotel?</i>	Yes I will make a reservation ASAP <input type="checkbox"/>	No <input type="checkbox"/>
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