

**HUMAN FACTORS  
IN FLIGHT SAFETY**  
**INITIAL TRAINING COURSE**



**EAAP**

EUROPEAN ASSOCIATION  
FOR AVIATION PSYCHOLOGY

**SITGES**  
**13-17 MAY 2024**

AN EAAP-RECOGNISED TRAINING COURSE  
KINDLY SUPPORTED BY VUELING

**vueling**

Courses have been conducted since 1999 in Ireland, Italy, Luxembourg, Portugal, Spain, Sweden, Switzerland, and the UAE



## Human Factors in Flight Safety

The 29th EAAP-recognised **Human Factors in Flight Safety** initial course will be held in Sitges, near Barcelona, from **13-17 May 2024**, kindly hosted by **Vueling**.

This popular training course has been conducted on behalf of the European Association for Aviation Psychology (EAAP) since 1999. This will be the ninth time that it has been held in Spain, and the seventh time it has been supported and hosted by **Vueling**.

The course content is regularly reviewed, modified and updated to address the human factors aspects of current challenges for the global aviation system. It receives very positive reviews from participants representing airlines, Air Navigation Service Providers, aircraft maintenance organisations, aircraft and aerospace manufacturers, military forces, aviation regulators and air safety investigation agencies. Course participants have come from many countries within Europe, Africa, the Middle East, the Asia Pacific region, the UK and North and South America.

This year Dr Alan Hobbs and Brent Hayward will again present the course, together with special guest speaker Catarina Cunha.

### 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, safety culture and staff wellbeing in both civil and military aviation operations.

### Course Overview

ICAO Annex 19 on Safety Management provides a detailed international standard on safety management systems (SMS) which applies to all sectors of the civil aviation system and also influences military aviation operations.



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 2024 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 approaches and systemic safety occurrence investigation, with an emphasis on practical techniques for application in operational organisational settings.

Outcomes of effective systemic air safety investigation produce positive impacts on flight safety and accident prevention programs, aircraft and ground equipment design, standard 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.

Ensuring that staff are fit for duty is more important than ever and the course will also provide a focus on current mental health and wellbeing challenges for aviation workers.

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.

The course also covers the positive contribution that people make every day to safety and system resilience.

In summary, the 2024 Human Factors in Flight Safety course will assist participants to identify and manage current human factors issues and challenges, with the goal of safe and effective aviation operations.



Course participants come from many countries across Europe, the Middle East, Africa, the Americas and Asia



## Course Content

**Content for the EAAP Human Factors in Flight Safety initial training course has been continually updated and revised since its inception in 1999.**

**The 2024 Human Factors in Flight Safety Initial training course will include coverage and discussion of the following topics:**

- *Introduction to Human Factors*
  - Definition of Human Factors
  - History of Aviation Psychology and Human Factors
  - Major accidents and their lessons
  - The evolution of aviation Human Factors
  - The positive contribution of people
- *Human factors and systems safety ~ Fundamental concepts*
- *Operational Human Factors & Safety Management*
- *Human performance considerations*
- *Understanding human error*
- *Mental health & wellbeing in the aviation industry*
- *Human Factors, Risk Management and Air Safety Investigation*
- *A systemic approach to Organisational Accidents*
  - Including use of Reason's 'Swiss Cheese' Model and a range of practical illustrative case studies
- *The Reason Model in Practice*
- *Barriers and Controls*
- *Human factors of Emerging Technologies in aviation (including RPAS)*
- *Application of Human Factors ~ Examples from Maintenance and beyond*
- *Human factors perspective on automation*
- *Witness Interviewing ~ Theory & practice*
- *Cultural Considerations in Safety Management & Safety Investigation*
- *Various applied practical case studies*
- *Major Exercise / applied case study featuring application of the PIRATe methodology.*

## Participants

Highly relevant to all aviation personnel, the course is aimed at aviation professionals working in or supporting civil or military flight operations, including cabin crew, pilots, ATCOs, maintenance engineers, safety managers, psychologists, human factors managers, trainers, CRM instructors, air safety investigators, aviation regulators and other safety professionals. Participants from other safety-critical domains such as maritime, rail, nuclear power and health care are also most welcome to attend.

The course also provides newcomers with a broad introduction to the expanding field of applied aviation psychology and human factors.

## Course Language

English.

## COVID Safety Precautions

This training course will be conducted in a COVID-safe manner. The training venue has been chosen with this in mind and conduct of the course will comply with all national and local government requirements and protocols regarding COVID-19 safety and event management.

## 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.

Further information on EAAP membership and accreditation can be found on the EAAP website: [www.eaap.net](http://www.eaap.net)





## The Course Team

The experienced team of Brent Hayward and Dr Alan Hobbs will present this applied human factors training course, with a guest presentation from clinical and health psychologist Catarina Cunha. Brent has conducted EAAP HF training courses since 1999 (with the late Dr Rob Lee AO and Kristina Pollack), and Alan and Brent each have extensive experience and knowledge in the application of occupational psychology and human factors concepts to enhance operational performance and safety in a range of settings. This includes the investigation of human factors aspects of numerous 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.

### Brent Hayward

- Brent is based in Melbourne, Australia and is Managing Director of Dédale Asia Pacific, an aviation psychology, human factors and systems safety consultancy.
- Brent has spent more than 40 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, systemic safety investigation, CRM, and safety culture enhancement for organisations in Australia, Africa, the Asia Pacific, Europe, the Middle East, and South America.
- He has consulted on a variety of human factors and safety projects within aviation, as well as in railway operations, maritime, health care, and nuclear power.
- Brent has developed and produced various aviation safety training media and films, and has written and edited numerous aviation psychology, human factors and safety publications and conference presentations.
- Brent was Founding President of the Australian Aviation Psychology Association (AAvPA) and is a long-standing member of EAAP, the Australian Psychological Society (APS), the Human Factors and Ergonomics Society (HFES), and the International Society of Air Safety Investigators (ISASI).
- In 2003 Brent received the Third AAvPA Aviation Human Factors Achievement Award.
- In September 2022 Brent was elected as an EAAP Honorary Member.

### Dr Alan Hobbs

- Alan is a Senior Human Factors Researcher with the San Jose State University Foundation, located at the NASA Ames Research Center in California.
- He has a Ph.D. in Psychology from the University of NSW, Australia.
- His current areas of interest include human factors in maintenance, human factors of remotely operated aircraft systems, and the implications of human error for the robustness of complex systems. He is an advisor to the ICAO Panel on Remotely Piloted Aircraft Systems (RPAS).
- 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, Alan 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 the University of Southern California, Airservices Australia, CASA, the Republic of Indonesia, ATSB, NASA, and the mining industry.
- Alan 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), and the Aircraft Owners and Pilots Association.

## Essential Details

### Course Dates

The course will run from **08:45** hrs on Monday 13th May through to **17:00** hrs on Friday 17th May 2024.

### Course Location

*Vueling* have kindly arranged to host the course at the *Hotel Calipolis* in *Sitges*, a picturesque Catalan coastal town about 38 km south-west of central Barcelona, and just 25 km from Barcelona El Prat Airport (BCN).

### Transport

Sitges can be reached in about 30 minutes by direct bus or taxi from T1 at BCN airport, and is also served by frequent trains to and from central Barcelona.

### Hotel Accommodation

The *Hotel Calipolis* is a first-class seafront hotel centrally located on the *Paseo Marítimo* in central Sitges. It is about 10 minutes walk from the Sitges railway station and airport bus stops.

Participants wishing to stay at the *Hotel Calipolis* can make bookings directly via the hotel website using the code **EAAP2024** for a discount on most room rates, or via an alternative booking engine of their choice, where competitive rates with flexible cancellation conditions may also be available.

Contact details for the Hotel Calipolis:

#### Hotel Calipolis

Avenida Sofia 2-6, Sitges (Barcelona) 08870 Spain

Telephone: +34 938 941 500

E-mail: [info@hotelcalipolis.com](mailto:info@hotelcalipolis.com)

Website: <https://www.hotelcalipolis.com/en/>

#### Please note:

While participants may find it most convenient to stay at the Hotel Calipolis, Sitges offers a wide range of hotel and apartment accommodation that can be accessed through the usual booking services.

It is suggested that participants explore their options and select accommodation in the area according to their preferred booking conditions and budget.

### To Make Hotel Calipolis Reservations

Reservations to stay at the Hotel Calipolis can be made directly via the hotel website, using the code **EAAP2024** to obtain a discount on current room rates:

<https://www.hotelcalipolis.com/en/>

Hotel Calipolis reservations with flexible cancellation conditions may also be available through your preferred hotel booking website.

### Course Registration Fee

**EAAP Members: 2,000 EUR. Others: 2,400 EUR.**

The course registration fee covers all course materials and tuition, a *Course Welcome* function on the evening of Monday 13th May, a *Course Dinner* on Thursday 16th May, and daily refreshment breaks.

**Please note:** While attendance at evening functions is voluntary, no refund can be made if unable to attend.

***SPECIAL NOTE:*** An **Early Bird discount of 200 EUR** will apply to registrations received by 28th March 2024.

### Payment of Fees

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

**Account name:** Dedale Asia Pacific Pty Ltd

**SWIFT/BIC:** TRWIBEB1XXX

**IBAN:** BE68 9672 6685 3834

**Address:** Avenue Louise 54, Room S52  
Brussels, Belgium 1050.

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

### Course Registration Deadline

To guarantee your place on this course, please submit the attached *Registration Form* before **3rd May 2024**.

### Cancellation Policy

If conditions compel cancellation of the course before commencement, registration fees can be credited toward a future course or refunded. If refund is requested a small admin fee may be deducted.

### Further Information

For further information or details, please contact Brent Hayward: [brent@dedale.net.au](mailto:brent@dedale.net.au)

### EAAP Accreditation & Membership

Completion of this course is recognised by the European Association for Aviation Psychology (EAAP) as contributing toward certification as an *Aviation Psychologist* or *Human Factors Specialist*.

Established in 1956, EAAP is a global, professional, independent, non-profit organisation, dedicated to the promotion of aviation safety and efficiency through the application of aviation psychology. For further information on EAAP membership and accreditation, please visit the EAAP web site: [www.eaap.net](http://www.eaap.net)



# COURSE REGISTRATION FORM

## “Human Factors in Flight Safety” 13-17 May 2024, Sitges

Please complete and e-mail this form ASAP  
to Brent Hayward: [brent@dedale.net.au](mailto:brent@dedale.net.au)

### 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)

<b>Early Bird Fee *</b> (pay by 28 March):	EAAP Member: <b>1,800 €</b> <input type="checkbox"/>	Non-Member: <b>2,200 €</b> <input type="checkbox"/>
<b>Standard Fee</b> (pay after 28 March):	EAAP Member: <b>2,000 €</b> <input type="checkbox"/>	Non-Member: <b>2,400 €</b> <input type="checkbox"/>

#### \* Please note:

1. Payment of the Early Bird fee **must be made by 28th March 2024.**
2. Please make SEPA electronic funds transfer to our WiseBusiness account:

**Account name:** Dedale Asia Pacific Pty Ltd  
**SWIFT/BIC code:** TRWIBEB1XXX  
**Account IBAN:** BE68 9672 6685 3834

**Please provide your name and organisation when making electronic payment.**

### Hotel Accommodation:

Do you intend to stay at the <i>Hotel Calipolis</i> ?	<b>Yes</b> I will make a reservation at Hotel Calipolis <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
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This EAAP-recognised training course is kindly sponsored by *Vueling*

