



AVIF0035 MANAGE HUMAN FACTORS in Aviation Operations

Course Overview

Human Factors considers the social and personal skills, such as communication and decision making which compliment our technical skills. By applying knowledge about the human body and mind we can better understand our capabilities and limitations creating a safer, more efficient aviation environment with a reduced likelihood of human error.

Our Nationally Recognised two-day Human Factors course has been designed to provide participants with an insight into how humans perform their tasks in the workplace and the factors that may affect safety and performance. During the course we will discuss ways in which humans go about their jobs, interact with each other, communicate with each other, and make decisions.

This unit addresses aviation non-technical skill requirements (mental, social, and person-management abilities) related to safety management duties of aviation personnel and contributes to safe and effective performance in complex aviation operational environments.

Course Duration and Format

Our Human Factors course is two (2) days in duration. The first day and a half will be theoretical and practical delivery, while the last part of the course will involve a theoretical workplace assessment which must be completed during the course.

Post-Course Requirements

Following the completion of the face-to-face course, students will be required to complete a post-course assessment in the form of a case study. We suggest two days are needed to complete the case study, although time frames will vary for each individual.

It is the responsibility of the course participant to complete their post-course assessment and submit to their assessor within three months following their course finish date.

Where individuals are unable to find a suitable option AMS will allow the use of a previous or hypothetical workplace, providing that all the assessment requirements are comprehensively covered.

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Practical Assessment

Practical assessment will occur during the course using visual aids. Where on-site training is being delivered, access to an operational workplace environment (preferably the aerodrome) would be ideal but not essential.

Completing the Course

In summary, to successfully complete this course you will need to:

- Participate in the full duration of the course.
- Achieve a satisfactory result in the theoretical class-based assessments.
- Achieve a satisfactory result in the practical assessment.
- Achieve a satisfactory result in the post-course case study assessment.

AMS take a 'no-surprises' approach to each assessment activity - these will be explained to each participant prior to the assessment taking place. Your trainer will provide additional training support where required.

Entry Requirements

There are no minimum entry requirements for this course, however please note this training is tailored towards those working in the Aviation industry- some experience in the industry is recommended.

This course is recommended for:

- Aerodrome Reporting Officers
- Aerodrome Supervisors or Managers
- Work Safety Officers
- Airline Staff
- Accountable Managers

Certification

Upon successful completion of the course requirements participants will receive a Nationally Recognised Statement of Attainment for the following unit of competency:

- AVIF0035 Manage human factors in aviation

Learning Pathway Statement: This unit can be used as a credit transfer towards a Nationally Accredited qualification, for example the Certificate III in Aviation (Ground Operations and Service).



Course Fees and Payment

A formalised quote will be provided upon request and prior to accepting an enrolment.

As per our Fees and Refunds Policy (available on our website), we do not collect enrolment fees in advance for this course. Your invoice will be sent to you on the first day of the course, payment will be required within 30 days in accordance with our T&Cs.

Credit card payments can be made over the phone on (08) 9221 6777 on or after the first day of the course. Please note a 2% CC surcharge applies for credit card payments.

AMS reserves the right to withhold certification until full course payment has been made.

Ready to Enrol?

For all public courses, our enrolment links (including date and location options) are available on the AMS website: <http://amsaustralia.online/AVIF0035>

For customised (site-based) courses, you will be sent a unique enrolment link for your course.

Additional Information

For more information relating to our training procedures and policies (including our student handbook, recognition of prior learning, appeals, etc.) please visit the Student Information section of our website: <http://amsaustralia.online/Student-Info>.

FREQUENTLY ASKED QUESTIONS

FAQS

Q. I haven't been in "the classroom" in years/I'm not sure how I'll go.

A. Our trainers keep the course content interesting and interactive, using various training methods. We welcome group discussions, and we are ALWAYS happy to answer your questions (there are no silly questions, by the way). Our 'classroom' environment is informal, welcoming, and supportive for all course participants. If you are having any difficulty with the course please let your trainer know during a break.

Q. Is the training mandatory if I want to work at an aerodrome?

A. No, Human Factors training is not compulsory. However, those industries which involve elevated risk are building an increased awareness of the importance of this training. Human Factors training is mandatory for flight and cabin crew and many airlines have incorporated this into their engineering and ground handler training.

Q. Do I have to carry out the practical activities during the assessment phase?

A. Yes. This is a fundamental principle of vocational training and will enhance your training outcomes.

Q. How long will it take to complete the post-course case study?

A. It is largely dependent on the individual. We recommend allowing two days to complete: a full day to work on the content, followed by a further day to compile your analysis would be a realistic time frame.

Q. How long do I have to send you the post-course work?

A. Three months from the end of your course. Contact us at any stage if you get stuck or need an extension to this time frame.

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Q. What happens if my post-course work is 'incorrect'?

A. Human Factors is a quite a subjective topic. It is rare that you will have something marked as 'not-yet-satisfactory' unless the content has been completely misinterpreted. If this happens your assessor will contact you and may request further information or may ask you to clarify some of your submitted work. We will always allow additional time for you to make any required adjustments to your work.

Q. Do I need to be currently employed at an airport to complete this course?

A. No, this is not essential. However, this training is tailored towards the aviation industry so experience in the sector would be advantageous.

Q. How long does it take to get my certificate?

A. After you have completed the course, plus successfully completed the post-course requirements, your certificate will be emailed within 5 business days from your work being marked by your trainer. We will also post a hard copy to the postal address you supplied at enrolment.

Q. I still have questions. Can I talk to someone at AMS?

A. Sure! If you have a training related question please get in touch. Email us at training@amsaustralia.com or contact us during business hours on (08) 9221 6777.

