# Human Factors in Aviation Maintenance and Operations Training Course



16 - 20 Nov 2026

Geneva

5900 € (Per Person)

Ref: #AVI4839_70103

## Course Introduction / Overview:

This comprehensive course provides an in-depth exploration of the critical role human factors play in aviation safety, covering both maintenance and flight operations. In an industry where the margin for error is virtually non-existent, understanding the interplay between people, their equipment, and their working environment is paramount. This program moves beyond basic compliance, delving into the psychological and physiological principles that govern human performance. As pioneering safety scientist Dr. James Reason articulated in his seminal work, "Human Error", many accidents are not the result of isolated failures but of systemic issues that can be identified and mitigated. This training, offered by BIG BEN Training Center, is designed to equip aviation professionals with the knowledge and tools to proactively manage human error, enhance team performance, and foster a robust safety culture. Participants will explore foundational concepts like the SHELL model, Threat and Error Management (TEM), and the 'Dirty Dozen' in maintenance, translating complex theories into practical, applicable strategies for their daily roles, ultimately contributing to safer skies for everyone.

## Target Audience / This training course is suitable for:

- Aircraft Maintenance Technicians and Engineers.
- Commercial and Private Pilots.
- Flight Operations Officers and Dispatchers.
- Air Traffic Controllers.
- Aviation Safety Managers and Officers.
- Quality Assurance and Compliance Personnel.
- Airline and Airport Management Staff.
- Aviation Regulatory and Investigative Staff.

## Target Sectors and Industries:

- Commercial Airlines and Cargo Carriers.
- Maintenance, Repair, and Overhaul (MRO) Organizations.
- Corporate and Business Aviation Operators.
- General Aviation and Flight Schools.
- Military Aviation and Defense Contractors.
- Aerospace Manufacturing Companies.
- Governmental bodies, including Civil Aviation Authorities and Accident Investigation Boards.

## Target Organizations Departments:

- Flight Operations.
- Maintenance and Engineering.
- Safety and Quality Assurance.
- Crew Training and Development.
- Ground Operations.
- Human Resources and Training.
- Regulatory Compliance.

## Course Offerings:

By the end of this course, the participants will have able to:

- Analyze the impact of human performance limitations on aviation safety.
- Apply the principles of Threat and Error Management (TEM) in daily operations.
- Identify and mitigate the 'Dirty Dozen' contributing factors in maintenance errors.
- Implement effective Crew and Maintenance Resource Management (CRM/MRM) strategies.
- Evaluate the role of communication and teamwork in preventing incidents.
- Contribute to the development and enhancement of a positive safety culture.
- Investigate incidents from a human factors perspective to identify root causes.
- Understand the influence of organizational factors on individual and team performance.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and directly applicable to the professional environment of the participants. We believe that adult learning is most effective when it connects theory with real-world practice. Therefore, the course heavily relies on a blend of expert-led instruction, dynamic group discussions, and practical exercises. A significant portion of the training is dedicated to the analysis of case studies drawn from actual aviation incidents and accidents, allowing participants to deconstruct complex events through a human factors' lens. Collaborative workshops and team-based problem-solving activities will be used to reinforce concepts like Crew Resource Management (CRM) and Maintenance Resource Management (MRM). Participants will receive constructive feedback throughout the course, enabling them to build confidence in applying new skills. This immersive approach ensures that attendees not only grasp the critical concepts of human factors but also leave with tangible strategies to enhance safety and efficiency within their own operational contexts.

## Course Agenda (Course Units):

### Unit One: Foundations of Human Factors in Aviation

- Introduction to Human Factors and Aviation Safety.
- Historical Perspective and Evolution of Human Factors.
- The SHELL Model of Human Factors Analysis.
- Reason's Swiss Cheese Model of Accident Causation.
- Understanding the Regulatory Framework (EASA, FAA).
- The Link Between Human Factors and Safety Management Systems (SMS).
- Introduction to Safety Culture and its Importance.

### Unit Two: Human Performance and Physiological Factors

- Information Processing, Attention, and Perception.
- Memory and its Limitations in Complex Tasks.
- Aeronautical Decision Making (ADM) Processes.
- Situational Awareness and How to Maintain It.
- Understanding Stress and its Effects on Performance.
- Fatigue Risk Management Systems (FRMS).
- Managing Workload and Complacency in Aviation Roles.

## Unit three: Human Error and Risk Management

- Understanding Human Error and Violations.
- The 'Dirty Dozen' in Aviation Maintenance.
- Threat and Error Management (TEM) Framework.
- Active and Latent Failures in Systems.
- Human Factors Analysis and Classification System (HFACS).
- Proactive and Reactive Methods of Safety Management.
- Practical Risk Assessment and Mitigation Strategies.

## Unit Four: Communication and Team Dynamics

- Principles of Effective Communication in High-Stakes Environments.
- Crew Resource Management (CRM) for Flight Crews.
- Maintenance Resource Management (MRM) for Technicians.
- Leadership, Followership, and Assertiveness.
- Teamwork and Inter-departmental Coordination.
- Managing Conflict and Professional Differences.
- Briefing and Debriefing Techniques for Enhanced Performance.

## Unit Five: Advanced Concepts and Application

- Human Factors in Automation and Advanced Technology.
- Designing Human-Centered Procedures and Checklists.
- The Role of Human Factors in Incident and Accident Investigation.
- Building and Sustaining a Positive Safety Culture.
- The Principles of a Just Culture.
- Personal and Professional Development in Human Factors.
- Future Trends and Challenges in Aviation Human Factors.

# FAQ:

## Qualifications required for registering to this course?

There are no requirements.

## How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

Beyond procedural compliance and training, how can aviation organizations fundamentally reshape their culture to proactively manage human error rather than reactively punishing it?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by providing a deeply integrated perspective on human factors that bridges the traditional gap between flight operations and maintenance. Unlike programs that focus on one domain, our curriculum is holistically designed to foster mutual understanding and collaboration between pilots, technicians, and managers, reflecting the interconnected reality of modern aviation. We move beyond mere recitation of regulations and theories to explore the underlying psychological and organizational dynamics that drive human performance. The content is rooted in established academic principles, such as those from cognitive psychology and organizational behavior, ensuring a robust and intellectually rigorous learning experience. The emphasis is not on tools but on cultivating a mindset of proactive safety management. Through intensive case study analysis and interactive scenarios, participants develop critical thinking and analytical skills, empowering them to apply human factors principles to novel and complex situations they will face in their careers, thereby creating a more resilient and safer aviation system.