**Human Factors Part 1 (one day course)**

* TCCA new risk management initiatives
* The systems approach – What is a system?
* Human factors are not a system
* Review King Air accident Richmond BC 2011
	+ Discuss related human factors and errors
* The dirty dozen – all of the dirty dozen are discussed and imbedded videos are used to demonstrate common failures.
	+ Fatigue
	+ Stress
	+ Assertiveness
	+ Awareness
	+ Resources
	+ Knowledge
	+ Teamwork
	+ Norms
	+ Complacency
	+ Pressure
	+ Distraction
	+ Communication
* Video a “chain of events”
	+ Slides and discussion
* Video “Jerry Collins makes a mistake”
	+ Slides and discussion
* Human performance on the job

**Human Factors Part 2 (one day, also is recurrent HF training as required.)**

* Examining risk (video and discussion)
* Critical thinking (discussion 11 slides and examples)
* Basic human weakness (risk factors)
* Discuss the Qantas A380 engine failure
* Loss of control accidents
* Assessing and reacting to risk – repercussions
* Fundamental weakness
	+ TCCA a paradigm change
* Addressing human error and the risk it represents
	+ The person approach
		- Naming and blaming
	+ The systems approach
		- The “Swiss cheese “ example
		- Systemic deficiencies
* Basic organization
* Maintenance errors – causes and effect – video
	+ Massive systemic failures
* Thinking outside the box
* Risk management
	+ Error management
	+ Error prevention
	+ Error containment
* What are the risks we face?
* Evidence of risk
	+ The Heinrich Ratio
* Assessing and managing risk