Human Factors in Ground Operations

3-day classroom course (24 hours)

This course can be customized for your company and delivered at the location of your choice.

Ground Operations is a service sector where turnaround teams play a key role in safety and on-time performance. Learn how to improve safety and effectiveness in your ground operations with these recommendations for reducing human error.

Objectives

Upon completion of this course, you will be able to:

Know the human factors that can impact your ground operations

Evaluate the situation at your station and recommend solutions for reducing human error

Cooperate with your teams to address potential threats in your operations

Manage processes to control human factors in your operations

Communicate the importance of human factors initiatives to your colleagues and stakeholders

Target audience

- Airport managers and coordinators
- Station managers
- Airport authority operation managers
- Ground service provider staff
- Regulator staff

Recommended level

- Intermediate

Key topics

- Introduction to the human factors concept
- The influence of human factors in aviation
- Comparing human error and technical fault incidents
- How human factors can improve safety
- Examples of human error and technical fault incidents (exercise)
- Analysis of initiating and modulating factors
- Analysis of the "Top-12" human factor issues in ground operations
- Responsibilities for monitoring, reporting, training and auditing
- Communication, responsibilities and Standard Operating Procedures (SOP)

Activities

- Exercises
- Examples

Prerequisites

The recommended level of language proficiency is ICAO Operational Level 4 for courses in English or the equivalent level for other languages.

IATA Training

Certificate awarded

An IATA Certificate is awarded upon successful completion of the course and an assessment.

Associated diplomas

You may also apply this course toward an IATA Diploma in Ground Operations or Airside Operations Excellence.

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Analysis of the "Top-12" Human Factor issues in ground operations

Responsibilities for monitoring, reporting, training and auditing

Communication and Standard Operating Procedures (SOP)

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Please contact us www.iata.org/training-contact if you have any questions.

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