Aviation Human Factors Training
Next Generation Challenges

Vangelis Demosthenous MSc
kratis
Training & Consulting Ltd
Vangelis

- 18 years as a Supervisor/Licensed Aircraft Engineer for Cyprus Airways (A310, A320, A330, B737)
- Managing Director Kratis Training and Consulting
- Working with University of Dublin (Trinity College)
- MSc in Safety Management and Human Factors
- Trainer for the JAA Training Organisation, Netherlands
- Developed and delivered several courses on Human Factors and Safety
- Member of the European/EASA Human Factors Advisory Group – Maintenance – chair for 6 years
- Member of SMS Working Group of ECAST (European Civil Aviation Safety Team) EASA
- 3 boys 21, 20, 12
Kratis Collaborates with:

- Trinity College (University of Dublin)
- Airworthiness Standards Institute (USA)
- Kratis Training & Consulting Ltd
- The MITRE Corporation (US Gov. – FAA Research)

Institute (USA)

Joint Aviation Authorities

Training Organisation

FAA Research
Training several Aviation Authorities

CAA Netherlands
Auditing Safety and HF

Deliver a Safety Management Systems, Course to the Aviation Authority of Turkey (DGCA) , Ankara
International activity

Blended HF and SMS Training

SMS, Human Factors and Airside Safety Courses

HF for Managers and Trainers
Gulfstream Savannah, USA

Train the Trainers
SAS, Copenhagen

SMS for Safety Dept
Emirates Airlines

Trainers Course
Houston Texas, USA
Working with Etihad Airways

- Safety Culture Survey
- Ramp Safety
- Human Factors
- Evaluation of training effectiveness
- Auditing SMS
- SMS for Higher Management
- SMS for Line Managers and Key staff
- SMS E-Learning
  - All staff trained
- 2 Years contract
- Train the Trainers on SMS
- Develop Basic SMS
  - for all operational staff

2 Years contract
This presentation

- Human Factors defined
- 3 Factors for HF Training failure
Defining Human Factors?

**Human Factors**
Anything that affects human performance.

European Human Factors Advisory Group EASA (2008)

**Human Performance**
Human output which has an impact on the safety, security and efficiency of aeronautical operations.

adapted from ICAO Annex 6
The 5 Circles Model

**Industry**
- Regulators
- Clients
- Competitors
- Professional Bodies
- Other Regulations

**Organisation**
- Culture
- Resources
- Management
- Processes

**Team**
- Teamwork
- Communication
- Norms
- Human Relations

**Individual**
- Competence
- Human Limitations
- Stress
- Fatigue

**Task**
- Task Instructions
- Conditions
- Tools and equipment
- Task design

---

Kratis
Training & Consulting ltd

Trinity College adapted by Demosthenous 2005
3 Factors for HF Training Failure

- Boring stuff
- Not OUR human factors
- No benefit to the company
Factor 1: Boring stuff!

- Same material over and over again
- Not interactive
- No fun
- Bad reputation
Factor 2: Not OUR human factors

- Does not address our issues appropriately
- HF training distant from operational reality
- Not an opportunity to express our views
Factor 3: No benefit to the company.

- Seen as a tick in the box
- Not seen as an investment
- Unaware of any safety or operational benefits
- No management support/commitment
Thank you!

Vangelis Demosthenous
Managing Director
Kratis Training and Consulting Ltd
37, Kyriakou Matsi Flat 201
2373 Ayios Dometios
Nicosia
Cyprus

Tel: +357-22449088
Mob. +357 99680082
Fax: +357-22449089
E-mail: demosthenous@kratisconsulting.com