

PACDEFF 2017

Captain Lee Robinson

Human Factors Training Manager

A320 Captain





Human Factors at Air New Zealand

HFSG – HF Steering Group

30 HF Instructors

Pilots & Cabin Crew

1,000 Pilots

2,500 Cabin Crew

850+ HF opportunities per year!

One Goal



*To embed Human Factors
into **everything** we do.*

Everything we do...

Air NZ HF

1

Facilitator

Stand Alone

Bolt on the side

Air NZ HF

2

Instructor

S&T Group

Fully Integrated

In everything we do...

The Trainer

The Product

The Delivery

The Trainer

Selection



Foundation



Investment

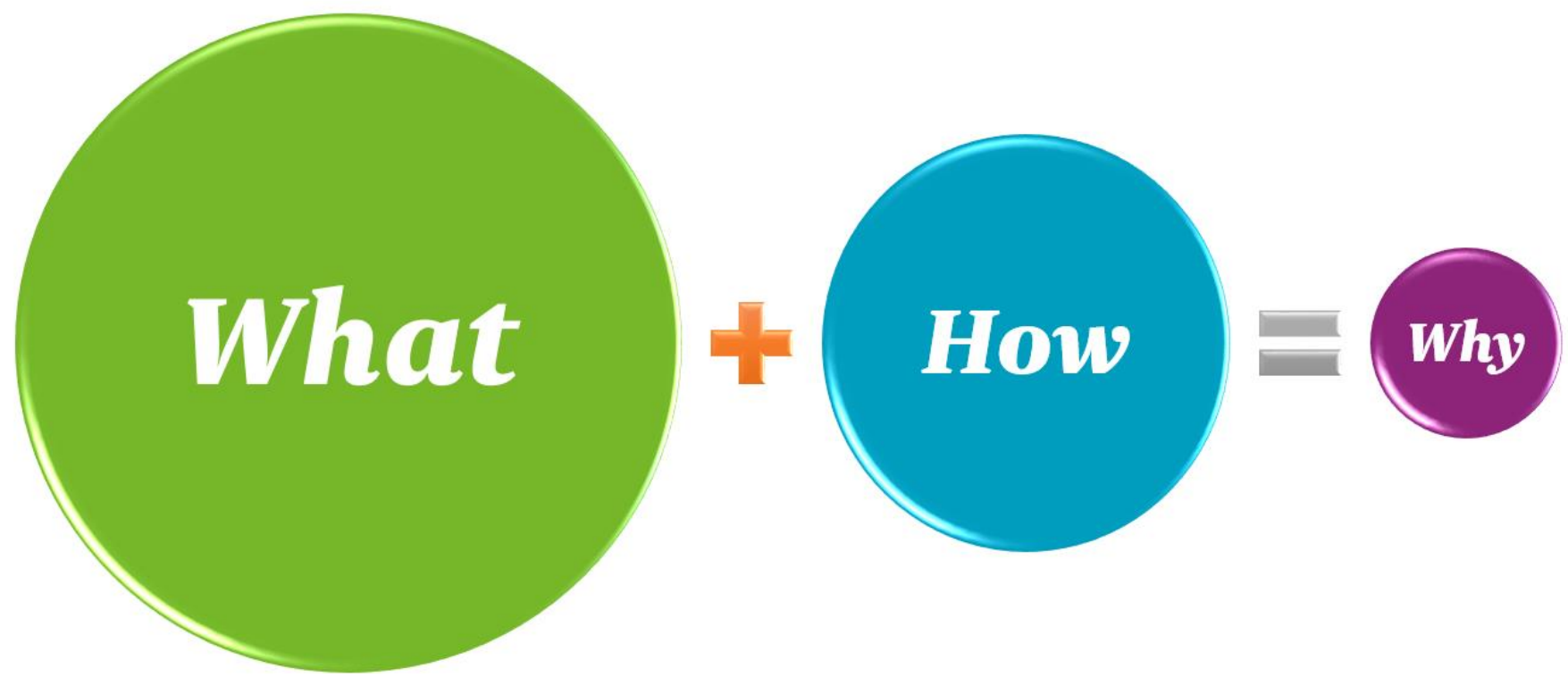


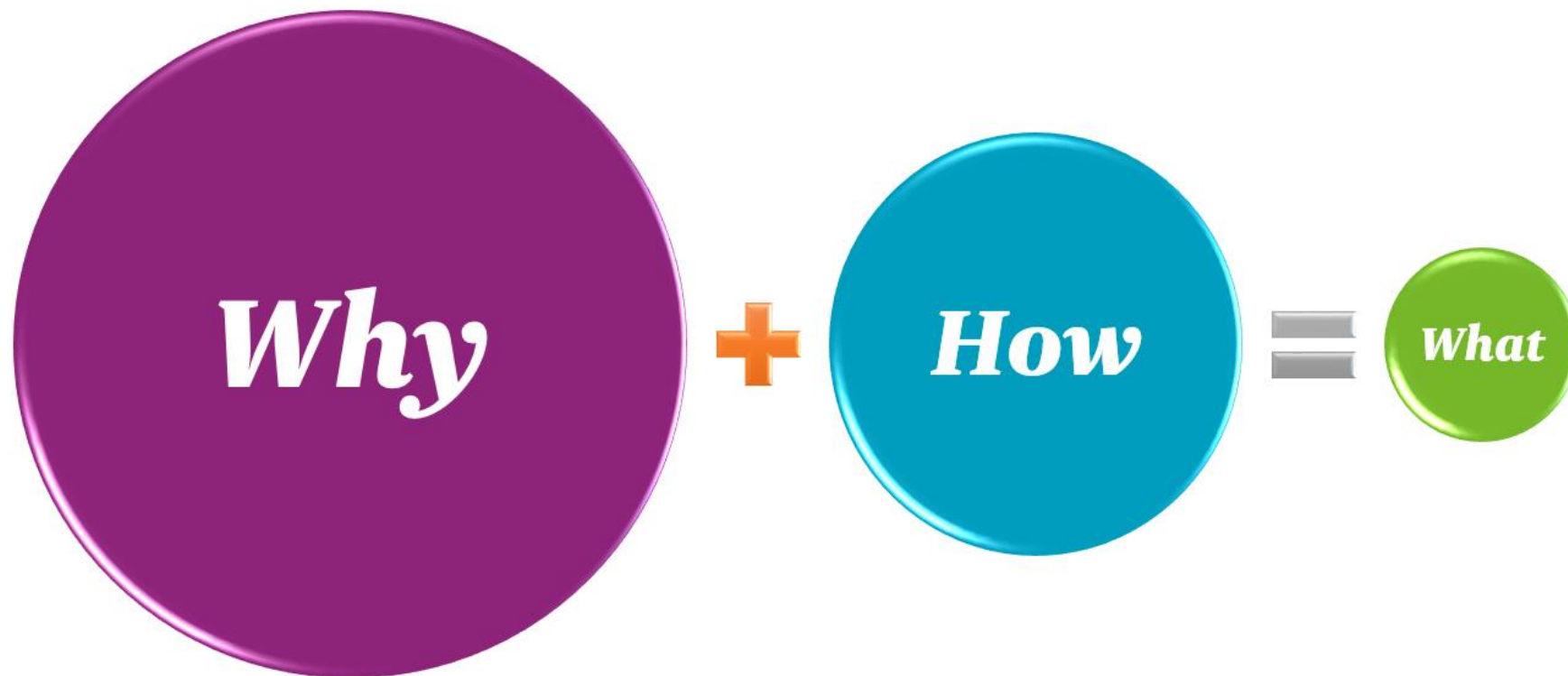
Everything we do...

The Trainer

The Product

Selection
Foundation
Investment





The Product

HFSG

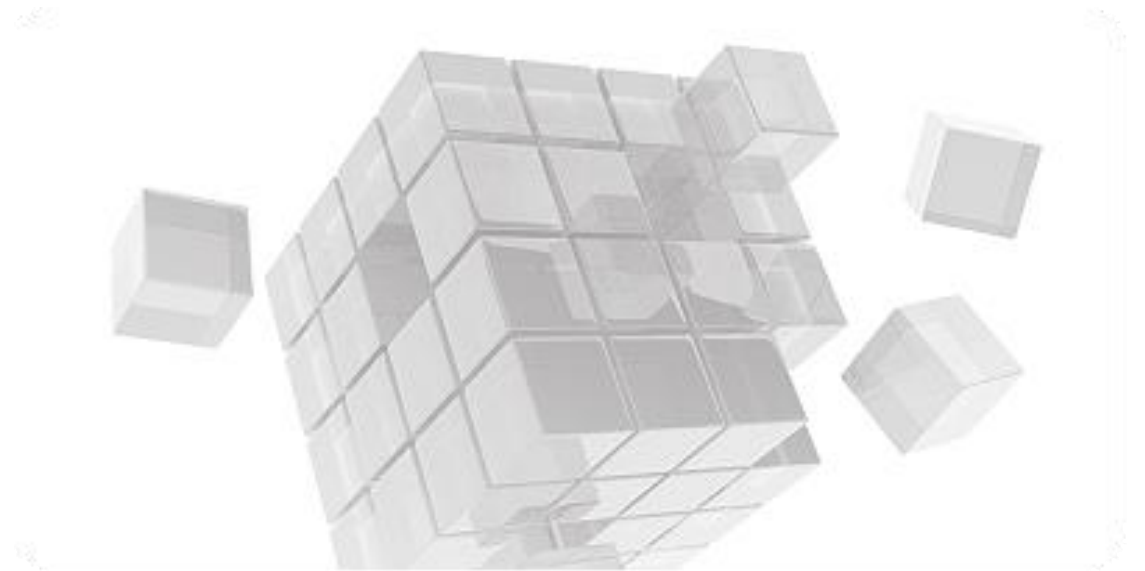
Structure/Framework

HFSG – Module Why, How, What

Real Events

Academic – Plain Language

Practical Application

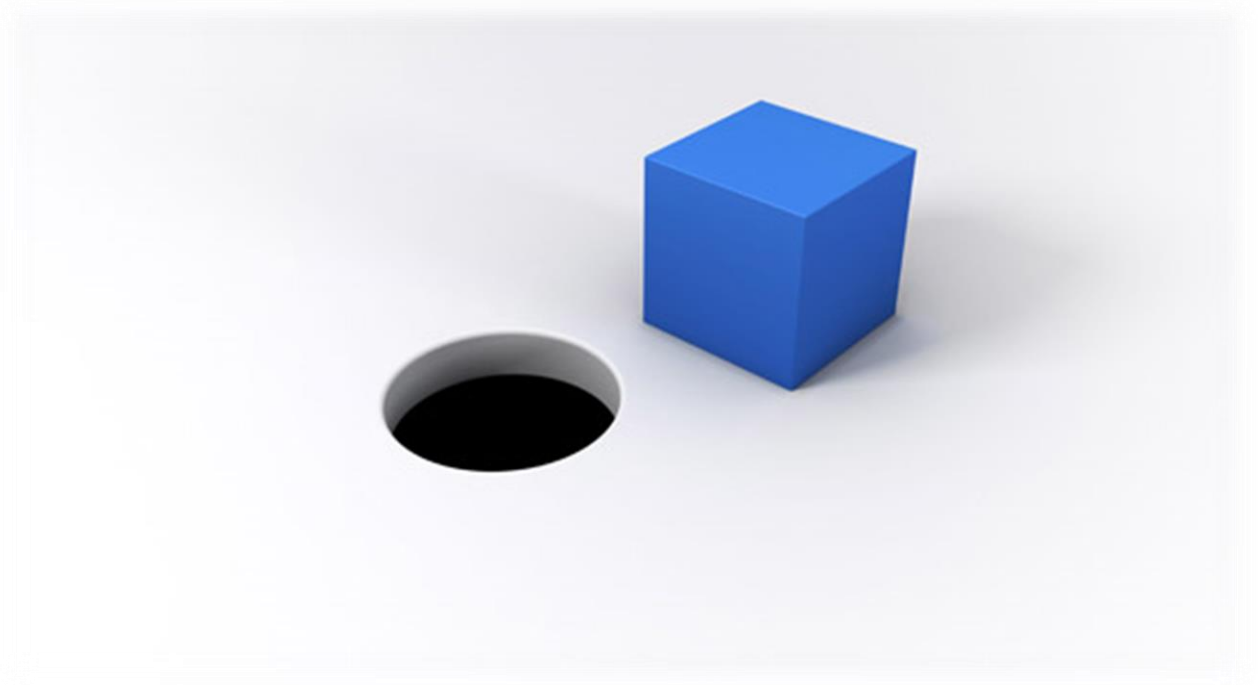


Square Peg Syndrome

No more labelling!

Freedom of Instructor

Teaching/Lecturing



The Product

HFSG

Structure/Framework

Practical Application

Everything we do...

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Foundation

Investment

HFSG

Structure/Framework

Academic to Practical

The Delivery

Preparation

Standardisation

Engaging

Everything we do...

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Structure/Framework

Academic to Practical

Preparation

Standardisation

Engaging

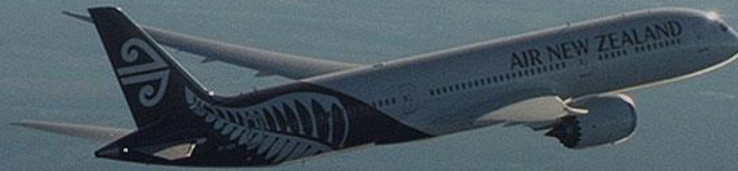
What Does it Look Like?

General Emergency Procedures Refresher Training

'A Day in the Life' – Flight Attendant Intake Training

The Power of One – Flight Attendant Upgrade Training

Pilot Intake Training Programme



***We are what we repeatedly do.
Excellence, therefore, is not an act,
but a habit.***

Aristotle