



Training Certificate Human Factors

Trainees Name: Mariam Abed

Department: Passenger Services

Initial / Recurrent

Training Modules	
1.	Introduction
2	History of Human Factors
3	Human Failures
4	Factors affecting Human Performance
5	The Dirty Dozen
6	Recognizing Potential Hazards
7	What is a safety culture?

Trainee's Declaration:

"I have received full instruction/ training of the above operational procedures and I fully understand the training that I have been given"

Trainee's Signature: [Signature] Date: 04.11.2022

Trainers / Instructors Declaration:

"I certify that the above named employee has received full instruction, training and has access to a copy of the procedures in this field of operation."

Trainer/Instructors Name: Goran Kvaternik

Trainer/Instructor's Signature: [Signature]

Date: 04.11.22.