

Title	Review and promote safety culture as part of a safety management system within an aviation organisation		
Level	5	Credits	15

Purpose	People credited with this unit standard are able to: explain and promote principles of human factors relating to aviation safety; assess application of human factors principles within aviation safety activities; review safety culture within an aviation organisation; and promote the development and maintenance of a positive safety culture within an aviation organisation.
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Classification	Aviation > Aviation - Core
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Available grade	Achieved
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Guidance Information

- 1 Resources may include but are not limited to – International Civil Aviation Organization. 2018. Doc 9859, *Safety Management Manual*. 4th ed. ICAO, available at <https://store.icao.int/en/safety-management-manual-doc-9859>.
- 2 All references to the CAA refer specifically to the Civil Aviation Authority of New Zealand.
- 3 Industry standards are those set in place by the CAA.
- 4 Industry texts may include but are not limited to – ICAO Safety Management Manual, CAA Rules, CAA Advisory Circulars, operator exposition.
- 5 Definition
Aviation organisation refers to a public, private or community enterprise, association or group operating in the aviation environment.

Outcomes and performance criteria

Outcome 1

Explain and promote principles of human factors relating to aviation safety.

Performance criteria

- 1.1 Current information on human factors is obtained and its application to aviation safety is described in accordance with industry standards and texts.

- 1.2 Human factors principles and their application to aviation safety are explained in accordance with industry standards and texts, and with regard to the nature and size of organisations.
- 1.3 Operating principles that optimise inclusion of a human factors approach to safety are identified and promoted to aviation operators in accordance with industry standards and texts.

Outcome 2

Assess application of human factors principles within aviation safety activities.

Performance criteria

- 2.1 Consideration of human factors concepts in aviation safety management is promoted to industry in plain language, to encourage their integration into normal operations in accordance with industry standards and texts.
- 2.2 Integration of human factors within industry safety management systems is identified.
- 2.3 Human factors information to be used by aviation organisation in an enquiry or investigation is observed in accordance with industry standards and texts.
- Range may include but is not limited to – enquiry or investigation reports, enquiry or investigation methodology.
- 2.4 Human factors, and engineering, technical, and other factors, that contribute to an aviation safety-related occurrence are observed and investigated in accordance with industry standards and texts.
- 2.5 Reported finding(s), safety incident feedback, and summaries that include human factors information are clearly expressed in operation terms, to reinforce general understanding within industry.
- 2.6 Behavioural markers and skills required for safe and effective work performance are reviewed and their application in an aviation organisation is measured in accordance with industry standards and texts.
- Range may include but is not limited to – validate relevance of behavioural markers and skills for each specific role or task, validate the suitability of behavioural markers and skills for a specific role or task, level of safe and effective work performance reflected in the level of competence defined by behavioural markers.

Outcome 3

Review safety culture within an aviation organisation.

Performance criteria

- 3.1 Leadership and commitment of senior management to safety are examined to determine whether the basis for developing and maintaining a positive safety culture exists.
- Range may include but is not limited to – review of organisation’s policies, systems and procedures, interviews with members of the organisation, observing behaviours and attitudes of senior management.
- 3.2 Resources committed to safety activities in relation to the size and complexity of operations are evaluated in accordance with industry standards and texts.
- 3.3 Attitudes, behaviours or systems that are potentially detrimental to safety are identified and noted.
- 3.4 Organisational systems, policies and procedures are analysed in terms of their fit with a positive safety culture in accordance with industry standards and texts.
- 3.5 Evidence of a just culture is explored to determine whether there is acknowledgement of the difference between errors and violations and underlying system deficiencies, and the need to manage this with supporting systems and practices.
- 3.6 Standard of conduct and disciplinary processes are analysed in terms of their fit with a positive safety culture in accordance with industry standards and texts.

Outcome 4

Promote the development and maintenance of a positive safety culture within an aviation organisation.

Performance criteria

- 4.1 Information about key elements for developing and enhancing a positive safety culture is provided and explained in accordance with industry standards and texts.
- 4.2 Information on strategies to encourage staff to maintain vigilance, and anticipate problems and issues, is tailored to the organisation’s need and provided in accordance with industry standards and texts.
- 4.3 Creation of a safety-related communication tool or procedure is demonstrated which includes awareness of a common communication model.
- Range may include but is not limited to – a safety posting, operational notice, email distribution, signage, brief, memorandum, minutes, survey-as-a-communication, safety incentive/reward programme, one-one-interview.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	15 April 2011	31 December 2024
Rollover	2	26 April 2018	31 December 2024
Review	3	29 September 2022	N/A

Consent and Moderation Requirements (CMR) reference	0028
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.