

Technical Training

Safety Management - Safety Culture



Safety Culture Development Programme in Human Factors for apprentice trainees

BAE SYSTEMS

Embedding a professional and philosophical safety culture at the training apprentice stage is key to the BAE Systems safety programme. Baines Simmons were engaged in consultation, design, piloting and delivery of a new innovative and customised Human Factors training programme for apprentice trainees across BAE SYSTEMS MAI.

Client Profile

BAE Systems is the second largest global defence company with approximately 100,000 employees worldwide. The company delivers a full range of products and services for air, land and naval forces. The investment the business makes in enhancing the practical application of knowledge-based learning ensures that BAE Systems Military Air & Information (MAI) manufacturing continues to lead the field in proactive Error Management.

The Challenge

As a highly complex organisation that constantly undergoes new challenges from its clients, BAE SYSTEMS demands world class products, quality and support. The course programme needed to build upon existing success in raising HF awareness across the organisation.

The course itself needed to lay and secure an early philosophical understanding within apprentices and set out how to work professionally and safely.

BAE SYSTEMS MAI has an active apprenticeship scheme based at the Engineering Training School in Preston and Baines Simmons was challenged to develop a suitably engaging, relevant and customised Human Factors course specifically suitable for apprentices completing initial training.

The Solution

No appropriate training existed but building on the BAE SYSTEMS MAI commitment to establishing and embedding a total performance culture through continued and improved business performance, Baines Simmons successfully designed a compatible solution to meet the Engineering Training School requirements.

- ▶ A training needs analysis was conducted and it identified seven key objectives for the course.
- ▶ These were designed into a one day event to match the learning levels of the target audience.
- ▶ The design team worked closely with the engineering training school and the course content adopted a central theme using the BAE corporate messaging for apprentices; that they 'may work safely' in an aircraft environment during the entire duration of their apprenticeship.
- ▶ The pilot course ran effectively in June 2009, with 10 further events quickly rolling out to meet the demanding training schedule.

"It's our people who provide the innovations that help our customers stay ahead in some of the world's fastest-moving markets.

"We received very positive feedback from our delegates on these one-day HF courses for apprentices - very successfully delivered yet again by the Baines Simmons team."

Julie Singleton, BAE SYSTEMS

Typical comments from the delegates:

"I have now gained knowledge about Human Factors within an aviation business and understand my role and how to improve procedures and submit safety reports."

"I think today was good, as the trainer made it very interesting and relevant to my role. I definitely think it has made me more aware and was extremely worthwhile."

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The Outcome

The client received excellent feedback from participants with a review of the personal course feedback forms showing an overall score of 93%, which far exceeded the client's initial expectations.

Summary of Baines Simmons services utilised

Training courses

The Baines Simmons Training Needs Analysis Methodology

Human Factors & Error Management for Apprentices