

Module 9A. Human Factors

Note: This module does not apply to category B3. Relevant subject matters for category B3 are defined in module 9B.

| | Level | | |
|---|-------|----|----|
| | A | B1 | B2 |
| 9.1 General The need to take human factors into account; Incidents attributable to human factors/human error; "Murphy's" law. | 1 | 2 | 2 |
| 9.2 Human Performance and Limitations Vision; Hearing; Information processing; Attention and perception; Memory; Claustrophobia and physical access. | 1 | 2 | 2 |
| 9.3 Social Psychology Responsibility: individual and group; Motivation and de-motivation; Peer pressure; "Culture" issues; Team working; Management, supervision and leadership. | 1 | 1 | 1 |
| 9.4 Factors Affecting Performance Fitness/health; Stress: domestic and work related; Time pressure and deadlines; Workload: overload and underload; Sleep and fatigue, shiftwork; Alcohol, medication, drug abuse. | 2 | 2 | 2 |
| 9.5 Physical Environment Noise and fumes; Illumination; Climate and temperature; Motion and vibration; Working environment. | 1 | 1 | 1 |

| | Level | | |
|---|-------|----|----|
| | A | B1 | B2 |
| 9.6 Tasks Physical work; Repetitive tasks; Visual inspection; Complex systems. | 1 | 1 | 1 |
| 9.7 Communication Within and between teams; Work logging and recording; Keeping up to date, currency; Dissemination of information. | 2 | 2 | 2 |
| 9.8 Human Error Error models and theories; Types of error in maintenance tasks; Implications of errors (i.e. accidents); Avoiding and managing errors. | 1 | 2 | 2 |
| 9.9 Hazards in the Workplace Recognising and avoiding hazards; Dealing with emergencies. | 1 | 2 | 2 |