

Module 9B. Human Factors

Note: The scope of this module shall reflect the less demanding environment of maintenance for B3 licence holders

	Level
	B3
<p>9.1 General</p> <p>The need to take human factors into account; Incidents attributable to human factors/human error; "Murphy's" law.</p>	2
<p>9.2 Human Performance and Limitations</p> <p>Vision; Hearing; Information processing; Attention and perception; Memory; Claustrophobia and physical access.</p>	2
<p>9.3 Social Psychology</p> <p>Responsibility: individual and group; Motivation and de-motivation; Peer pressure; "Culture" issues; Team working; Management, supervision and leadership.</p>	1
<p>9.4 Factors Affecting Performance</p> <p>Fitness/health; Stress: domestic and work related; Time pressure and deadlines; Workload: overload and underload; Sleep and fatigue, shiftwork; Alcohol, medication, drug abuse.</p>	2
<p>9.5 Physical Environment</p> <p>Noise and fumes; Illumination; Climate and temperature; Motion and vibration; Working environment.</p>	1

	Level
	B3
9.6 Tasks Physical work; Repetitive tasks; Visual inspection; Complex systems.	1
9.7 Communication Within and between teams; Work logging and recording; Keeping up to date, currency; Dissemination of information.	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.	2
9.9 Hazards in the Workplace Recognising and avoiding hazards; Dealing with emergencies.	2