

Module 9

Human Factors

	Level		
	A	B1	B2
9.1 General	A	B1	B2
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 & Limitations	A	B1	B2
Vision; Hearing; Information processing; Attention & perception; Memory; Claustrophobia & physical access.	1	2	2
9.3 Social Psychology	A	B1	B2
Responsibility: individual & group; Motivation & de -motivation; Peer pressure; 'Culture' issues; Team working; Management, supervision & leadership.	1	1	1
9.4 Factors Affecting Performance	A	B1	B2
Fitness / health; Stress: domestic & work related; Time pressure & deadlines; Workload: overload & underload; Sleep & fatigue, shiftwork; Alcohol, medication, drug abuse.	2	2	2
9.5 Physical Environment	A	B1	B2
Noise & fumes; Illumination; Climate & temperature; Motion & vibration; Working environment.	1	1	1
9.6 Tasks	A	B1	B2
Physical work; Repetitive tasks; Visual inspection; Complex systems.	1	1	1
9.7 Communication	A	B1	B2
Within & between teams; Work logging & recording; Keeping up to date, currency; Dissemination of information.	2	2	2
9.8 Human Error	A	B1	B2
Error models & theories; Types of error in maintenance tasks; Implications of errors (i.e. accidents); Avoiding & managing errors.	1	2	2
9.9 Hazards in the Workplace	A	B1	B2
Recognising & avoiding hazards; Dealing with emergencies.	1	2	2

