

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 and Limitations	A	B1	B2
Vision; Hearing; Information processing; Attention and perception; Memory; Claustrophobia and physical access.	1	2	2
9.3 Social Psychology	A	B1	B2
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	A	B1	B2
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	A	B1	B2
Noise and fumes; Illumination; Climate and temperature; Motion and 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 and between teams; Work logging and recording; Keeping up to date, currency; Dissemination of information.	2	2	2



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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

