

MODULE 9. HUMAN FACTORS

|  | Level |    |    |
|--|-------|----|----|
|  | A     | B1 | B2 |
| <b>9.1 General</b>                                   | 1     | 2  | 2  |
| The need to take human factors into account;         |       |    |    |
| Incidents attributable to human factors/human error; |       |    |    |
| 'Murphy's' law.                                      |       |    |    |
| <b>9.2 Human Performance and Limitations</b>         | 1     | 2  | 2  |
| Vision;  |       |    |    |
| Hearing;   |       |    |    |
| Information processing;                              |       |    |    |
| Attention and perception;                            |       |    |    |
| Memory;  |       |    |    |
| Claustrophobia and physical access.                  |       |    |    |
| <b>9.3 Social Psychology</b>                         | 1     | 1  | 1  |
| Responsibility: individual and group;                |       |    |    |
| Motivation and de-motivation;                        |       |    |    |
| Peer pressure;                                       |       |    |    |
| 'Culture' issues;                                    |       |    |    |
| Team working;  |       |    |    |
| Management, supervision and leadership.              |       |    |    |

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|--|-------|----|----|
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| <b>9.4 Factors Affecting Performance</b> | 2     | 2  | 2  |
| Fitness/health;                          |       |    |    |
| Stress: domestic and work related;       |       |    |    |
| Time pressure and deadlines;             |       |    |    |
| Workload: overload and underload;        |       |    |    |
| Sleep and fatigue, shiftwork;            |       |    |    |
| Alcohol, medication, drug abuse.         |       |    |    |
| <b>9.5 Physical Environment</b>          | 1     | 1  | 1  |
| Noise and fumes;                         |       |    |    |
| Illumination;                            |       |    |    |
| Climate and temperature;                 |       |    |    |
| Motion and vibration;                    |       |    |    |
| Working environment.                     |       |    |    |
| <b>9.6 Tasks</b>                         | 1     | 1  | 1  |
| Physical work;                           |       |    |    |
| Repetitive tasks;                        |       |    |    |
| Visual inspection;                       |       |    |    |
| Complex systems.                         |       |    |    |
| <b>9.7 Communication</b>                 | 2     | 2  | 2  |
| Within and between teams;                |       |    |    |
| Work logging and recording;              |       |    |    |
| Keeping up to date, currency;            |       |    |    |
| Dissemination of information.            |       |    |    |
| <b>9.8 Human Error</b>                   | 1     | 2  | 2  |
| Error models and theories;               |       |    |    |
| Types of error in maintenance tasks;     |       |    |    |
| Implications of errors (i.e accidents)   |       |    |    |
| Avoiding and managing errors.            |       |    |    |
| <b>9.9 Hazards in the Workplace</b>      | 1     | 2  | 2  |
| Recognising and avoiding hazards;        |       |    |    |
| Dealing with emergencies.                |       |    |    |