

SYL M09A B1.3 rev. 1.0

Lesson
Subject
<p>9A.1 General</p> <p>The need to take human factors into account; Incidents attributable to human factors/human error; 'Murphy's' law.</p>
<p>9A.2 Human Performance and Limitations</p> <p>Vision; Hearing; Information processing; Attention and perception; Memory; Claustrophobia and physical access</p>
<p>9A.3 Social Psychology</p> <p>Responsibility: individual and group; Motivation and de-motivation; Peer pressure; 'Culture' issues; Team working; Management, supervision and leadership</p>
<p>9A.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>
<p>9A.5 Physical Environment</p> <p>Noise and fumes; Illumination; Climate and temperature; Motion and vibration; Working environment.</p>
<p>9A.6 Tasks</p> <p>Physical work; Repetitive tasks; Visual inspection; Complex systems.</p>
<p>9A.7 Communication</p> <p>Within and between teams; Work logging and recording; Keeping up to date, currency; Dissemination of information.</p>

Lesson
Subject
9A.8 Human Error Error models and theories; Types of error in maintenance tasks; Implications of errors (i.e. accidents); Avoiding and managing errors
9A.9 Hazards in the Workplace Recognising and avoiding hazards; Dealing with emergencies.