

## MODULE 9 - SYLLABUS

MODULE 9A. HUMAN FACTORS <i>Note: This module does not apply to category B3. Relevant subject matters for category B3 are defined in module 9B.</i>	LEVEL		
	A	B1	B2
<b>9.1 General</b> The need to take human factors into account; Incidents attributable to human factors/human error; 'Murphy's' law.	1	2	2
<b>9.2 Human Performance and Limitations</b> Vision; Hearing; Information processing; Attention and perception; Memory; Claustrophobia and physical access.	1	2	2
<b>9.3 Social Psychology</b> Responsibility: individual and group; Motivation and de-motivation;	1	1	1



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MODULE 9A. HUMAN FACTORS <i>Note: This module does not apply to category B3. Relevant subject matters for category B3 are defined in module 9B.</i>	LEVEL		
	A	B1	B2
Peer pressure; 'Culture' issues; Team working; Management, supervision and leadership			
<b>9.4 Factors Affecting Performance</b> 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
<b>9.5 Physical Environment</b> Noise and fumes; Illumination; Climate and temperature; Motion and vibration; Working environment.	1	1	1
<b>9.6 Tasks</b> Physical work; Repetitive tasks; Visual inspection; Complex systems.	1	1	1
<b>9.7 Communication</b> Within and between teams; Work logging and recording; Keeping up to date, currency; Dissemination of information.	2	2	2
<b>9.8 Human Error</b> Error models and theories; Types of error in maintenance tasks; Implications of errors (i.e accidents) Avoiding and managing errors.	1	2	2
<b>9.9 Hazards in the Workplace</b> Recognising and avoiding hazards; Dealing with emergencies.	1	2	2

<b>MODULE 9B. HUMAN FACTORS</b> <i>Note: The scope of this module shall reflect the less demanding environment of maintenance for B3 licence holders.</i>	<b>LEVEL</b> <b>B3</b>
<b>9.1 General</b> The need to take human factors into account; Incidents attributable to human factors/human error; 'Murphy's' law.	<b>2</b>
<b>9.2 Human Performance and Limitations</b> Vision; Hearing; Information processing; Attention and perception; Memory; Claustrophobia and physical access.	<b>2</b>
<b>9.3 Social Psychology</b> Responsibility: individual and group; Motivation and de-motivation; Peer pressure; 'Culture' issues; Team working; Management, supervision and leadership	<b>1</b>
<b>9.4 Factors Affecting Performance</b> Fitness/health; Stress: domestic and work related; Time pressure and deadlines; Workload: overload and underload; Sleep and fatigue, shiftwork; Alcohol, medication, drug abuse.	<b>2</b>
<b>9.5 Physical Environment</b> Noise and fumes; Illumination; Climate and temperature; Motion and vibration; Working environment.	<b>1</b>
<b>9.6 Tasks</b> Physical work; Repetitive tasks; Visual inspection; Complex systems.	<b>1</b>
<b>9.7 Communication</b> Within and between teams; Work logging and recording;	<b>2</b>

MODULE 9B. HUMAN FACTORS	LEVEL
<i>Note:</i> The scope of this module shall reflect the less demanding environment of maintenance for B3 licence holders.	B3
<p>Keeping up to date, currency; Dissemination of information.</p> <p><b>9.8 Human Error</b>  Error models and theories;  Types of error in maintenance tasks;  Implications of errors (i.e accidents)  Avoiding and managing errors.</p> <p><b>9.9 Hazards in the Workplace</b>  Recognising and avoiding hazards;  Dealing with emergencies.</p>	<p>2</p> <p>2</p>

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