

**MODULE 9A. HUMAN FACTORS**

Regulation (EU) 2018/1142

Note: This module does not apply to category B3. Relevant subject matters for category B3 are defined in module 9B.

MODULE 9A. HUMAN FACTORS	LEVEL		
	A	B1	B2 B2L
<p><i>9.1 General</i></p> <p>The need to take human factors into account; Incidents attributable to human factors/human error; 'Murphy's' law.</p>	1	2	2
<p><i>9.2 Human Performance and Limitations</i></p> <p>Vision; Hearing; Information processing; Attention and perception; Memory; Claustrophobia and physical access.</p>	1	2	2
<p><i>9.3 Social Psychology</i></p> <p>Responsibility: individual and group; Motivation and de-motivation; Peer pressure; 'Culture' issues; Team working; Management, supervision and leadership.</p>	1	1	1
<p><i>9.4 Factors Affecting Performance</i></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>	2	2	2
<p><i>9.5 Physical Environment</i></p> <p>Noise and fumes; Illumination; Climate and temperature; Motion and vibration; Working environment.</p>	1	1	1
<p><i>9.6 Tasks</i></p> <p>Physical work; Repetitive tasks; Visual inspection; Complex systems.</p>	1	1	1
<p><i>9.7 Communication</i></p> <p>Within and between teams; Work logging and recording; Keeping up to date, currency; Dissemination of information.</p>	2	2	2
<p><i>9.8 Human Error</i></p>	1	2	2

MODULE 9A. HUMAN FACTORS	LEVEL		
	A	B1	B2 B2L
Error models and theories; Types of error in maintenance tasks; Implications of errors (i.e. accidents); Avoiding and managing errors.			
<i>9.9 Hazards in the Workplace</i> Recognising and avoiding hazards; Dealing with emergencies.	1	2	2

**MODULE 9B. HUMAN FACTORS**

Regulation (EU) No 1321/2014

Note: The scope of this module shall reflect the less demanding environment of maintenance for B3 licence holders.

MODULE 9B. HUMAN FACTORS	LEVEL
	B3
<p><i>9.1 General</i></p> <p>The need to take human factors into account; Incidents attributable to human factors/human error; 'Murphy's' law.</p>	2
<p><i>9.2 Human Performance and Limitations</i></p> <p>Vision; Hearing; Information processing; Attention and perception; Memory; Claustrophobia and physical access.</p>	2
<p><i>9.3 Social Psychology</i></p> <p>Responsibility: individual and group; Motivation and de-motivation; Peer pressure; 'Culture' issues; Team working; Management, supervision and leadership.</p>	1
<p><i>9.4 Factors Affecting Performance</i></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>	2
<p><i>9.5 Physical Environment</i></p> <p>Noise and fumes; Illumination; Climate and temperature; Motion and vibration; Working environment.</p>	1
<p><i>9.6 Tasks</i></p> <p>Physical work; Repetitive tasks; Visual inspection; Complex systems.</p>	1
<p><i>9.7 Communication</i></p> <p>Within and between teams; Work logging and recording; Keeping up to date, currency; Dissemination of information.</p>	2
<p><i>9.8 Human Error</i></p>	2

MODULE 9B. HUMAN FACTORS	LEVEL
	B3
Error models and theories; Types of error in maintenance tasks; Implications of errors (i.e. accidents); Avoiding and managing errors.	
<i>9.9 Hazards in the Workplace</i> Recognising and avoiding hazards; Dealing with emergencies.	2