# Regulatory Competencies

**Process Competency:     Human Factors**

**Description:**                     The ability to understand the factors that affect individuals in a working environment and the impact this may have on safety.

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### Operational and Supervisory

*Knowledge*
Understands the contribution of human factors to aviation occurrences and how awareness of human factors issues can make improvements in safety.

Understands the causes of human errors and how they can be prevented in terms of the following areas:
- Physical - relating to design and operational environments
- Physiological factors that may affect physical performance
- Psychological factors that affect fitness for duty and decision making
- Psycho-social factors that induce extra pressure on an individual

Understands the concept of safety culture and the organisational factors that have a bearing on this.

Can explain the constraints on occurrence reporting caused by human factors, and can propose ways of reducing their effects within own working environment.

Understands how Human Factors affect an organisation's Safety Management System (SMS).

Understands the link between Human Factors and a Just Culture.

*Skills*
Can identify links between Human Factors issues and safety performance.

Is able to identify and practically apply human factors principles when assessing activities within areas of technical competence.

Assesses the effectiveness of the application of human factors practices in operators by a range of appropriate methods and measures.

Can evaluate the effectiveness with which errors and violations are managed within the service provider.

Can relate Human Factors issues to the effectiveness of an organisation's SMS.

Evaluates HF issues in occurrence and safety reports.

*Behaviours*

Engages with service provider's management to assess whether HF issues

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have been addressed effectively within the organisation.

Promotes the importance of Human Factors to service providers in the management of their organisation.

Practices Human Factors principles in their approach to regulation.

Engages with service provider's management to promote a human factors approach to establishing and maintaining a Just Culture.

*Persons to whom this is likely to apply:*
Regulatory, policy and Management staff.