



Human Factors Awareness course

30/10/2019

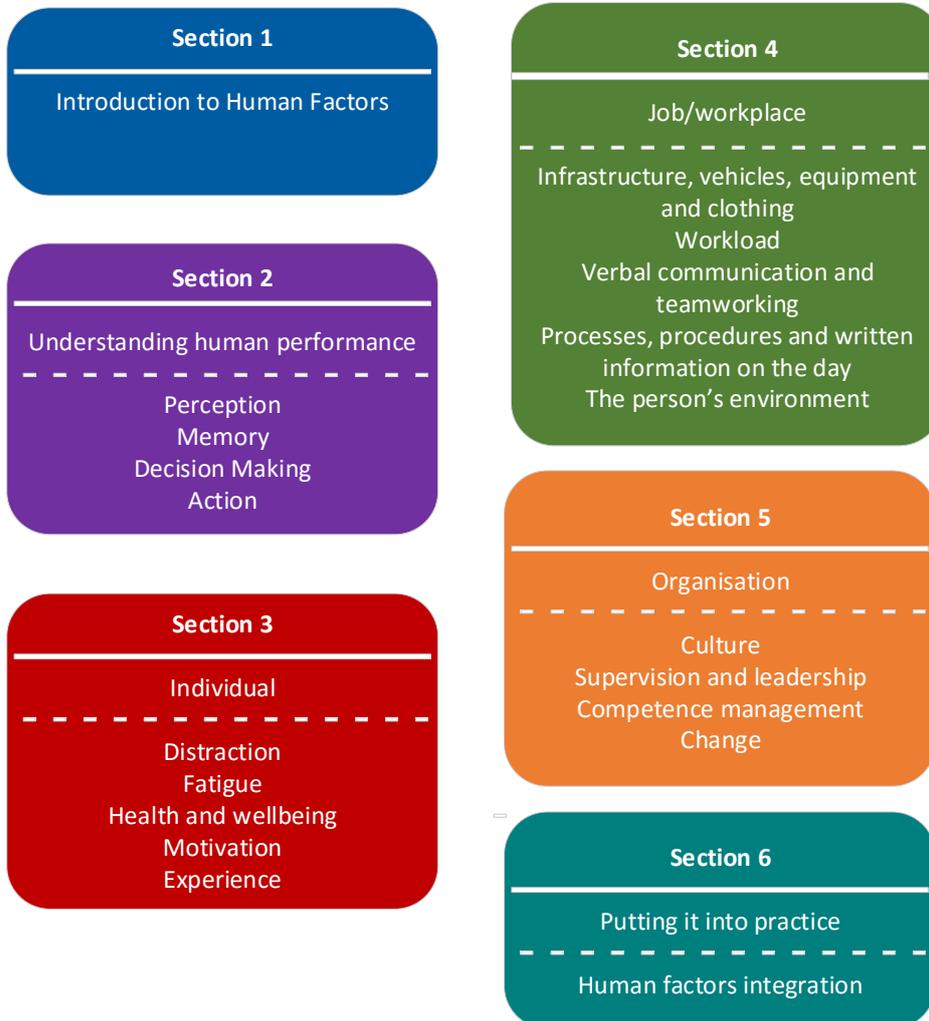
The Human Factors Awareness (HFA) training course has been designed to provide delegates with an understanding of why people make mistakes, and the wider individual, job/workplace and organisational factors that can affect performance at work. The course has been recently revised with new content, activities and case studies to practically demonstrate how human factors knowledge can be applied.

This course is aimed at safety managers, operations managers, safety advisors and safety specialists, hazard analysts, regulators, inspectors, and human factors advisors. It is also relevant to those whose role includes accident incident investigation.

RSSB collaborates with the GB rail industry to increase understanding and awareness of human factors and how it can be better applied. This will allow human factors issues to be identified and integrated proactively whilst helping to identify human performance issues and underlying causes.

This course applies human factors principles to help delegates better understand why people make mistakes, why things go wrong, and the factors that can contribute to incidents and accidents in the rail industry. Delegates learn to practically apply human factors techniques to improve human and organisational performance.

Running over two days, the course provides knowledge of human factors and various techniques that help delegates identify factors that can affect human performance including individual, job/workplace and organisational issues. This knowledge can be used when considering design, change management operations as well as part of an investigation. It uses practical examples and case studies from a range of safety-critical industries to allow delegates to practise making recommendations to systemically understand, manage and improve human performance.



The expected learning outcomes of the course are to:

- Raise awareness of the human factors issues that can be managed within an organisation to improve human performance.
- Provide practical skills to understand how people process information and function within an organisation.
- Raise awareness of the issues throughout an organisation that can influence human performance.
- Help delegates identify systemic weaknesses in their organisations and provide guidance on how to manage these weaknesses.

If you want to focus only on understanding human performance (at the individual level), you may prefer to attend the [Non-Technical Skills course](#). The Non-Technical Skills course expands upon and consolidates the individual performance concepts from a human performance and competence management perspective.

RSSB also runs an [Accident Investigation Training Course](#) which aligns to the RIS-3119 and aims to increase the industry's capabilities in investigating rail accidents, including the consideration of human performance. The course is designed specifically for investigators or managers who conduct investigations into operational and non-operational accidents, incidents and near misses.

Training dates

We update our website with the latest course dates available. Please visit the training pages on www.rssb.co.uk.

If you would like RSSB to deliver a bespoke training course at a location of choice, please contact training@rssb.co.uk to discuss your requirements.

To ensure the course meets your objectives, if you want more information or have any questions regarding course content please contact: training@rssb.co.uk