

TSC Category	Operational Control Implementation					
TSC	Human Factors in Job Design					
TSC Description	Identify and mitigate risks of incidents and/or accidents caused by human factors					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				WPH-WSH-4073-1.1	WPH-WSH-5073-1.1	
				Review trends in human errors and propose strategies to reduce the occurrences of accidents	Apply human factors to the design of job content and systems	
Knowledge				<ul style="list-style-type: none"> • Concepts and principles of human factors in the industry • Importance of human factors • Relationship between human factors, safety and efficiency • Role of human factors in system design, operations, management and safety • Fatigue risk management • Threat and error management • Importance of communication and teamwork • Resource management tools • Human-centred design philosophy • Safety Management Systems (SMS) 	<ul style="list-style-type: none"> • Elements of job functions • Objectives of job function analysis • Approaches to job function analysis • Human needs and errors in job functions • Human Factor Analysis and Classification System (HFACS) • Methods of identifying human needs and errors in job performance • Safety and health outcomes of job re-design • Types of support materials for re-designed jobs • Processes to review and evaluate safety and health outcomes of job re-design 	
Abilities				<ul style="list-style-type: none"> • Determine timelines for work tasks according to the capabilities of the teams and industry practices • Ensure human factors are accounted for in Standard Operating Procedures (SOPs) • Implement processes to strengthen communication across work teams • Analyse incident reports 	<ul style="list-style-type: none"> • Analyse current job functions in accordance with organisational objectives and performance specifications • Identify human needs and errors related to the job functions • Design job content and systems to address relevant human needs and errors 	

**SKILLS FRAMEWORK FOR WORKPLACE SAFETY AND HEALTH
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

				<p>to examine trends in human errors</p> <ul style="list-style-type: none"> • Perform statistical analyses and present reports • Propose and develop new systems and procedures to mitigate the risks of human errors and threats 	<ul style="list-style-type: none"> • Manage the implementation of the job re-design • Evaluate the effects of safety and health outcomes of the job re-design 	
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