



Regulatory Inspector Human Factors Competency Framework

Version 1.0
September 2014

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What Are Competencies?

Competencies are observable and measurable patterns of knowledge, skill, attitude and behaviour that an individual is expected to demonstrate in relation to required task performance.

Benefits of Competencies

Competencies are a common point of reference or benchmark against which individual performance can be measured. They can also be used in the ongoing career development to enhance the knowledge, skill, attitude and behaviour of individuals.

Purpose of the Framework

The Human Factors Competency Framework has been designed to create a standard for regulatory inspectors that can be used in the development of training and assurance. It includes HF competencies associated with safety management.

For each competency there is a series of proficiency statements, which in turn have a set of competency levels that best describe them.

Competency Levels

Competency levels 1 to 3 are characterised as:

1. Basic	Demonstrates basic knowledge and ability and, with guidance, can apply the competency in common situations that present limited difficulties.
2. Intermediate	Demonstrates intermediate knowledge and ability, and can apply the competency with minimal or no guidance in the full range of typical situations.
3. Advanced	Demonstrates advanced knowledge and ability, and can provide advice and guidance to others about applying the competency in all situations

Within the framework, each level specifies the knowledge, skill and behaviour required to be transferred/demonstrated. Levels are cumulative which means that although the knowledge, skill and behaviour from lower levels are not repeated at the higher level, they will nevertheless apply.

Practical Application of the Competency Framework

The framework should be used to determine a set of relevant competencies (a competency profile) for a particular role that best enhances the performance of an individual in relation to the required task. Because the framework is generic there may be additional specific competencies for the type of organisation they regulate.

Competency	Proficiency	Level 1	Level 2	Level 3
1. Human Factors (HF) Knowledge	1. Able to define Human Factors	Can provide a workable definition.	Has basic understanding and is able to explain it in simple terms	Has a detailed understanding of HF theory and is able to explain it in greater depth.
	2. Understand the relationship between Human Factors and system performance	Recognises that HF affects performance within the aviation system.	Is able to identify HF that affect performance and increase risk within their community/domain.	Is able to evaluate the effect of HF on system performance
	3. Understand why errors and violations occur	Can describe the key concepts and differences between human error and violations.	Is able to identify error types within their community/domain and recognise error-and violation inducing situations.	Can evaluate the effectiveness with which errors and violations are managed within the organisation.
	4. Understand EASA and National requirements for Human Factors	Can state why there is a need for HF requirements to ensure flight safety.	Understands the intent of the EASA and National HF requirements.	Is able to analyse how HF requirements are being applied to support an effective HF programme
2. Factors that influence human performance	1. Understand factors that can impact human performance for example stress, fatigue, memory, physiology, temperature, noise, visual acuity	Can describe factors that can impact human performance.	Is able to identify human performance-related risks	Is able to assess how human performance-related risks are being managed by the organisation.
	2. Understand that combinations of factors can influence human performance	Can describe how combinations of factors can impact Human Performance.	Is able to recognise the human performance-related risks due to combined factors within the organisation.	Is able to assess how human performance related risks caused by combined factors are being managed by the organisation.

Competency	Proficiency	Level 1	Level 2	Level 3
3. Organisational approach to HF	1. Can understand the approach to HF in the organisation's management.	Is able to understand the importance of the management's approach to HF.	Is able to engage with the organisation's management to assess their approach to HF.	Is able to promote the importance of HF to organisation's management and assess whether the organization's approach is being effective .
	2. Understand the State's approach of HF in the State Safety Program (SSP)	Can describe the scope of HF in the SSP.	Has a good understanding and is able to discuss the HF issues as identified in the SSP.	Has a detailed understanding, and is able to assess the implementation of the HF issues as identified in the SSP.
4. Safety Management System (SMS) General	1. Understand the relationship between Human Factors & Safety Management Systems	Has a basic understanding of the relationship between HF and SMS, and can outline the key elements and components of SMS.	Has a good understanding and is able to discuss the SMS, in relation to HF issues within the organisation	Is able to assess whether HF have been addressed effectively within the organisation's SMS.
5. Just Culture	1. Understand the relationship between Just Culture and the HF program	Has a basic understanding of Just Culture and its relationship with the HF program.	Understands the intent and can apply the principles of a just culture in oversight activities.	Is able to assess just culture processes and its application and is able to determine whether it is effectively used in organisations.
	2. Understand the regulator's expected behaviour and how it can impact the organisation's just culture	Can describe the types of behaviours which could impact just culture	Can apply the behaviours that would facilitate the continuation of the organisation's just culture	Can advise and guide others in application of behaviours that would facilitate the continuation of the organisation's just culture.
6. Safety and Occurrence reporting	1. Is able to evaluate HF issues in occurrence and safety reports.	Can identify HF issues in occurrence and safety reports	Is able to recognize whether HF issues have been appropriately actioned.	Is able to analyse corrective and preventive actions with respect to HF issues.
	2. Understand the effectiveness of reporting systems in identifying HF issues.	Understands the importance of reporting systems to identify HF issues.	Is able to recognise whether the organisation's reporting systems are identifying HF issues.	Is able to assess the effectiveness of the reporting systems in identifying HF issues.

Competency	Proficiency	Level 1	Level 2	Level 3
7. Safety Culture	1. Understand the significance of safety culture	Understands the key elements of how a positive safety culture is created and developed.	Is able to recognize good safety culture and its effects on safety performance.	Is able to assess the organisation safety culture, and identify strengths and weaknesses.