



HEALTH, SAFETY AND SECURITY TRAINING

Human Factors and Error Management for Critical Industries

5 day course

Classroom, online or in-house

Course overview

In industries where a single error can cause a major accident, error cannot be trained out and must be designed for. This course covers building that capability across an operation rather than investigating it after the event. Delegates work through error identification and prediction, the design of tasks, procedures and interfaces that make the correct action the easy one, and the barriers and defences that catch an error before it propagates. Safety critical communication, handover and shift transition receive their own treatment, since these are recurring points of failure. The course also covers safety culture, the conditions under which people report their own errors, and why an organisation that punishes reporting stops seeing its own risk.

What you will learn

- Identify and predict error at the task level before an incident occurs
- Design tasks, procedures and interfaces so the correct action is the easy one
- Specify barriers and defences that catch an error before it propagates
- Improve safety critical communication, handover and shift transition
- Assess fatigue and workload as managed risks rather than personal failings
- Build the reporting conditions under which an organisation sees its own errors
- Measure error management performance without measuring blame

Who should attend

- Safety, risk and human factors professionals
- Operations and control room managers
- Process safety and reliability engineers
- Training and competence managers
- Senior leaders in high hazard industries

Course outline

- 01 Why error cannot be trained out of a critical operation
- 02 Error identification and prediction at task level
- 03 Task, procedure and interface design
- 04 Barriers, defences and how they fail together
- 05 Safety critical communication and handover
- 06 Fatigue and workload as managed risks
- 07 Reporting culture and what suppresses it
- 08 Measuring error management without measuring blame

Upcoming dates

Dates	Venue	Format	Fee per delegate
6 to 10 September 2026	Gaborone, Botswana	Classroom	R11,995
11 to 15 September 2026	Dar es Salaam, Tanzania	Classroom	R11,995
12 to 16 September 2026	Lilongwe, Malawi	Classroom	R11,995
20 to 24 September 2026	Dubai, UAE	Classroom	R11,995



Fees and how to register

Online **from R6,500** per delegate, classroom **from R11,995** per delegate, in-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afri-science.co.za, or WhatsApp us on **+27 63 479 1136**.

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