

Newsletter

UK Nuclear Human Performance Forum

May 2013

Welcome readers old and new

This is the fourth newsletter provided by the UK Forum, and this time we've gone to a wider audience distribution, so it may be the first time you have received it. We've done this in recognition of the growing interest in the field of Human Performance.

As a little bit of background for new readers our Forum was established in 2008, consists of the representatives of the various licensees, Cogent and NSAN and is sponsored by the UK Nuclear Directors Forum. The Forum is occasionally attended by the ONR and NDA. Over the past four years the group have completed a number of work activities including Practitioner Training Standards and a Body of Knowledge. A learning 'e' room has been developed to share information across the membership and further information is available via the contacts below.

A word from our sponsor

The UK Nuclear Human Performance Forum is doing great work to help industries develop and deploy appropriate Human Performance Programmes. The Practitioner Training Standards are a great example of this work

I am a great believer in achieving excellence via working with people. I don't know anyone who comes to work to do a poor job and I know many, many people who take great pride in a job well done yet we all make errors. The chairman of the board makes errors as does the office cleaner and the facility manager. All errors at work have the potential to cause the business a problem be it financial, reputational or safety related.

Deploying an effective Human Performance programme will not only reduce the errors people make (from their use of the various tools and techniques) but will minimise the consequence of any errors which are made by ensuring each of the defence in depth barriers is as effective as possible

Typically organisations launch Human Performance programmes to improve their safety and environmental performance – usually to great effect but Human Performance improvement techniques can be applied to every aspect of business improvement.

Alan Brandwood
Chair of the UK Nuclear Industry
Safety Directors Forum (SDF)



GE Healthcare



Just what is Human Performance?

Human Performance (HU) is a unique blend of behaviours, managing organisational defences, safety culture, preventing errors to avoid or mitigate the impact of events and accidents. Simply defined HU is:

“Behaviour + Results;” HU=B+R

**Human Performance focuses on both *reducing errors* and *managing defences* to create immunity to significant events.

$$Re + Md = \emptyset E$$

Reducing active errors (Re) and managing defences (Md) will lead to no significant events ($\emptyset E$).

Our Terms of Reference

- To promote industry wide alignment, including national and international collaboration, in relation to Human Performance.
- To provide an opportunity to Benchmark and learn across other sectors.
- To develop standards and training which are recognised industry wide.
- Provide a link into Regulators, Licensees and Human Performance/Human Factors Specialists, and other relevant Safety Directors Forum subgroups as appropriate.
- Optimise resources by utilising the Human Performance leads within the group.
- Share KPIs and measurements for the success of Human Performance programmes.
- To inform the Nuclear Community of key learning and information from the meetings.
- Continued professional development.



Spotlight on: The National Skills Academy for Nuclear

“The Human Performance Practitioner Training Standards clearly define the required level of knowledge to be achieved by human performance practitioners. The agreement of these standards via the Human Performance Forum is a fantastic development in the raising of training standards for the industry. The next step for the Skills Academy is to work with our High Quality Provider Network on the development of courses, to ensure that provision is in place to deliver to the standards. Achievement of the standard can be recorded and demonstrated on the Nuclear Skills Passport providing a clear demonstration to regulatory authorities of organisational competence in the area of human performance.”



Jean Llewellyn OBE Chief Executive of the National Skills Academy for Nuclear


Our Work Streams

- Facilitate International collaboration (via WANO and INPO HuP links).
- Practitioner Standard (8 training standards).
- Fundamentals Standard.
- Provide guidance document (Blueprint) for establishing a Human Performance strategy within an organisation – introduction and application.
- Develop a benchmarking programme for the year; ascertain cross industry benchmark partners.
- Review and update 'Body of Knowledge' document.
- Website development – create a skeleton of the A3 map of hierarchy.
- Share KPIs and measurements for the success of Human Performance Programmes.
- Continued collaboration between Organisations for Practitioner courses being run within the UK.
- Sharing of good practice, initiatives and learning via meetings, e-room and benchmarking.

Our Training Standards

Over the last twelve months, one of the major work-streams of the forum has been the development of training standards of personnel working in the field of Human Performance.

The standards have been based on the Body of Knowledge the forum previously developed and has included inputs from all the forum members with significant support provided by NSA Nuclear and Cogent. The standards developed have now been shared with INPO under the NSA Nuclear collaboration and therefore have international industry best practice.



The standards will go on the Nuclear Industry Training Framework and we have finalised joint approval with INPO to obtain international joint badging. The next phase of this work will be to work with the Skills Academy to accredit training providers to develop and deliver training material which meet the standard.

Joe McCluskey, EDF Energy.

Spotlight on: Cogent

“...these newly developed Human Performance Practitioner Training Standards will ensure an even greater focus on maintaining nuclear safety and preventing accidents. They will also support a clear demonstration of competence, and importantly be rolled out internationally, promoting a robust nuclear safety culture around the world. We are delighted that this important work in collaboration with the UK Nuclear Human Performance Forum will further support an industry that already has an unwavering commitment to safety and risk management”

Joanna Woolf – Cogent CEO

