



ABSTRACT

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The role of human factors in training for security

The area of security is largely dominated by a technology push. Training simulators, virtual reality, serious gaming, embedded training systems, networked simulators: it is all out there. These technologies are of course promoted by industry: it's their good right to increase sales and improve competitiveness. The industry knows what they want. On the other hand, governmental organizations and first responder organization on the demand side, do not always know what they want. Or they don't share a common view on the needs and issues with respect to training and exercise.

No matter what training technologies are out there, it needs to support humans to improve their competences to deal with whatever kind of crisis. A human factors approach to training can help clarify the needs, training needs and (possible) training solutions. It helps designing training programs tackling real organizational and personnel needs, taking learning psychology and didactics into account and using technology in order to support the learning process (rather than the other way around). In the presentation this human factors approach to training will be explained, illustrated by several examples.