

Accident Investigation Courses

1-Day Investigator Course

The 1-Day Investigator course is specifically designed for managers, supervisors and safety representatives who are required to take part in incident investigations but not necessarily required to lead the investigation team.

The course introduces delegates to incident investigation system and teaches participants the specific steps of investigating an incident using a defined process. A variety of short case studies and worked examples are used to stimulate discussion and reinforce the concepts being taught.

Learning Outcomes:

Participants at the end of the course understand:

- The importance of the Incident Statement
- The Incident Statement is the key to the investigation and the subsequent Root Cause Analysis
- Know how to plan an investigation
- Planning has many aspects including the scope and boundaries which may limit your influence
- Recognise the value of working as a team
- The varied contribution of team members and their productive co-operation is emphasised throughout
- Be able to use Indicators to collect data
- The course notes promotes wide and open thinking using the Indicator Card
- Know how to record information on the Storyboard
- The Storyboard is the backbone of all information relating to the incident and relies on the effectiveness and flexibility of Post-its
- Be able to construct a Root Cause Analysis
- The development of a logical analysis is the culmination of a successful investigation
- Appreciate the importance of SMART actions
- Effective SMART actions are the goal of any worthwhile investigation

3-DAY Senior investigator Course

The 3-Day Senior Investigator course is designed for industry professionals and managers who may be required to lead an incident investigation team. This is an intensive course that teaches attendees the ideas underpinning the methodology, and the specific steps of the process to investigate an incident.

The course covers every aspect of investigating an incident including creation of the investigation team, formulation of the incident statement, planning of the investigation, gathering and storage of data, interviewing techniques, storyboarding, root cause analysis and creation of standardised reports and SMART actions.

Delegates undertake a range of practical exercises and interactive case study work to reinforce the learning points. Active participation is encouraged throughout the course to give attendees the chance to share experiences and interact with each other and the tutor, who is experienced investigator with expertise in diverse industries.

There is a short multiple-choice assessment at the end of the course followed by a feedback session to ensure that delegates fully understand the concepts taught on the course and have the opportunity to work through any areas of concern with the tutors before leaving.

Learning Outcomes:

Participants at the end of the course understand:

- The importance of the Incident Statement
- The Incident Statement is fundamental to the investigative process, and is the key starting point for an accurate Root Cause Analysis
- Know how to plan an investigation
- Recognise the qualities of a good team leader
- A good team leader understands the strengths and weaknesses of individuals, and makes maximum use of their differing perspectives
- Know how to conduct an effective interview
- Interviewing is a skill which can be enhanced by self-awareness, an understanding of specific techniques, and by practice
- Know how to record information on the Storyboard
- Be able to construct and justify a Root Cause Analysis
- The development of a logical analysis is the culmination of a successful investigation. It relies on sound understanding and clear thinking
- Know how to compile a series of SMART actions
- Realistic SMART actions, which can be sensibly implemented, are a key feature of an effective report