



## Target Group

This two day course is for a maximum of 12 attendees and is designed for anyone responsible for investigating and/or analysing incidents or tasked with developing corrective / preventive actions to prevent recurrences. A good command of the English language is advised.

## Aim

The course aims to provide the fundamental skills required to enable participants to complete an Incident Investigation and Root Cause Analysis. It also provides information regarding the method and timelines of submitting initial Notification of Incident (NOI) and final investigation reports.

## Training Objectives

At the completion of this Incident Investigation course, participants will be able to:

- Conduct an incident investigation
- Realize the cost of incidents
- Identify causal factors and conduct root cause analysis
- Determine / implement corrective actions
- Complete a full investigation report
- Present findings
- Share lessons learned

## Course Content:

### PART I: Theory

- Introduction (Incident and Incident Investigation, the Cost of Loss, Definition of Terms and Why Investigate?)
- Incident Notification
- Determining Consequence
- Incident Severity
- Incident Investigation Team and Incident Investigation Process
- Preparation, Gathering Evidences, Determining Sequence of Events
- Defining Causal Factors and Conducting Root Cause Analysis
- Developing, Evaluating and Implementing Corrective Action
- Final Incident Investigation Report
- Safety Alert

### PART II: Practical Exercise - Incident Investigation Simulation

### PART III: Completion of Full Incident Investigation Report

## Achievement Measurement

The two day course consists of a classroom-based training on the first day, a knowledge test and a practical exercise on the 2<sup>nd</sup> day where participants will take part in full investigation simulation and completion of full incident investigation report. A certificate will be awarded on successful completion.