

“A ship in harbour is safe, but that is not what ships are built for.”

- William G.T. Shedd

For many years Global Safety Trainers has worked with organisations in developing incident management systems, skilling staff in internationally regarded incident investigation methodologies, and conducting independent safety investigations into fatalities, major injuries, environmental harm, high potential and production loss events across a range of high risk industries and cultural backgrounds.



From this experience, Global Safety Trainers has a unique understanding of the specific competencies required of incident investigators and how best to develop and sustain these competencies in organisations that operate in fast paced, challenging environments. While, the vast majority of organisations have adopted systemic incident analysis methods in line with international standards, there remains a distinct variability in the quality and robustness of the investigation analysis for several reasons:

- Not all organisations have a clearly defined risk-based approach to classifying safety occurrences and may not investigate to a comprehensive standard;
- Often investigators have difficulty in distinguishing between contributing and non-contributing factors;
- The point at which control is lost is not always well defined, leading to a poor understanding of the efficacy of existing critical prevention and mitigation controls;
- The distinction between human failures and latent systemic conditions can be inconsistent because organisations' do not provide a well defined and structured list of contributing factor types; and
- Because contributing factor types are not always clearly defined, there are lost opportunities to identify repeat failure trends from which to direct more strategic accident prevention activities.

WHAT YOU WILL LEARN?

Upon completion of this course, you will be able to:

- Plan and prepare to conduct safety incident investigations based on specific risk criteria;
- Identify a structured human factors approach to witness interviewing;
- Clearly distinguish between contributing and non-contributing factors via a practical data collection checklist;
- Develop a timeline of events and conditions to provide logic to the analysis;
- Recognise the human factor contribution to safety incidents in complex circumstances;
- Effectively determine contributing factor types to aid in system wide trend analysis;

- Identify practical and reasonable improvement opportunities and key learning's; and
- Produce quality incident investigation reports based on a highly structured repeatable format.

WHAT IS COVERED?

- Introduction to Incident Investigation:
 - Distinguishing between hazards, near misses, incidents and accidents
 - What 'triggers' an incident investigation
 - Different types of investigations and their purpose
 - People versus systemic approaches to investigation
- Introduction to Human Factors and Human Error:
 - A simple systems model of human factors
 - Different types of errors and violations.
 - Practical error and violation remedy checklist for investigators/auditors



- INQUIRE - a 7 Step approach to incident investigation
- STEP 1: Immediate actions
- STEP 2: Notify:
 - Notifying authorities and internal managers
 - Reporting requirements - legislative obligations
 - Completing a notification report - a suggested format
- STEP 3: Questions to be asked via data collection methods:
 - Asking the right questions using the People, Process & Technology (PPT) data collection checklist
 - A structured approach to witness interviewing
 - Developing a timeline, determining the loss of control point and pre and post incident events
- STEP 4: Understand data and analyse:
 - Identifying Contributing and Non-Contributing factors from data collection
 - The rule of 3 to determine voracity of evidence
 - A contemporary contributing factors framework to identify the effectiveness of prevention and mitigation controls
- STEP 5: Implement Corrective Actions
 - How to develop reasonable corrective actions
 - Applying the hierarchy of controls
 - Strategies to get your corrective actions accepted
 - Developing Key Learning's
- STEP 6: Report and Document:
 - Recommended investigation report structure
 - Language and readability
 - Example Incident Investigation Report template
- STEP 7: Evaluate accountability:
 - No Blame, Accountability and Fair and Just Culture
 - Determining the level of accountability - the notion of intention
- Team presentation of Investigation Results

WHO SHOULD ATTEND?

This program is designed for those individuals with some experience in incident investigation or for those accountable managers responsible for reviewing incident investigation reports. This advanced incident investigation and analysis program will provide participants with a more structured, repeatable and transparent approach to conducting more effective investigations, consistent with international standards and to compliment organisational zero harm target objectives. This course is beneficial to the following personnel:

- Legal experts and government officials involved in investigation-related matters
- Safety Investigators/Auditors
- Safety Regulators
- Those responsible for Safety Information Analysis
- Human Resource Managers
- General and line managers
- Environmental managers
- WHS and injury management personnel



TESTIMONIALS

"Very satisfied with workshop. Really learned a lot and looking forward to apply it if needed".

Senior Executive Bus Safety, SBS Transit, Singapore

"A highly practical and repeatable process that encourages consistency in event investigation"

Investigator/Auditor, Energy Queensland

"Instructor has good practical knowledge of incident investigations"

Safety Manager, Civil Aviation Authority, Nepal

DURATION

5 days

COURSE LOCATIONS

Auckland, Brisbane, Dubai, London, Perth & Sydney

FEE

USD\$2,050 per person (AUS/NZ); USD\$2,300 per person (UAE & UK)

DISCOUNT

- Group Discount – Three or more participants registered for the same course, from the same organisation and billing source:
 - Three to six: 10%; Seven or more: 20%

LEARNING ACTIVITIES

- Interactive presentations
- Video case studies
- Open discussions
- Team Based Case Study work
- Provision of USB drive with comprehensive investigation resources, forms, templates, checklists and example investigations that can be applied back in the workplace

ABOUT GLOBAL SAFETY TRAINERS

We provide public and client focused practical training programs throughout Australia, New Zealand, Asia, North America, South Africa and Latin America, customised to national culture and language requirements. All our training programs utilise industry focused case studies via 3D animation and other multi-media delivery methods. Our course facilitators have both formal vocational training qualifications and second to none experience in practically applying their field of expertise in a variety of industrial settings.



COURSE FACILITATOR

Dr Graham Edkins is a qualified Organisational Psychologist and internationally regarded human factors and safety management systems expert with broad experience as a transport safety regulator, group safety manager and independent investigator. As a former Air Safety Investigator (Human Performance) with the Australian Transport Safety Bureau (ATSB), Manager Flight Safety Investigations for Qantas Airways, Executive Director of Public Transport Safety Victoria and Group General Manager of the Civil Aviation Safety Authority (CASA), he brings a wealth of experience and detailed knowledge of contemporary safety regulation, major event investigation and human error management practices. Dr Edkins is regularly retained as an independent safety investigator and human factors expert witness for various civil and criminal matters. Additionally, he provides ongoing safety and human error management coaching services to several company boards and executives.



CLIENT FOCUSED PROGRAMS

Contact us at www.globalsafetytrainers.com or send an email to admin@gstrainers.com if you would like more information on how this program can be tailored to your specific organisational or industry requirements.