

ABI 9010 – CERTIFICATE IN INCIDENT/ACCIDENT INVESTIGATION ©



COURSE OVERVIEW

This qualification is a comprehensive course that will prepare students who are involved in/or part of an incident/accident investigation team.

It is important that incidents/accidents are investigated by appropriately trained personnel and this qualification provides that training. All incidents/accidents whether they are a near miss or an actual injury-related event should be investigated. Near miss reporting and investigation allows the student to identify and control hazards before they cause a more serious incident/accident.

Incident/accident investigations are a tool for uncovering hazards that either were missed earlier or have managed to slip out of the controls planned for them. It is useful only when undertaken with the aim of discovering every contributing factor to the incident/accident to "foolproof" the condition and/or activity and prevents future occurrences. In other words, your objective is to identify root causes not to primarily set blame.

This course teaches the principles of incident/accident investigation. They are practically based, enabling students to understand how to conduct an investigation from the examination of the scene to submitting the report. The course contains practical discussions to highlight the possible pitfalls in both the processing and recording of information. The course is challenging but constructive, aimed at achieving understanding of how vitally important identifying safety management system failures can be. The course is delivered from the basis of a reasoned approach to business/operations/service management.

Part of the course will deal with effective problem solving and identifying the causes of the incidents/accidents: direct and root causes using Root Cause Analysis. This is a perfect first course in effective problem solving for anyone and a required course for students who participate in Root Cause Analysis. This qualification is designed to be complementary to any internal accident reporting and investigation procedures or existing systems within the organization.

PRE-REQUISITE:

DURATION:

TARGET AUDIENCE:

- REGULATORS
- HSE PERSONNEL – HUMAN RESOURCES PERSONNEL
- SAFETY REPRESENTATIVES
- ENGINEERS – PROJECT ENGINEERS – DESIGN ENGINEERS
- MAINTENANCE – MAINTENANCE ANALYSTS
- LOGISTICS SPECIALISTS
- CUSTOMER SERVICE PERSONNEL
- HEALTHCARE CASE MANAGERS – HEALTHCARE PROCESS IMPROVEMENT SPECIALISTS
- SAFETY REPRESENTATIVES
- RISK MANAGERS / INSURANCE PROFESSIONALS

COURSE CONTENT –

PART 1 – INCIDENT/ACCIDENT INVESTIGATION

Elements

1. Workplace hazard and risks
2. Definition of incidents and accidents
3. Management system failures
4. The incident model
5. Selection of investigation team
6. Roles and responsibilities of the team
7. Timing of meeting
8. Initial team approach
9. Collecting facts and information
10. Required facts
11. Sequence of events
12. Incident emergency response critiques
13. Causes of the incidents: direct and root causes in brief
14. Building the incident tree
15. Potential incident severity
16. Incident reporting/writing, presentation and follow up
17. Crisis Management (crisis analysis: classification of crises)

PART 2 – ROOT CAUSE ANALYSIS

Elements

1. Problem types
2. Problem definition – WHAT WHERE AND WHEN
3. The importance of “who”
4. Causes and time lines
5. Whys and beyond
6. Cause and effect charts
7. The need for evidence
8. Solution brainstorming
9. Solution qualification
10. Selecting effective solutions

There will be a practical application of the techniques involved in this course All students will be required to submit a accident investigation

LEARNING OUTCOMES

- Identify the legal and organizational specific requirements regulating the reporting and investigation of workplace incidents in order to determine applicable governance procedures
- Explain the legal and organization specific requirements for an investigation into workplace incidents in order to follow the prescribed requirements
- Explain the procedures to be followed when an incident occurs in the workplace in order to facilitate effective management of the incident
- Explain the consequences of non-compliance with legal and organizational specific requirements in terms of the impact on safety, health and environment in the workplace
- Explain the purpose, type and extent of information required in accordance with prescribed requirements
- Identify and select resources required to conduct investigations in accordance with prescribed requirements
- Gather information in accordance with the prescribed procedures
- Explain the need for gathering accurate and relevant information about workplace incidents in terms of the impact on the quality of the investigation
- Complete reports in the required formats in accordance with prescribed requirements
- The students will learn root cause analysis. They will undertake several instructor led exercises that build upon each other to learn how to identify causes and to recognize the difference between actions and conditions
- The students will be able to recognize a new way of thinking about a problem and learn a step-by-step method to solve any problems the work place can present
- Each module builds upon the progression of effective solution generation in an approach that compliments required methodology

EXAM STRUCTURE

To achieve an ABIOSH certificate students will be required to complete a Multi-choice question paper with a success rate of 80%

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