

## Course Outline

### Advanced Accident & Incident Investigation

#### Duration

5 Days

#### Who Should Attend?

Individuals who require more advanced skills to investigate incidents and accidents and identify root causes

#### What Is Covered?

##### Session 1

- Background - A quick reminder – including pre-course preparation
  - Basic definitions
  - Recent Incidents & Prosecutions
  - Development of Incident Investigation
  - Human Factors

##### Session 2

- Incident Investigation
  - Description & Purpose
  - Aim as Investigators
  - Roles & Responsibilities
  - Essential Preparation
  - Definition of Scope/Terms of Reference

##### Session 3

- Initial Response
  - Preparation
  - Initial response on Site
  - First Aid/Emergency response
  - Initial Facts & Actions
  - Preservation of Evidence
  - Notifications
  - Police & HSE Involvement
  - Legal Privilege
  - Internal Notification
  - RIDDOR

- Arrival on Site
- Managing Expectations of Site Manager
- Other Information
- Formal Meetings
- Take Time for Yourself

#### Session 4

- Fact Finding
  - Investigator's Tools of the Trade
  - Stages of Collecting Evidence
  - Preserve and Record the Scene
  - The Right Evidence
  - Review of Information

#### Session 5

- Fact Finding contd.
  - Timelines
  - Purpose
  - Critical to Incident Investigation
  - Developing Timelines
  - The Process
  - 8 Key Steps
  - Rules for Questions
  - Building Blocks
  - Example Scenario
  - Case Study

#### Session 6

- Fact Finding contd.
  - Dealing with Witnesses
  - Key Interview Techniques
  - Basic Rules of Interviews
  - Asking the Right Questions
  - Effective Transactions
  - Introduction to Case Study
  - Deception
  - Reluctant Witnesses
  - Cognitive Interview Techniques

#### Session 7

- Analysis & Corrective Actions
  - Who, What, Where, When and How
  - Opinions, Facts & Assumptions
  - Causal Factors

#### Session 8

- Completion of Accident Report
  - Executive Summary
  - Project Overview & Project Team Structure
  - Background Information (scope of the work)
  - Accident/Incident Summary
  - Chronology
  - Investigation Findings
  - Interventions i.e. Critical Factors
  - Human Factors Analysis
  - Agreed Preventative Actions
  - Review Date
  - Appendices

#### Session 9

- Advice on Corrective Actions & Writing reports
  - SMART Actions
  - Assigning Actions
  - Report Writing

#### Session 10

- Track & Trend
- Actions & Lessons Learned
- Management Review & Audit
- Serious Incident Reviews
- Coroner's Inquest
- Managing Insurers and Lawyers

#### Session 11

- Review of Course Aims & Objectives
- Course Notes
- Handbook
- Guidance Documents

A detailed case study will be reviewed throughout the course and delegates are encouraged to bring their own policies and procedures to share with the group to enable effective participation and maximise opportunities for learning.