SYLLABUS

ADVANCED SAFETY INCIDENT INVESTIGATION, ANALYSIS AGENDA

COURSE OUTLINE

WEEK 1 – INTRODUCTION TO INCIDENT INVESTIGATION

- Incident investigation and its relationship to WHS management system requirements
- Distinguishing between hazards, near misses, incidents and accidents
- What 'triggers' an incident investigation – identifying the level of risk
- Different types of investigation (regulatory, company and legal) and their purpose
- People versus systemic approaches to incident investigation

WEEK 2 – INTRODUCTION TO HUMAN FACTORS AND HUMAN ERROR

- Human factors in context
- A systems model of human factors – the Optimum Human Work Performance Model (OHWP)
- Understanding human error types, causes and consequences
- Organisational error management strategies and the role of error tolerant systems
- Practical error and violation remedy checklist for investigators and auditors

Activity: Identify the error type.

WEEK 3 – A HUMAN FACTORS ANALYSIS METHOD FOR INCIDENT INVESTIGATION

- Critical review of human factors analysis methods
- Errors and error producing conditions
- The role of Critical Control Management (CCM) in identifying prevention and mitigation critical risk controls
- The Loss of Control Analysis (LOCA) model for assessing the efficacy of critical risk controls
- **Case Study**: Application of LOCA to a significant safety incident

WEEK 4 – INITIAL INCIDENT RESPONSE ACTIONS AND PLANNING FOR THE INVESTIGATION

- Immediate actions
- Securing the site and controlling the hazards
- Notifying relevant authorities and internal managers
- Reporting requirements and WHS legislative obligations
- Completing a notification report – a suggested format
- Incident investigation planning considerations

Activity: Completion of an incident notification report.

WEEK 5 – FINDING FACTS – PART 1

- 'FOCAR' (to focus on a problem) – A 5-step approach to incident investigation: Find Facts, Organise Data, Contributing Factors, Agreed Actions & Report
- Step 1: Finding the facts via a structured data collection method
- Asking the right question using the OHWP model checklist
- **Case Study**: Example data collection process

Activity: Brainstorming data sources using the OHWP checklist.

WEEK 6 – FINDING FACTS PART 2 – WITNESS INTERVIEWING

- A structured approach to witness interviewing
- Progressive interview questioning techniques, probing and behavioural cues
- Dealing with reluctant witnesses
- Documenting the discussion: Example witness interview template
- Example interview

Activity: Interview assessment.

WEEK 7 – ORGANISE DATA VIA A TIMELINE

- Determining the incident and loss of control point
- Identifying post incident events
- Identifying pre-incident events
- Identifying conditions

Activity: Timeline practice.

WEEK 8 – CONTRIBUTING FACTORS

- Identifying Contributing and Non Contributing factors from data collection
- The rule of 3 to determine veracity of evidence – triangulation
- Application of the Loss of Control Analysis (LOCA) model for assessing the efficacy of critical risk controls

Activity: Analysing data and application of LOCA to identify contributing factors.

WEEK 9 – AGREED ACTIONS

- How to develop reasonable agreed actions using the SMARTER principle
- Applying the hierarchy of controls
- Strategies to get your corrective actions accepted
- Developing Key Learnings

Activity: Identifying Agreed Actions and Key Learnings

WEEK 10 – REPORT AND DOCUMENT

- How to develop structured, logical and quality-assured incident investigation reports
- Recommended investigation report structure
- Language and readability
- Example Incident Investigation
- Report templates based on incident severity

Activity: Incident investigation report writing.

WEEK 11 – ACCOUNTABILITY AND CONSEQUENCE MANAGEMENT

- No Blame, Accountability and Fair and Just Culture
- Determining the level of accountability – the notion of intention

Activity: Finalisation and submission of investigation report for assessment.