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# Human Factors Analysis for Incident Investigation

FACE TO FACE TRAINING | 7 - 8 May 2024 • Perth | 18 - 19 June 2024 • Brisbane | 8 - 9 October 2024 • Sydney | 10 - 11 October 2024 • Melbourne



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# Course Information

## Key Learning Objectives

- Understand the relationship between human factors and human reliability.
- Understand human variability and non-compliance in the context of event investigations within large and complex socio-technical systems.
- Recognise the human factors contribution to incidents in complex circumstances through the application of a structured taxonomy of human Actions/Inactions and Performance Shaping Factors (PSF's).
- Understand that human actions/inactions are not a hazard but are the result of hazardous contextual conditions in the environment and workplace that go unchecked.
- Understand the relationship between human error, loss of control and the failure of prevention and recovery risk controls.
- Linking the investigation findings to Existing Critical Risk Controls (ECRCs), to continually improve critical control management.

## Who Will Benefit

This training program is designed for those individuals seeking a comprehensive understanding of how to conduct consistent human factors analysis in event investigations. Expected participants include:

- Executives and Senior Managers
- Team leaders and supervisors
- Human Resource Managers
- Environmental managers
- WHS and injury management personnel
- Safety Investigators/Auditors
- Safety Regulators
- Quality, risk, compliance and assurance managers
- Safety Data Analysis Specialists
- Learning & Development/Training Managers

## About the Course

*"To err is human; to blame it on the other guy is even more human". - B. Goddard*

Regardless of industry type or sector, accident statistics appear to be dominated by the contribution of human error. Human error was a factor in every major publicised accident in recent memory, including the 1986 Chernobyl nuclear disaster, 1986 NASA Space Shuttle Challenger accident, 1988 Piper Alpha offshore platform explosion and 1998 Esso Longford gas plant explosion.

While human error is a normal part of our human makeup, it is disappointing that some discussions in the aftermath of a tragedy engage in hindsight bias and fall into the trap of the fundamental attribution error – that is to quickly judge human failings without fully understanding the situation individuals found themselves in at the time. Most incident investigation methods do not:

- Provide enough detail on how to assess the contextual factors that may lead to human error.
- Incorporate more contemporary concepts such as the influence of psychosocial hazards which can have an impact on the psychological health or mental/emotional wellbeing of a person.
- Use positive and neutral language to describe an individual's actions/inactions. • Give enough credence to identifying how individuals performed well and what risk controls were effective.
- Incorporate critical control management (CCM) principles into the analysis as a means of developing error tolerant systems.

This program will teach you the skills to conduct more in-depth human factors analysis of significant incidents building on the foundations of established systemic investigation methods. You will be provided with a practical, step by step approach, including easily applied take away tools, forms, and templates, that can be replicated back in your workplace.

# Meet Your Course Director



**Dr Graham Edkins** is the Chief Executive Officer of Leading Edge Safety Systems, a qualified Organisational Psychologist and has in excess of 30 years experience in conducting major incident investigations in high risk industries and advising authorities and organisations on complex risk, safety management and human factors issues.

He has broad operational experience as a transport safety regulator, airline safety manager and government air safety investigator, having held previous roles with Qantas Airways, Australian Civil Aviation Safety Authority, Public Transport Safety Victoria and the Australian Transport Safety Bureau. Dr Edkins is regularly retained as an independent investigator and expert witness for various civil matters.



*"Instructors are knowledgeable and helpful. For someone with little knowledge about human factors for investigation, I certainly was able to learn and take-home new knowledge".*

**Senior Flight Safety Executive, Singapore Airlines Limited**

*"Excellent. Have a much better understanding of human factors than when began for investigations."*

**HSE Advisor, Citipower, Powercor & United Energy**

## Course Outline

### INTRODUCTION TO INCIDENT INVESTIGATION

- A history of incident investigation and the current state of play.
- People versus systemic approaches to incident investigation.
- Accountability, blame and incident investigation

*Group Discussion: How should human factors be considered in an incident investigation?*

### IDENTIFYING HUMAN RELIABILITY IN INCIDENT INVESTIGATIONS

- Human factors, human reliability, and the error normalisation principle.
- Understanding human variability through a cognitive based taxonomy.
- Managing human variability within the workplace.

*Workshop #1 - Identifying the actions and inactions of directly involved persons.*

### IDENTIFYING PERFORMANCE SHAPING FACTORS (PSF'S) IN INCIDENT INVESTIGATION

- Determining People, Process and Environment (PPE) factors.
- People - Human performance limitations and their relationship to actions/inactions.
- Process - Procedural, equipment, and organisational influences on safety behaviour.
- Environment - location and workplace conditions impacting performance.

*Workshop #2 - Identifying performance shaping factors (PSF's).*

### A PRACTICAL APPROACH TO HUMAN FACTORS ANALYSIS FOR INCIDENT INVESTIGATION

- Limitations of current systemic investigation methods in analysing human factors contributions.
- Moving from event-based to control-based safety management - critical control management (CCM).
- Loss of Control Analysis (LOCA) - a practical human factors analysis method for improving critical control effectiveness.
- Identifying improvements in Prevention Risk Controls designed to manage human actions/inactions (error prevention).
- Identifying improvements in Recovery Risk Controls to reduce the consequences of human actions/inactions (error mitigation) as part of continuous improvement.

### PRACTICAL TEAM INVESTIGATION ACTIVITY

- Application of human factors for incident investigation method using industry relevant case study.

*Course summary - Familiarisation with take home tools, templates and examples*

### LEARNING ACTIVITIES

- Team Based Case Study work & Interactive presentations
- Provision of soft copies of resources with comprehensive human factors, tools, resources, templates and checklists that can be applied back in the workplace

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Easy Ways to Register



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## Human Factors Analysis for Incident Investigation

Course Code	Location/ Format	Course Dates	Early Bird price valid until		Standard price valid after	
			PE - 19 Apr 24 BR - 31 May 24 SY - 20 Sep 24 ME - 20 Sep 24		PE - 19 Apr 24 BR - 31 May 24 SY - 20 Sep 24 ME - 20 Sep 24	
P24GR35PE	Perth	7 - 8 May 2024	\$3,095.00 + \$309.50 GST	<b>\$3,404.50</b>	\$3,295 + \$329.50 GST	<b>\$3,624.50</b>
P24GR35BR	Brisbane	18 - 19 June 2024	\$3,095.00 + \$309.50 GST	<b>\$3,404.50</b>	\$3,295 + \$329.50 GST	<b>\$3,624.50</b>
P24GR35SY	Sydney	8 - 9 October 2024	\$3,095.00 + \$309.50 GST	<b>\$3,404.50</b>	\$3,295 + \$329.50 GST	<b>\$3,624.50</b>
P24GR35ME	Melbourne	10 - 11 October 2024	\$3,095.00 + \$309.50 GST	<b>\$3,404.50</b>	\$3,295 + \$329.50 GST	<b>\$3,624.50</b>

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**Informa Connect**

# Academy

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