

COURSE CONTENT OVERVIEW

Accident and Incident Investigation

This Accident and Incident Investigation Training course provides learners with an introduction to accident and incident investigation. It explores the importance and principles of accident and incident investigation and what types of adverse events might be investigated. The course also considers potential causes, covering both underlying and root causes, stemming from organisational, job or personal factors.

After providing guidance regarding immediate responses, the course outlines good practice for investigating non-complex incidents, using a four step process: information gathering, analysis of information gathered, identification of risk control measures and the production and implementation of action plans. It looks at the roles within an investigation team and how to ensure effective communication of findings, alongside processes for ongoing monitoring and reviewing of actions, in order to ensure that lessons are learnt from any adverse event.

Module One - Introduction to Accident and Incident Investigation

This module introduces the learner to the importance and principles of accident and incident investigation, explores what kind of adverse events might be investigated, considers potential causes and provides guidance on ensuring health and safety immediately after an accident or incident. It then introduces the four steps of successful investigation.

- What are adverse events?
- What causes adverse events?
- What is accident and incident investigation and who is involved?
- The importance and benefits of accident and incident investigation
- Which accidents and incidents should be investigated?
- Ensuring health and safety immediately after an accident or investigation
- Timescales and conduct of investigations
- The four steps of successful investigations
- Step 1: Information gathering
- Step 2: Analysis of the information gathered
- Step 3: Identifying risk control measures
- Step 4: Drawing up and implementing action plans
- The Hierarchy of Control

Module Two: Initial Response and Step 1: Information Gathering

This module considers immediate actions following an adverse event including treatment of injuries, making areas safe and initial sharing of information. It then looks at who should carry out the investigation and what relevant information might need to be gathered as part of the investigation.

- Treatment of injuries and making areas safe
- Sharing information and immediate lessons
- Notifying others and recording information
- Who should carry out the investigation?
- Step 1: Information gathering
- What happened, when and to whom?
- How did the adverse event happen?
- Working conditions
- Case study
- Safe systems of work and working procedure
- Injuries and ill health
- Information gathering
- Management and supervision
- Information, instruction and training
- Maintenance and good housekeeping
- Provision and use of health and safety equipment
- Additional work factors

Module Three: Step 2: Analysing the Information

This module looks at the role of the investigation team in detail and outlines an approach for analysing the information gathered in the previous step of the investigation. It looks at potential root causes that may contribute to an adverse event, as well as considering underlying causes.

- The role of the investigation team
- Determining the immediate and underlying causes of accidents
- Underlying causes: general working conditions
- Underlying causes: safe access and safe places of work
- Underlying causes: work equipment
- Underlying causes: supervision and communication
- Determining root causes: organisational factors
- The health and safety management system
- Leadership, responsibilities and training
- Design and planning
- Management of change, communications and emergency responses
- Determining root causes: job factors
- Risk assessments, safe systems of work and resources for health and safety
- Provision and maintenance of work equipment
- Management of health hazards and emergency procedures
- Determining root causes: personal factors
- Competence, training, information and instructions
- Excessive demands, fatigue and stress
- Errors, mistakes, violations and perceptions of risk

Module Four: Steps 3 and 4: Risk Control Measures and Implementing Actions

This module looks at the final two steps of the investigation process. It explores risk control measures that might need to be identified in response to the analysis, and how to draft and implement a risk control action plan reflecting these.

- Organisational factors
- Organisational factors - case study
- Job factors
- Managerial and supervisory competence
- Suitability, use, cleaning, maintenance and repair of work equipment and materials
- Managing health risks
- Work environment, resources and emergency procedure
- Personal factors
- Competence and training
- Instructions, information and perception of risk
- Reducing stress, overload and excessive pressure of work
- Implementing actions
- The risk control action plan
- Other key actions from risk control action plans

Aims of the training

On completion of this course, learners will understand:

- The importance and benefits of investigating adverse events. These include accidents, cases of ill health, incidents and unsafe conditions at work.
- How to ensure that immediate actions are taken to reduce ongoing risk, following an adverse event.
- The roles of those participating in investigations and the timescales involved.
- The steps required for successful investigations, including information gathering, analysis of the information, deciding on risk control measures and developing and implementing action plans.
- The importance of monitoring and reviewing at regular intervals, to ensure that actions remain effective.
- The importance of sharing information, instructions and training with those managing, supervising and carrying out work.