



# INCIDENT INVESTIGATION

Utilising incident investigation tools to understand the true root cause of an event.



## AT A GLANCE



Produce an occupational health and safety incident investigation



Unit Standard **17601**



Level **4** Credits **6**



**1** day



At your place or ours

## IMPROVE WORKPLACE PROCESSES THROUGH EFFECTIVE ANALYSIS

Strong incident investigation skills are an asset to your workplace. Understanding the incident investigation process, including multiple causation, and root cause analysis, alongside effective incident investigation reporting is a strength your staff need.

This one-day workshop provides the information, tools and resources to further develop your skills for investigating, recording and reporting incidents, whilst taking continuous improvement action to prevent future workplace incidents.

# INCIDENT INVESTIGATION

Root Cause Analysis is the key to good investigation. This programme is aimed at people who are current or emerging health and safety leaders.

Learners develop their incident investigation skills by understanding the value of different incident investigation tools, and the benefits of developing a reporting culture to support incident prevention.

This workshop includes:

- › Understanding legislative requirements for investigating and taking action following an incident
- › Developing a proactive incident reporting system to flush out problems, learn from them, and eliminate potential harm
- › Taking investigative action - prioritising incident levels, selecting an incident investigation model, identifying contributing factors and the root cause, and producing an investigation report
- › Continually improving workplace health and safety by implementing preventative measures, monitoring effectiveness, and sharing outcomes with all.



Identify the value of a positive Health and Safety reporting culture



Identify workplace procedures for responding to an incident



Master the use of Root Cause Analysis tools, including 5 Whys, Swiss Cheese and Bow Tie incident investigation tools and apply them on the job to identify and report true root cause findings



Enhance interviewing skills to support Root Cause Analysis activities



Identify corrective actions and control measures for the prevention of incident recurrence



Monitor incident data to further support incident prevention.



## ENTRY CRITERIA

To be eligible to enrol in this programme you must meet the following entry criteria:

- › Be aged over 16 years old
- › Be a New Zealand or Australian Citizen or Resident