

Course Name

Incident and Investigation Management

Course Overview

Incident and Investigation Management Training Course is designed to give participants the skills and knowledge required to manage incidents and conduct investigations within your organisation. This course covers a wide range of topics and scenarios to give a broad an experience as possible. The course is designed, developed and delivered by police and military investigators with extensive experience in civilian investigations. This experience has been transferred to the course content, delivering a structured format for conducting investigations and managing incidents.

Course Objectives

This is a practical course that aims to provide participants with sufficient knowledge to understand how to develop and implement formal quality management disciplines in response to regulatory requirements. It also provides an overview of how an organisation should take control of and manage internal audit programmes designed to provide the Accountable Manager with the assurance of compliance with regulations and company working practices and designed to provide regulatory authorities with the confidence of an organisation's self monitoring process

Who Should Attend

Regulators involved in the assessment of an organizations quality management system and associated audit process Accountable Managers Quality Managers Audit Managers.

Course Duration

2 days

Course Outline

The incident and investigation management course deals with many different incident types from HR issues to criminal incidents that require liaising with authorities. The course is classroom based with group projects and scenarios as well as individual assessments.

By the end of the program, participants will be able to:

- ✓ An understanding of the legal framework for the conduct of investigations
- ✓ An understanding of the organization of a large investigation
- ✓ An awareness of risk and hazard in aviation
- ✓ The skills of conducting a local investigation
- ✓ An insight into the way explanatory models shape an enquiry
- ✓ An understanding of investigation as a tool in an SMS
- ✓ An insight into event analysis in order to promote safety
- ✓ The nature of investigation: Legal requirements, purpose of investigation
- ✓ Conduct of a large investigation: Outline of how a major investigation is managed
- ✓ Risks and Hazards: Definitions ad concepts, implications for investigation planning