

13-17 May '19
Kigali, Rwanda

US\$ 500
only
Incl. lunches & breaks

INCIDENT INVESTIGATION TRAINING COURSE



1 WHY IS IT IMPORTANT?

Audit findings indicate that many States have not been able to implement an effective accident and incident investigation

system. Popular TV programs give a very one-sided look at investigations and focus on major crashes. But the majority of investigations that an aviation operator needs to undertake, look at incidents and safety occurrences.

Incident and occurrence investigation is a major component of the organisation's safety management system. Effective safety management systems largely depend on the quality of the investigation of reported incidents and safety issues. Identifying the lessons to be learned from a safety occurrence requires an understanding of not just what happened, but why it happened.

As investigations are often carried out by a single person

or a very small team, the organisation should ensure that investigators possess the necessary skills, experience and support to carry out their duties.



Your instructor Jan Smeitink works at the Rwanda Aircraft Accident & Incident Division. Jan brings both the cockpit and the airport view to the table. As a former flight engineer on KLM Royal Dutch Airlines' Boeing 747 fleet, he was an investigator for their Flight Safety & Quality Assurance department. From

there he worked as the chairman of the aviation chamber of the Dutch Safety Board that investigates transport incidents and accidents. From there he worked as airport manager of Amsterdam Airport Schiphol and head of Schiphol's unique safety platform.



Course topics:

- ICAO Annex 13 & legal aspects of investigations
- Risk analysis
- Accident investigation vs. incident investigation
- ICAO Incident report format
- Bad apple theory
- Data collection
- Interview techniques
- Report writing
- Human factors in safety investigations
- Safety management
- Investigation management
- Protocols safeguarding no-blame approach

2 WHO SHOULD ATTEND?

The course is designed for those who may have to conduct, or participate in, an accident investigation. This may be in the role of official state investigator, or as a representative of a manufacturer, operator or service provider.

- Accident & incident investigators
- Airline safety managers
- Operational and technical airline staff
- Airport safety managers
- Air Traffic Control inspectors
- Ground handling safety managers
- Pilot union representatives
- Ground handling managers

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3 COURSE OBJECTIVES

You will learn about the concepts, techniques and tools necessary for your organisation to conduct effective internal safety investigations. Special attention is given to understanding the underlying causes of incidents in order to improve safety and prevent future occurrences.

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