

21-24 November '17
Kigali, Rwanda



INCIDENT INVESTIGATION TRAINING COURSE

1 WHY IS IT IMPORTANT?

Popular TV programs like Air Crash Investigation 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. The safety management value of the investigation is proportional to the quality of the investigative effort.

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, the organisation should ensure that investigators possess the necessary skills, experience and support to carry out their duties.

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
- Towards a protocol to safeguard no-blame approach

US\$ 500
only
Incl. lunches & breaks

2 WHO SHOULD ATTEND?

- Quality managers
- Ground handling managers
- Airline safety managers
- Airport safety managers
- Air Traffic Control inspectors
- Ground handling safety managers

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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