

Program delivery

This training will be delivered in a series of lectures, group exercises, videos and discussions related to the practical reality of investigations. Participants will be subscribed to the Foundation's magazine SafetyFocus that will run regular features on the subject & will be enrolled in the aviation safety Facebook group that is moderated by the Foundation.

The magazine and the Facebookgroup connections will motivate the participants in their work and support the understanding and application level of the learning in the course.

Facilitators

Jan Smeitink brings both the cockpit view and the airport view to the table. As flight engineer on KLM's B747 fleet he acquired more than 10.000 flying hours. He was an investigator for KLM's Flight Safety & Quality Assurance department and chairman of the aviation chamber of the Dutch Safety Board that investigates transport incidents and accidents. More recently, Jan became the airport manager of Amsterdam Airport Schiphol and the manager of the Safety Platform Schiphol which he combines with his function as chairman of the Amsterdam Airport Schiphol runway safety team.

Capt. Jaco Bruggeling is a captain on the Airbus 330 for KLM Royal Dutch Airlines.

Tom Kok is director of the AviAssist Foundation with close to two decades experience with safety project management & promotion in East and Southern Africa. Having lived, worked and flown in the region for many years, Tom has build up unique expertise to connect aviation safety promotion to African professionalism.

Course expectations & certificates

The AviAssist Foundation implements high quality training programs. The course design for this course follows international standards and best practices as implemented by leading global industry organisations

The Foundation will provide uniquely numbered certificates of completion to all students upon passing the course exam obtaining a grade of 70% or higher as well as 100% attendance.

Our certificates with their unique identifier provides proof for an employer or other institution that you and only you took and passed the course. At the back of the certificate, you'll find an overview of the topics covered for reference purposes.

Course fee

The AviAssist Foundation has secured sponsoring for the event from a variety of sources. On top of that, we work with our hallmark practicing professional volunteer instructors. All that means, we can offer this course at the ASPC-Rwanda at a fee of only US\$ 50 per participant.

About the AviAssist Foundation

The AviAssist Foundation is the only non-profit organisation dedicated to providing independent and impartial expert safety guidance and resources to the African aviation industry. We have been doing that for over 20 years. Your custom directly supports the work of the Foundation in Africa.



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Course on

Incident investigation

21-24 November, Kigali, Rwanda



Hosted by:



In co-operation with



Ministry of Infrastructure & the Environment
The Netherlands



Boosting SMS & SSP with investigation

Some incidents and occurrences do not warrant official investigations by States. However, those incidents and occurrences may be indicative of high risk hazards and could lead to the identification of systemic problems that will not be revealed unless thoroughly investigated.

Investigation and analysis of incidents and safety occurrences is an essential ingredient of the overall risk management process in aviation.

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 overview

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.

This intensive 4 day course will teach participants how to participate in an aircraft accident and serious incident investigation, in accordance with ICAO Annex 13 Standards.

Participants will also learn about the concepts, techniques and tools necessary for your airline to conduct effective internal safety investigations.

Special attention is given to understanding the underlying causes of accidents and incidents in order to improve safety and prevent future occurrences.

Who should attend?

This course is recommended for:

- Operational and technical airline staff
- Airline safety managers
- Airport safety managers
- Quality managers
- Air Traffic Control inspectors
- Ground handling safety managers



Course content

Course subjects include:

- 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
- Aviation automation surprises

A detailed program is available on request.

What will you learn?



By the end of the course, participants will have

Knowledge to

- Describe basic processes underlying safety management of an operator
- Explain Human Factors concepts
- List key human performance issues relevant to flight operations
- Describe the importance of a safety reporting program for internal safety investigations
- Apply important tools for internal safety investigations
- Outline the role your organisation and nominated staff should play when assisting in the investigation of an accident

Skills to

- Participate in and conduct an effective safety investigation

And a changed attitude to

- Management challenges on investigations
- Organisational cultures
- How a 'can-do' attitude of each employee and manager plays an important role in improving the organisation's (safety) performance