



Effective Event Investigation – TS05

What this Course offers

According to ICAO: “Effective Safety Management Systems depend on the investigation and analysis of safety issues. The safety value of an accident, a hazard, or an incident is largely proportional to the quality of the investigative effort.” This modular course will enable those required to support their organizations’ SMS to better investigate events, and determine the underlying causes of errors and violations that create them. Attendees will gain the necessary competence to confidently conduct effective investigations and present findings

This course provides delegates with the skills to:

- ▶ Contribute better causal data to the organizations’ Safety Management System
- ▶ Improve effectiveness of prevention/reduction strategies
- ▶ Manage investigator bias
- ▶ Reduce corporate risk exposure
- ▶ Provide cost savings through more effective event management

Key topics covered

- ▶ An overview of Human Factors and error management; specifically error, rule-breaking and defences
- ▶ An in depth look at the Boeing Maintenance Error Decision Aid (MEDA) and Ramp Event Decision Aid (REDA) investigation tools
- ▶ Interview skills such as:
 - Questioning techniques
 - Interview techniques, such as ‘Timeline/funnelling’
 - Dealing with challenging interview situations
- ▶ Testing causal information
- ▶ Extensive investigation scenario practical exercises
- ▶ Analysis of results/evidence and risk assessment of findings
- ▶ Importance of a databases, trend analysis, and feedback
- ▶ Developing an organizational culture in which error and event reduction can flourish

Who Should Attend

This is a practitioner level course ideally suited for new and prospective event investigators, typically:

- ▶ Ground and Flight Safety staff
- ▶ Quality Assurance staff
- ▶ MEDA/REDA co-ordinators
- ▶ Any other staff tasked with conducting investigations

Additionally it would prove beneficial for:

- ▶ Regulatory Authority inspecting staff
- ▶ Safety Managers overseeing SMS implementation

What delegates will learn

By the end of the course delegates will be able to:

1. Perform competently in the role of an Event Investigator
2. Enhance the organizations’ Safety Management System investigation capabilities
3. Apply effective questioning techniques to uncover underlying causes of events
4. Apply strategies to deal with difficult people in sensitive situations
5. Ensure organisations’ compliance with the relevant EASA Part 145 requirements
6. Use the MEDA/REDA tools effectively

Previous delegate comments

“Delivery was excellent which made the course realistic and enjoyable.”

“I really enjoyed the group activities. They really helped to explain the material via hands-on learning.”

“Very knowledgeable and competent, answered all questions directly and completely.”

“Brought everyone into the group and made it enjoyable.”

“Had excellent knowledge of course subject.”

“Should be a requirement for all front-line supervisors as well.”



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Course overview

The extent of the investigation should depend on the actual or potential consequences of the event or hazard. Events or hazard reports that indicate high-risk potential should be investigated in greater depth than those with lower risk potential, all via an organizations' SMS. This course is built on the vast knowledge of Baines Simmons as the industry leaders in the development of event management and investigation programs.

Presentation format

This course is a balanced mix of group discussions, exercises, whiteboard work and PowerPoint presentations. Managed group exercises afford delegates the opportunity to practice application and evaluation of new processes and techniques.

Accreditations

This course is aligned with the EASA system of learning

General	Familiarization with the principal elements of subject
Detailed	Detailed knowledge of theoretical and practical aspects of subject
Specialized	Detailed process-oriented knowledge of theoretical and practical aspects of subject

Assessment process

Method: Course assessment and feedback from facilitator. An end of course exam is not normally given although this can be provided if required by the client.

Duration/Course Location/Pricing

Delegates: 16 maximum

Duration: 3-Days/Price: \$1390

Call us to book now or to discuss your needs

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The Baines Simmons Difference

Our expertise and enthusiasm have made us trusted partners to over **270 of the world's leading aviation organizations**.

8 reasons clients say they use us...

1. International market leaders
2. Latest up-to-date knowledge
3. Catalysts for change
4. Inspirational training consultants
5. In-company customized training
6. Proven training results
7. Global aviation perspectives
8. Successful track record

Our training philosophy

To get the best from people, we believe you must not only enhance their skills, but also awaken their drive, enthusiasm and belief, that they can make a difference. To achieve success, we focus on inspiring delegates in the will to professionally succeed. We believe it's the combination of desire as well as skills that ultimately determines success.

Our approach

Our programs are designed from the outset to achieve successful learning outcomes so that delegates will enjoy positive learning experiences – using a powerful mix of practical know-how and subject matter expertise. We use:

- ▶ Industry leading consultants that have recognized global subject matter expertise
- ▶ PRACTICAL best practice techniques
- ▶ 100% commitment to high energy, high impact learning
- ▶ Flexibility to tailor around your working environment and requirements
- ▶ Stimulating / interactive presentations
- ▶ The latest thought-leadership, including real world case studies, investigation reports and analysis.