



*Training Course:  
Incident Investigation & Reporting*

*10 - 14 March 2025  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Incident Investigation & Reporting

Training Course code: MA235533 From: 10 - 14 March 2025 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 5950 € Euro

### Introduction

Incident investigation and reporting are critical processes for identifying the root cause of workplace incidents and preventing future occurrences. This program will guide participants through best practices in investigation, data collection, analysis, and reporting techniques to ensure compliance with safety regulations and improve workplace safety.

### Target Audience

- Safety Officers
- Incident Investigators
- Supervisors and Managers
- Human Resources Personnel
- Health and Safety Committee Members
- Compliance and Legal Personnel

### Objectives

- Understand the importance of incident investigation and reporting in maintaining workplace safety.
- Learn techniques for gathering, documenting, and analyzing evidence.
- Develop skills to identify root causes and contributing factors to incidents.
- Gain the ability to write clear and concise incident reports.
- Learn how to implement corrective actions to prevent future incidents.
- Ensure compliance with legal and regulatory requirements regarding incident reporting.

### Justification for Attend

The **Incident Investigation & Reporting** training program offered by **Global Horizon Training Center** provides participants with the knowledge and tools necessary to conduct thorough investigations of workplace incidents and accidents. This program emphasizes root cause analysis, effective reporting, and preventive measures, all of which are critical for enhancing safety standards and reducing future risks.

By attending this training, participants will:

- Improve their ability to identify underlying causes of incidents.
- Develop skills to implement corrective actions that prevent recurrence.
- Gain insights into regulatory and legal compliance in incident reporting.
- Learn best practices for documenting incidents in a clear and actionable manner.

This course will not only enhance the organization's safety culture but also ensure compliance with industry standards and legal requirements. As a result, it contributes directly to reducing operational disruptions caused by incidents and improves overall safety performance.

The investment in this program will ultimately lead to better risk management and create a safer, more productive work environment.

## Outline

### Day 1: Introduction to Incident Investigation

- Session 1: Importance of Incident Investigation
  - Why incidents need to be investigated.
  - Overview of regulatory requirements.
  - Key terms and definitions.
- Session 2: Legal and Regulatory Framework
  - National and international standards.
  - Legal implications of incident reporting.
- Session 3: Types of Incidents to Report
  - Near misses, minor, major incidents, and accidents.
  - What incidents require reporting and investigation?

### Day 2: Investigation Process

- Session 1: Planning and Preparation
  - Initial steps after an incident occurs.
  - Forming an investigation team.
- Session 2: Evidence Collection and Preservation

- Gathering physical evidence and interviewing witnesses.
- Handling sensitive information.
- Session 3: Data Collection Techniques
  - Documenting the scene: Photos, sketches, and notes.
  - Utilizing technology for evidence collection CCTV, etc..

### Day 3: Root Cause Analysis

- Session 1: Introduction to Root Cause Analysis RCA
  - Defining root cause and its importance.
  - Difference between root cause and immediate cause.
- Session 2: Techniques for Root Cause Analysis
  - 5 Whys method.
  - Fishbone Ishikawa diagram.
  - Fault Tree Analysis FTA.
- Session 3: Conducting an Effective RCA
  - Practical examples and case studies.
  - Interactive group activities.

### Day 4: Writing the Incident Report

- Session 1: Structure of an Incident Report
  - Key sections: Introduction, incident description, findings, recommendations.
  - Writing in a clear, objective manner.
- Session 2: Common Mistakes in Reporting
  - Avoiding bias, assumptions, and omissions.
- Session 3: Practical Report Writing
  - Writing workshop: Drafting a sample report based on a case study.

### Day 5: Corrective Actions and Post-Investigation Activities

- Session 1: Developing Corrective and Preventive Actions CAPA
  - How to ensure incidents are not repeated.
  - Monitoring and follow-up on corrective actions.
- Session 2: Communicating Investigation Findings
  - Reporting to management and regulatory authorities.
  - Sharing lessons learned across the organization.
- Session 3: Review and Final Assessment
  - Participants present their case study investigations and reports.
  - Feedback and Q&A session.

## Registration form on the Training Course: Incident Investigation & Reporting

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
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