



*Training Course:
Incident Investigation & Reporting*

*30 August - 3 September 2027
Vienna (Austria)*

Training Course: Incident Investigation & Reporting

Training Course code: MA235533 From: 30 August - 3 September 2027 Venue: Vienna (Austria) - Training Course Fees: 6050 € 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.

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.

Target Audience

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

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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