

# INVESTRAC TRAINER'S KIT COURSE CONTENT ©

Unit Standard 120335: "Conduct an investigation into workplace incidents"

## Part 1 - Introduction to Course

### Part 2 - Introduction To OH&S Management

★ Definitions, Terminology & Glossary - Essential Terms ★ History of Health & Safety ★ Consequences of the Problem ★ Management Systems - Symptoms vs Systems ★ Management Systems - Overview ★ Management System - Health & Safety ★ Management System - Health & Safety Investigations ★ Introduction to HIRA - Pre-Incident ★ Introduction to HIRA - Legal Requirement ★ Conducting a HIRA ★ Mitigating Hazards - Hierarchy of Control ★ Introduction to Occupational Health ★ Diseases - Symptom Manifestation ★ Sources of Health Hazards ★ Sources of Safety Hazards ★ Safety vs Security ★

### Part 3 - Legal Requirements

★ Sect 24 - Incident vs Accident ★ Structure of the Act ★ Regulations ★ Introduction to Standards ★ Organisational Structure ★ Health & Safety Committee Structure ★ Duties of H&S Committee ★ Committee Meeting & Minutes ★ Documents & Records ★

### Part 4 - Extracts from OHASA & Regulations

★ Employer's Duties to Employees [Sect 8] ★ Inform H&S Reps of investigations or inquiries [Sect 13] ★ Functions of Health & Safety Representatives [Sect 18] ★ H&S Committee to Discuss Workplace Incidents [Sect 20] ★ H&S Committee meetings & Records [GAR 5] ★

### Part 5 - Legal Requirement - Reporting Incidents

★ Report Incidents to the Inspector [Sect 24] ★ Victimisation Forbidden [Sect 26] ★ Report Incidents & Diseases [GAR 8] ★ Reporting of Risk & Emergency Occurrences [MHIR 7] ★ Report Incidents to Employer [Sect 14] ★ Employees Report Injuries - [GSR 3 (7)] ★ Proof of Certain Facts ★

### Part 6 - Recording and investigation of incidents

★ Employers Recording & Investigation of Incidents [GAR 9] ★ Incident Case Study ★ Disturbing Incident Site / Scene [Sect 24] ★ Consequences - Offences, penalties & special orders of court [Sect 38] ★ Offences & Penalties [GAR 12] ★



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## Part 7 - DoL Inquiries & Investigations

★ Witness at DoL Inquiry [GAR 10 (9)] ★  
Investigations by Inspectors [Sect 31] ★ Formal inquiries by Inspectors [Sect 32] ★ Joint inquiries by Inspectors [Sect 33] ★ Obstruction of investigation or inquiry [Sect 34] ★

## Part 8 - Reporting Incidents

★ Reporting - Purpose ★ Reporting - Incident Types  
★ Reporting - Investigating Old incidents ★  
Reporting - Guidelines ★ Reporting - Danger of Zero Incidents Programs ★ Reporting - Immediate Report / Response ★ Reporting - Victimization of Employees  
★ Reporting - Why Employees Do Not Report ★

## Part 9 - Documents and Records

★ Legal Report Forms ★ Annexure 1 ★ Possible Fraudulent Reports ★

## Part 10 - Causes of Incidents

★ Causes of Incidents - Introduction ★ Causal Chain - Domino Sequence ★ Causes - Domino 1 [Lack of Control] ★ Causes - Domino 2 [Human & Work Factors] ★ Causes - Errors or Violation ★ Causes -

Deliberate Criminal Violation ★ Causes - Domino 3 [Unsafe Acts & Unsafe Conditions] ★ Causes - Unsafe Acts ★ Causes - Unsafe Conditions ★ Causes - Domino 4 [Incident or Event] ★ Causes - Domino 5 [Consequences / Loss] ★ Consequences - Effect on Casualty ★ Consequences - Effect on Organisation ★ Consequences - Effect on Environment ★ Causes - Domino 6 [Cost of Incidents - Iceberg] ★ Cost of Incidents - Organisation ★ Cost of Incidents - Casualty ★

## Part 11 - Root Cause Analysis

★ Introduction to Root Cause Analysis [RCA] ★ RCA - Determining the Cause ★ RCA - Benefits ★ RCA - Example ★ RCA - More Questions ★ RCA - The "Fault Tree" Cause & Effect Diagram ★ Example of Fault Tree Analysis ★ RCA - Management System Problems ★

## Part 12 - Investigation – Preparation

★ Investigation - Reasons ★ Investigations - for Defense or Prosecution ★ Investigator - Appointment [GAR 9] ★ Investigation - Tools & Resources ★



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## Part 13 - Investigations - Conducting Interviews

★ Investigations - Overview ★ Investigations - Manage the Interview Meeting ★ Investigations - Interview Plan ★ Investigations - Question Types - Closed ★ Investigations - Question Types - Open ★ Investigations - Listening Skills ★ Investigations - Hearsay Evidence ★ Investigations - Concluding the Interview ★

## Part 14 - Investigations - Taking Statements

★ Investigations - Purpose of Statements ★ Investigations - Statement Considerations - Practical ★ Investigations - Statement Considerations - Legal ★ Investigations - Witness Selection ★ Investigations - Witness Input ★ Investigations - Signatures ★ Incident Case Study - Continued ★

## Part 15 - The Investigation - 9 Steps

★ Investigation - 9 Steps ★ STEP 1 - Assemble the Team ★ STEP 2 - Visit the Scene ★ STEP 3 - Gather the Information ★ Re-enactment or Reconstruction ★ STEP 4 - Collect Evidence & Exhibits ★ STEP 5 - Interview & Take Statements ★ STEP 6 - Identify the Cause ★ STEP 7 - Make Recommendations ★ STEP 8 - Complete the Documentation / Record Keeping ★

STEP 9 - Develop & Implement the Corrective Action Plan ★

## Part 16 -Learner Exercise – Practical

★ The One Minute Safety Manager Incident Investigation & Recommendations ★ Definitions, Terminology & Glossary ★ Definitions, Terminology & Glossary - Common Terms ★ Template - Annexure 1 ★ Template - Investigator Appointment Letter ★ Template - Investigation Case Study ★ Template - Statement of Incident ★

## OTHER TRAINER'S KITS FROM INTRA

ACTRAC	Occupational Health & Safety Act
CLAIMTRAC	Injuries & Diseases Claims
CONREGS	Construction Regulations 2014
ELECTRAC	Introduction to Electricity
FALLTRAC	Working @ Heights & Fall Arrest
FIRETRAC	Fire Prevention & Protection
FIRSTRAC	1st Aid [Approval & Accreditation]
HASREP	Health & Safety Rep & Committee
HIRA	Hazard Identification Risk Assessment
INDUCTOR	Induction & Awareness
INVESTRAC	Incident Investigation
NOISETRAC	Noise-Induced Hearing Loss
SUPERTRAC	Supervisory Management Skills



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