

## Helix Investigator

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**Incident** – an undesired event (or sequence of events)

**Accident** – an incident resulting in an undesired consequence, eg death, injury, facility damage, equipment damage, environmental damage, financial loss, adverse client/media/public reaction and so on

**Near-Miss** – an incident which, fortunately, did not result in an undesired consequence; however, it had the potential to do so.

Incidents do not just happen; they are caused. It is easy to focus on the individual(s) whose actions “caused” the event. However, if we do not understand the reasons that contributed to, or triggered, those actions then, quite simply, that incident, or a similar one, will occur again. Incident investigation is an essential learning requirement if we are to minimise or remove incidents from the workplace.

### PROGRAMME OVERVIEW

The aim of these programmes is to provide investigators with the essential knowledge and skills that will enable them to: conduct thorough, methodical and analytical investigations, determine the real reasons behind the incident (the root causes), and recommend effective corrective actions to prevent reoccurrence.

### WHO WILL BENEFIT

Managers, safety officers and advisers, safety reps and other persons who may be required to undertake, or manage, an investigation.

### STRUCTURE

Tutor-led training programme involving practical exercises to demonstrate and practice the principles and processes.

### PROGRAMME CONTENT

The training programmes cover 3 key areas (the depth of each aspect varies according to the specific programme chosen):

1. Getting the investigation underway, including protecting the evidence.
2. Gathering the evidence and information required to help the investigator understand what happened, using PHOTO© - the primary information areas; People, History, Organisation, Technical issues, Operating conditions.
3. Analysing what happened, so as to understand why it occurred and identify lessons learnt, using TRAC©; Timeline reconstruction, Root cause analysis, Actions (SMART actions) required to prevent reoccurrence, Corporate learning



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### **PROGRAMME DETAILS**

HELIX© INVESTIGATOR – a one-day course aimed at those who may investigate low risk/low potential incidents, or be a team member in a significant incident investigation

HELIX© LEAD INVESTIGATOR – a two-day course aimed at those who may be required to lead (or direct/coach) a team investigating a significant incident

HELIX© MASTER INVESTIGATOR – an additional two-day course (LEAD Investigator being a prerequisite) introducing human factors, notably intentional and unintentional behaviours and actions (NOTE: all programmes can be tailored to meet an organisation's existing investigation processes and terminology)

[bp Federal has approved Helix Safety as a provider of bp federal incident investigation training, including root cause analysis.]