

# Practical Investigation Skills For Part CAMO Safety & Quality Practitioners Initial Training – 2 Days

## Introduction

This course has been developed to comply with the requirement to provide training in support of persons who are required to perform internal investigations.

AMC1 CAMO.A.202 Internal safety reporting scheme ED Decision 2020/002/R

(5) initial and recurrent training for staff involved in internal investigations;

In line with its just culture policy, the organisation should define how to investigate incidents such as errors or near misses, in order to understand not only what happened, but also how it happened, to prevent or reduce the probability and/or consequence of future recurrences (refer to AMC1 CAMO.A.202).

(2) The scope of internal investigations should extend beyond the scope of the occurrences required to be reported to the competent authority in accordance with point CAMO.A.160, to include the reports referred to in CAMO.A.202(b).

This course is aimed at investigating – analysing – understanding and developing mitigations for safety related occurrences which are faced on a regular basis within our organisation.

Such incidents do not necessarily lead directly to significant negative outcomes, however may become a precursor or element of a future event. We have an opportunity to subject such safety occurrences to correct and proper investigation and analysis, in this way they may have a significant and beneficial effect on the organisations ability to improve its safety performance.

In detail to consider gathering & analysing evidences to understand the nature of the problem? – Why is it a problem? – What standard has not been met (is it internal or external)? – Why did it happen? – How to consider Root Cause?

The outcomes of such activities play a significant role in supporting the organization to achieve its goals to not just maintain, but to exceed regulatory compliance – What is the consequence – risk or opportunity considered and to consider the corrective action

## Who is the Course for?

Determination of causal factors relating to an actual or potential event is a task addressed to Safety Investigation Nominated Staff, Functional Area Managers, Nominated persons and Senior management. Quality assurance staff may also support the process of determination related to the various elements of the investigation. The course is also beneficial for persons involved with interaction with organization SMS.

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Personal Development

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## What is the Benefit of this Training – What will I learn?

- a) To be able to explain the key elements required to ensure the organisation is able to effectively analyse events to determine the most appropriate and effective outcome.
- b) To be able to explain the requirements of an effective investigation process and to manage information in a confidential and effective way.
- c) To consider in depth SMS & CM processes and to be able to interpret the information which is available to support the interpretation of the various factors
- d) Ability to focus on effective identification of root cause analysis and promotion of positive action.
- e) To be able to place a clear priority on best practice management within a strong Safety System
- f) Understand techniques to focus on the organisational issues and to develop the audit including the relationship within the workplace and responsibility to address issues
- h) Able to identifies the root cause of the faults and failures
- i) Able to apply the corrective actions for preventing the recurrence of the causes leading to failures

## Detailed Content / Topics - The following Subjects will be addressed

### Day 1

- Developing an Acceptable level of Safety Performance – Defining Minimum Safety Objectives
- Investigation and Analysis Considering Risk and Exposure – When to Perform Investigations
- How to Implement, Develop and Optimise our Internal Reporting Mechanisms
- How to Maximise the Effect of Confidential Reporting – How Beneficial is Confidential Reporting?
- Considering Investigator Competence
- What level of Investigation is Appropriate – Measuring Exposure and Return on Investment?
- Considering the Information Available to the SMS
- Discussion Regarding The Aims and Benefits of Information Collection
- How to Effectively Manage Information – How to Filter & Process?
- Validity of Information – How long is Information Effective
- Preparation before the Interview
- Interview Techniques for Best Results
- Knowledge test – Qualifying the Witness
- Witness Testimony

## Detailed Content / Topics - The following Subjects will be addressed

### Day 2

- Feed back and Communication – Verification for Positive Outcomes
- Identification of Root Cause
- Managing Root Cause Processes including Analysis
- Consider the “Why” together with the organisational factors involved
- How to develop a HF understanding within the environment of our investigation and to understand where the exposures exist
- Consider Mitigations which may remove the Exposures introduced by HF / CRM Considerations
- Delivering Safety Improvements through Cultural Change
- Developing Mitigations and Safety Improvements
- The Responsibility of the Business Area Owner to Consider Mitigation Proposals and to take the Appropriate Actions

## Target groups

Safety Investigation Staff, Quality Audit staff, Members of the safety action group, safety experts, SMS stake holders.

## Pre-requisites

A strong understanding of QMS, SMS and organisational processes.

## Learning Objectives:

After completion of this course, Delegates should be able to perform all steps necessary to perform appropriate investigations and analysis, and will be equipped to apply those skills in a practical way and propose mitigation within their organisation.

To re-enforce a comprehensive understanding of the requirements obtaining the required information necessary to effectively analyse the elements of the exposure

To understand methodology to determine root cause and develop appropriate responses.

How to identify areas which need special attention and how to focus our efforts on making sure we have a comprehensive understanding of multiple root causes.

An essential element then of benefiting from this training is to focus on the issues, how they relate in our work place, and what we need to do to address them..

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## Certificates

Understanding Safety Objectives, Risk & Exposure, Confidential Reporting, Investigator Competence, Measuring Exposure and Return on Investment. Information Collection, Identification & Management of Root Cause, Human Factor Considerations Related to Root Cause, Developing Mitigations & Safety Proposals.

## What do People Say about Sofema Aviation Services Training?

*"The instructor used the right words to explain the material."  
"The discussions among the group were very beneficial."  
"The instructor showed very resourceful background and experience."  
"All sections of the course were related to my field."  
"Adequate answers were given to specific questions."*

## Duration

2 days – each day will commence at 09.00 and finish at 17.00, with appropriate refreshment breaks. To register for this training, please email [team@sassofia.com](mailto:team@sassofia.com) or Call +359 28210806

Sofema Aviation Services offers a flexible approach to developing all in-company training courses which are specific to the client's needs. If you would like additional information concerning how course content may be configured to be more appropriate for your organisation please email [office@sassofia.com](mailto:office@sassofia.com)



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