

# SMS Practical Investigation Skills Training – Intensive Theory – 3 Days

## Introduction

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This course focuses on the essential elements required to support the SMS practical investigation role– analyzing – understanding and developing mitigations for the incidents accidents and safety occurrences which are faced on a regular basis within our organization.

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 organizations ability to improve its safety performance.

Please note due to the intensive nature of this course there is only limited practical, for additional practical please consider the 5 day course.

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

### Day 1

- Abbreviations & Definitions
- Regulatory, Industry and Business Drivers influencing our SMS
- Reviewing Safety Oversight Mechanisms
- 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?

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

- Internal / External - Jurisdiction and Legal Considerations
- Investigator Responsibilities and Reporting Obligations
- Pre-requisites and preparations – individual and organisation perspectives
- Considering the Information Available to the SMS
- Validity of Information – how long is information effective
- Preparation before the interview
- Interview techniques for best results

### Day 2

- Witness testimony
- Feed back and Communication – Verification for Positive Outcomes
- Information evaluation to a standard
- Data and information organization and analysis. Structured Analysis
- Practical understanding of the role of Root Cause
- Identification of Root Cause
- Managing Root Cause Processes including Analysis
- Analysis using Logic Models and Simulations introduction
- The Role of Quantitative and Qualitative processes
- Constructing the event time line which will support analysis
- Further investigation process derived from the time line
- Consider the “Why” together with the organisational factors involved
- Choosing the Investigation model to support this event
- Consider the bias which may be present and how we can discount
- Consider mitigations which may remove the exposures introduced by HF / CRM considerations
- Consider the pre cursors to errors and the connection with personal and organisationally optimising violations

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### Day 3

- Explores the concept of risk as a matter of perspective, and the interaction of consequences and likelihood to determine risk
- How we Measure and Categorize Risk
- Discusses the tolerability and acceptability of risk to an organization
- ARMS - Additional Considerations Understanding the Stages of Effectively Managing and Measuring Risk
- Delivering Safety Improvements through Cultural Change
- Developing Mitigations and Safety Improvements
- Considering the Responsibility for Managing Risk within the Organisation
- The responsibility of the Investigator to develop and present proposed mitigations
- The responsibility of the business area owner to consider mitigation proposals and to take the appropriate actions
- Debrief and Close out

## Target Groups

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

## Pre-Requisites?

Familiarity A strong understanding of QMS, SMS and organizational 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.

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## Certificates Wording

*SMS investigating – analysing – understanding and developing mitigations Regulatory Industry and Business Drivers, Reporting Processes, SMS Risk Analysis, SMS Root Cause & Preventative Strategies. SMS and HF relationship, SMS Investigation Processes, Managing Risk, Generating Reports.*

## 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 a very resourceful background and experience."  
"All sections of the course were related to my field."  
"Adequate answers were given to specific questions."*

## Duration

3 Days – To commence at 09.00 and finish at 17.00, with appropriate refreshment breaks.

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 organization please email [team@sassofia.com](mailto:team@sassofia.com)



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