

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

## Introduction

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 organization's 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](#).

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

- a) Participants will gain practical knowledge and skills in conducting investigations within the context of safety management systems. They will learn about investigation techniques, evidence collection, data analysis, and reporting, which can help them conduct more effective and efficient investigations in their professional roles.
- b) The course provides a deep understanding of the incident/accident investigation process, enabling participants to analyze incidents more thoroughly and identify underlying causes and contributing factors. This can lead to more accurate and comprehensive incident assessments, helping organizations implement effective preventive measures.
- c) By equipping participants with practical investigation skills and knowledge, the course contributes to the development of a robust safety culture within organizations. It empowers individuals to take a proactive approach to incident/accident investigation, fostering a culture of continuous improvement, learning, and safety enhancement throughout the organization.

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<b>Category</b>	Personal Development
<b>Venue</b>	On Demand
<b>Level</b>	Basic
<b>Price</b>	On Demand

## Who is the course for?

The course is made for individuals involved in safety management systems (SMS) and incident/accident investigation. This includes safety managers, safety officers, investigators, aviation professionals, transportation industry personnel, and anyone responsible for conducting or overseeing investigations within their organization. The course aims to enhance participants' practical skills and knowledge in conducting effective investigations within the framework of SMS.

## 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?
- Internal / External – Jurisdiction and Legal Considerations
- Investigator Responsibilities and Reporting Obligations
- Pre-requisites and preparations – individual and organization 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

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### Day 2

- Witness testimony
- Feedback 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 timeline which will support the analysis
- Further investigation process derived from the timeline
- 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 that may remove the exposures introduced by HF / CRM considerations
- Consider the precursors to errors and the connection with personal and organisationally optimising violations

### 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 Closeout

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## Target Groups

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

## Pre-requisites

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 organization.

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

*"I found satisfying answers to all my questions."*  
*"The instructor demonstrated a very deep knowledge of the subject."*  
*"The length of the course fits my needs and expectations."*  
*"The content was really effective, I gained a lot of new knowledge."*  
*"The practical examples were perfectly delivered."*

## Duration

3 days – Start 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

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