

## SMS Practical Investigation Skills Essential Training - 1 Day

### 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 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.

### Who is the course for?

The course is aimed at professionals, investigators, and individuals seeking to develop practical skills and knowledge in conducting effective investigations. It aims to provide participants with the essential tools and techniques to carry out thorough investigations in a variety of fields.

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

The participants will learn the fundamental principles of conducting investigations, including gathering and analyzing evidence, interviewing techniques, and report writing. They will also be trained in identifying and addressing common challenges encountered during investigations and develop a comprehensive understanding of best practices for ensuring fair and unbiased processes. By the end of the course, participants will have acquired the essential skills needed to conduct efficient and effective investigations in their respective fields.

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

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

Abbreviations  
Regulatory, Industry, and Business Drivers influencing our SMS  
Investigation and Analysis Considering Risk and Exposure – When to Perform Investigations  
Consider the Pre-Cursors to Errors and the Connection with Personal and Organisationally  
Optimising Violations  
What level of Investigation is Appropriate – Measuring Exposure and Return on Investment?  
Considering the Information Available to the SMS  
Further investigation process derived from the timeline  
Constructing the event timeline which will support the analysis  
Consider Mitigations that may remove the Exposures introduced by HF / CRM Considerations  
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 Addressing tolerability and acceptability of risk to an  
organization  
Delivering Safety Improvements through Cultural Change  
Developing Mitigations and Safety Improvements  
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

## 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 organisational processes.

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## 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.

## 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

1 day – 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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