

# SMS Practical Investigation Skills Training – Intensive – 2 Days

## Introduction

This comprehensive course provides an exploration of safety investigation processes, risk management, and reporting mechanisms within organizations. Participants will review key topics, including safety oversight, investigation techniques, and strategies to maximize the effectiveness of confidential and internal reporting systems.

The course covers practical approaches to investigation, focusing on assessing risks, measuring exposure, and understanding the legal and organizational responsibilities of investigators. Emphasis will be placed on investigation preparation, interview techniques, and structured analysis to identify root causes and organizational factors contributing to incidents. Participants will also explore advanced topics such as risk categorization, mitigation development, and the role of human factors in errors and violations. The course concludes with a debrief, providing guidance on the responsibilities of both investigators and business owners in implementing effective safety improvements and managing risk.

## Who is the course for?

This course is designed for safety professionals, investigators, and organizational leaders responsible for managing risk, conducting investigations, and improving safety oversight within their organizations.

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

- a) Gain a thorough understanding of essential safety oversight mechanisms, including the importance of risk assessment, when to initiate investigations, and key reporting obligations.
- b) Learn how to develop, implement, and optimize internal reporting systems to maximize the effectiveness.
- c) Understand the critical skills required for effective investigations, with insights on determining the right level of investigation based on risk exposure.
- d) Master interview techniques, organize data efficiently, and ensure you can handle witness testimony and structured analysis to gain reliable and effective information.
- e) Build foundational skills for constructing accurate event timelines, managing root cause analysis.

tel + 359 2 821 08 06  
email team@sassofia.com

[www.sassofia.com](http://www.sassofia.com)

<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 & Definitions
- 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
- Witness testimony
- Data and information organization and analysis. Structured Analysis
- Practical understanding of the role of Root Cause
- Managing Root Cause Processes including Analysis
- 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
- 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
- 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

tel + 359 2 821 08 06  
email team@sassofia.com

[www.sassofia.com](http://www.sassofia.com)

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

## Target Groups

Safety professionals, risk management experts, quality assurance personnel, human resources and compliance officers, investigation teams, management and executives, and consultants involved in safety oversight and organizational improvement.

## Pre-requisites

The prerequisites for this course include a foundational understanding of safety management systems, basic knowledge of risk assessment principles, and prior experience in safety oversight or investigative roles.

## Learning Objectives

Participants will:

- understand key safety oversight mechanisms, including when to conduct investigations and how to measure risk exposure.
- gain the ability to perform structured root cause analysis and construct comprehensive event timelines.
- will learn to accurately assess, categorize, and communicate risk within the organization, alongside developing actionable mitigations and understanding their impact on organizational safety.

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

- "I received clear and thorough responses to all my inquiries."*
- "The instructor showcased exceptional expertise in the subject matter."*
- "The course duration was aligned with my requirements."*
- "The material was impactful, providing me with valuable insights."*
- "The practical examples were well-presented and relevant."*

## Duration

2 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

tel + 359 2 821 08 06  
email [team@sassofia.com](mailto:team@sassofia.com)

[www.sassofia.com](http://www.sassofia.com)

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