



InterSafe
Protecting People



8StepsTM

**OF EFFECTIVE INCIDENT
INVESTIGATION**

ART-TTM Advanced Incident Investigation Course

13th to 15th November 2017

**InterSafe Learning Centre
905 Stanley Street,
East Brisbane**

\$3,245 inc GST

Monday 13th: 8:30am - 4:30pm
Tuesday 14th: 8:00am - 4:30pm
Wednesday 15th: 8:00am - 3:30pm

Course cost includes:

- Comprehensive course notes
- Refreshments and lunches

Further information regarding the course is attached.

All enquiries to Roger or Justin on 07 3895 8111.

Please complete the Participant Registration Details and fax to **07 3895 8222** or email to **info@intersafe.com.au**. We will then email you further information regarding the course and venue. A non-refundable deposit of \$500* is required upon registration to secure your place. Full payment required before course. Registrations close Friday 3rd November 2017.

*Non-refundable deposit if you cancel your registration after 3rd November 2017.

ART-TTM Advanced Incident Investigation Course: 13th to 15th November 2017

Name:

Role:

Organisation:

Postal Address:

Email Address:

Contact Phone:

Payment: Cheque Credit Card Invoice (For Organisations Only)

Payment Amount: Full Fee (inc GST) \$3,245 Deposit \$500

Credit Card Type: VISA Mastercard

Name on Card:

Card Number:

Expiry Date:

Card Signature:



OF EFFECTIVE INCIDENT INVESTIGATION

Course Outline

Day 1 (typical)

1. Introduction and Review of Essential Factors™ Analysis Model
2. Extension of the Essential Factors™ Model to the ART-T™ Model
 - Stability Concepts – Stable / Meta-stable / Unstable
 - 8 Time Zones
 - Development of the Time Base
 - 'Aspects' of each Element
 - Exercises

Day 2 (typical)

3. Hypothesis forming and testing
4. Haddon's Energy Management Strategies
5. Interview Role-plays
6. Observation
 - Sensory Inputs
 - Guided Observation
 - Illusions
 - Sensory Mechanisms
 - Information Processing
 - Relevance of Senses to Incidents
 - Organisation of Information

Day 3 (typical)

7. Conducting Major Incident Investigations
8. ART-T™ Model applied to examples
 - Together
 - Small groups
9. Introduction to InterSafe's ART-T™ Software Program
10. Conclusion and Evaluation

Next Steps

If you would like to discuss an **8Steps™** course or how InterSafe could assist you please contact one of our team on:

+61 7 3895 8111
or enquiries@intersafe.com.au

Who is InterSafe?

InterSafe specialises in incident investigation to Engineer Safer Workplace Solutions. InterSafe has assisted our clients in effectively controlling the future through preparation of more than 10,000 comprehensive incident reports (dealing mostly with fatal/permanently disabling occurrences) throughout 60 years of collective experience.

This experience has led to a unique way of thinking about, investigating and preventing incidents. InterSafe shares these powerful and effective investigation models and techniques through a range of courses and services.



Other Services

InterSafe is also able to assist with site incident investigation in the following ways:

- Independent investigation
- Lead Site team
- Coach / mentor site team leader
- Provide process or content expertise
- Review incident investigation reports

Other Courses

Details concerning InterSafe's other training courses including:

- Lead Investigator's course for Fatality investigations
- Hazard Awareness (Energy Concepts™)
- Collective Insights™ (Behaviour Mgt.)
- Safety in Design training for Design Review Leaders and Design Review Participants

are available at www.intersafe.com.au



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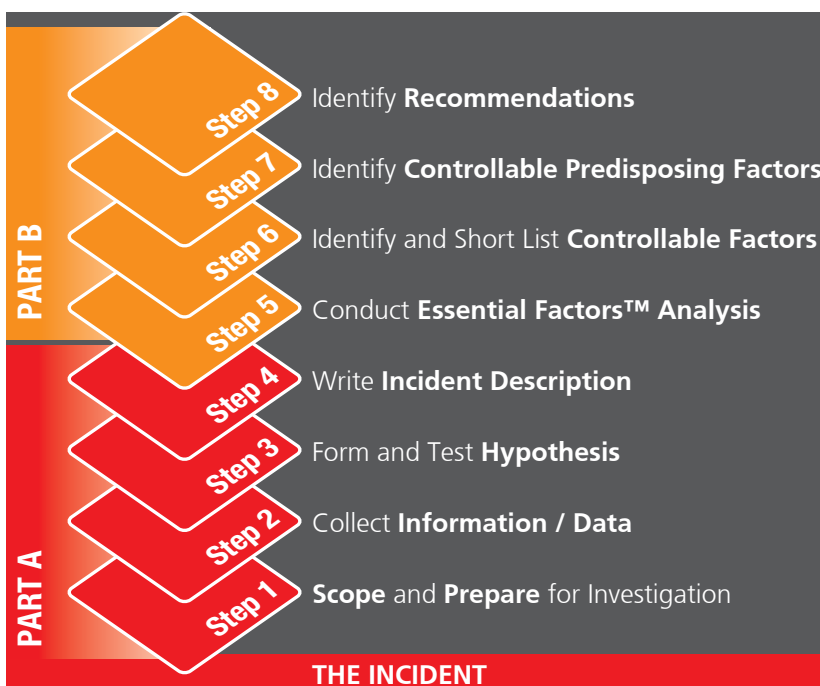
ART-T™ Advanced Incident Investigation Course

InterSafe Investigation Approach

Incident investigation usually forms part of an organisation's incident management system. Effective incident investigation will identify effective recommendations or actions to prevent or reduce the extent of future damage.



The extent to which recommendations achieve this is contingent on the extent to which the immediate and predisposing circumstances of the incident are understood. Any investigation analysis tool succeeds or fails on the quality and quantity of understanding achieved by the investigator / investigation team from information gathered from interviews, inspections and documentation prior to the analysis. Clear thinking is required and InterSafe's 8Steps™ courses have been developed with the end in mind; **Effective Control for the Future.**



The 8Steps of Effective Incident Investigation™ comprises 2 parts.

Part A - Understanding Incidents.

Steps 1 - 4: equips investigators with models and tools for understanding an incident in detail.

Part B – Analysis and Identifying Controls.

Steps 5 - 8: focuses on identifying effective controls and can be adapted to integrate with existing analysis tools such as Essential Factors™, ART-T™, TapRoot®, ICAM, TRIPOD, casual tree analysis and 5 Whys.



OF EFFECTIVE INCIDENT INVESTIGATION

InterSafe offers Basic Level and Advanced Level training modules based on Part A and Part B of the 8Steps™.

Basic Level Modules

The Basic Level modules are designed for persons who will investigate low consequence incidents such as first aid or medical treatment injuries, minor equipment or minor environment damage. These modules are suitable for supervisors and workers with incident investigation responsibilities. Basic level modules are designed for participants with secondary level education capability. These modules are also suitable for persons who are required to gather preliminary data at the time of an incident and before a formal incident investigation has begun. The analysis tool for the basic Part B level module is the Essential Factors™ model.

Advanced Level Modules

The Advanced Level modules are designed for persons who will investigate medium to high consequence incidents such as lost time injuries, permanent impairments, fatalities or significant equipment or significant environment damage. These modules are suitable for operational managers and health, safety and environment managers and specialists. Advanced level modules are designed for participants with tertiary level education capability. The analysis tool for the advanced Part B level module is the Essential Factors™ plus Timeline model.

Modules can be mixed and matched to suit the clients need, e.g. Advanced Part A plus Basic Part B, etc.



The 3 day ART-T™ Course comprises of only advanced elements of the Advanced level training for Part A and Part B plus some extended concepts beyond the Advanced level.

The analysis tool for the ART-T™ course is the complete ART-T™ model which comprises Essential Factors™, Timeline (standard plus modified) and Annular Rings.

A recommended prerequisite for the 3 day ART-T™ course is the 2 day Basic level 8Steps™ course (Part A: Understanding Incidents - Basic and Part B: Analysis and Identifying Controls - Basic).

The 5 day ART-T™ course comprises all elements of the Basic and Advanced level training for Part A and Part B plus some extended concepts beyond the Advanced level training.

	Basic Level	Advanced Level
Part A: Understanding Incidents	1 day	2 days
Part B: Analysis & Identifying Controls	1 day	2 days



InterSafe uses a powerful and effective advanced level incident investigation model:

- For incidents resulting in Major and Permanent Damage
- To conduct external, independent investigations
- To facilitate on-site investigation teams
- To train your people (3 or 5 day course)

Why is InterSafe's Model So Powerful and Effective?

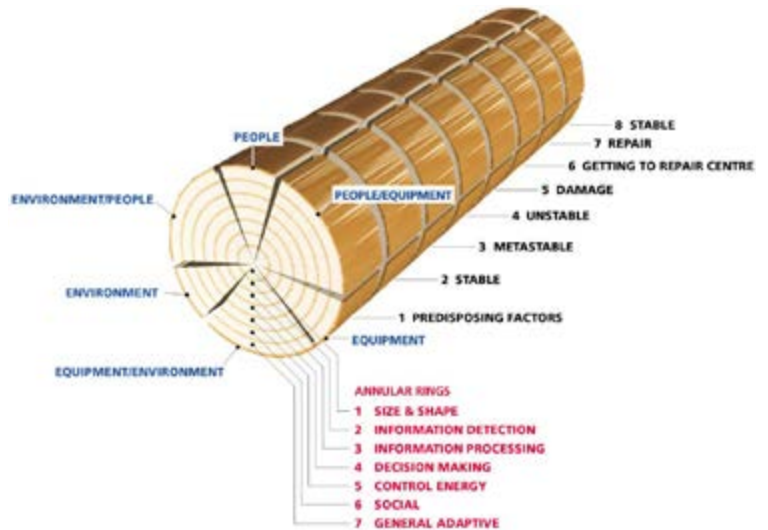
People's individual belief systems or models, dictate their perceptions. Each of us tend to see things not as they are, but as we believe or expect them to be. Our individual beliefs or models can be either empowering or limiting depending on whether they help or hinder us in achieving our goals. Nowhere is this more evident than in incident investigation, where prejudices, preconceptions and value judgements predominate along with limiting beliefs such as 'most accidents are caused by human error / unsafe acts'. Such models, subconsciously, restrict the flow of information and result in many relevant factors in an incident going unrecognised. This can lead to ineffective recommendations for prevention of future incidents or damage.

InterSafe's ART-T™ / Essential Factors™ model guides an objective observation of the incident by introducing a useful frame of reference which:

- is conceptually clear
- is cohesive and logical
- is scientific
- helps maximise the identification of relevant factors and, therefore, potential points of control
- is based on 'IS' thinking not 'Cause / Effect' thinking

Effective incident investigation can only occur once limiting beliefs are challenged and superseded.

Papers providing further information about the Essential Factors™ way of thinking can be downloaded from www.intersafe.com.au/incident-investigation.



ART-T™ = Analysis Reference Tree-Trunk™

- The ART-T™ model is an extended version of the Essential Factors™ model.
- Clearly defined time zones.
- Structured analysis of essential and contributory factors for each element in each time zone.
- Provides for an increasing range of focussing questions from 4 to 16.
- Provides for an opportunity to identify a maximum number of essential and contributory factors and, therefore, potential points of control.
- Provides for exploring the management systems, policies, culture and other organisational factors that can predispose the incident sequence.
- Focuses on incident prevention AND damage reduction strategies.
- Can be applied to permanent disability, fatality, multiple fatality and catastrophic events by a specialised investigation team.
- Can be equally applied to another human damage including loss of production, equipment and environmental damage.
- Clearly defines effective control measures in terms of the VAACST™ criteria:
 - Viable - practical / does not introduce new risk
 - Achievable within capital constraints
 - Acceptable to end user
 - Compatible with the risk
 - Sustainable over time (e.g. 3-5 years)