About this Course

Let's be honest, close calls and incidents do happen, but do you know what to do when one occurs?

This course is designed to provide you with the fundamental knowledge needed to be an investigator. The training in this course is comprehensive and features downloadable resources that can be used as reference material during your investigations.

The average student requires approximately 60 minutes to complete this training and is awarded with a downloadable and printable certificate of training.

Course Outline

Module 1

Basic Definitions

Overview of Incidents & Reporting

- Why Bother?
- Incident Ratio Pyramids
- Your Close Call to Incident Ratio

Causation Theories

- The Dominos
- H.W. Heinrich (1930's)
- Frank E. Bird (1970's)

Types of Hazards

- Types of Energy
- Ergonomic Factors

Who Investigates?

- The Invited Team
- Investigator Characteristics
- Training & Experience

Module 2

Gathering Evidence

- Basic Information
- Interviews & Witnesses
- Other Sources of Evidence
- Distilling & Reporting

Cause Analysis

- Types of Causes
- The Order of Causes
- Keep Asking "Why?"
- Using the Cheat Sheet

Developing Corrective Actions

- Corrective Actions for Causes
- Other Corrective Actions
- Developing Corrective Actions

Methods of Communication

- Supervisory Staff & Managers
- Affected Personnel
- All Personnel
- Industry

Module 3

Report Characteristics

Report Formats

- Paper-Based
- Digital Forms
- Database Applications

Investigation Follow-Up

- Tracking Corrective Actions
- Statistics

Wrap-Up

- Top 10 Tips
- Downloadable Files
- Course Credits & Resources

Mastery Quiz (80% to pass)

Verification Techniques Employed

✔ **Identity:** Unique usernames and passwords.

✔ **Security:** Bank-level encryption.

✔ **Question Bank:** Every quiz attempt includes a unique combination of questions pulled from a large pool.

✔ **Certificate Verification:** Certificates contain a verification code that can be checked on MyOTF.com.