

ICAM Investigation Techniques

UNIT STANDARD: N/A

Outline

ICAM investigators are an asset for any organisation wanting to maximise learning from adverse events, to avoid reoccurrence, and to improve future resilience to hazards.

This ICAM (Incident Cause Analysis Method) course introduces best practice in incident investigation, understanding and applying root cause investigation methodology, and teaches practical skills to apply in the workplace.

This course has been designed for employees in any industry who work in the following roles:

-  Safety.
-  Operational.
-  Maintenance.
-  Supervisory.

They may currently participate in health and safety investigations and are aiming to become ICAM investigators involved in more complex events.

-  **Inhouse**
-  **Public**
-  **Face to face**
-  **Online**
-  **Tailorable**

Prerequisites

We prefer candidates to have some general knowledge and experience of incident investigation or to have completed Unit Standard 17601 or Unit Standard 30265.

Objectives

On successful completion, students will be able to:

- + Build an effective investigation team.
- + Know and understand the investigation process.
- + Understand barriers to effective incident reporting and investigation, and how to overcome them.
- + Apply effective tools for information-gathering and classification.
- + Reconstruct timelines.
- + Know concepts of multiple causation and root cause analysis.
- + Understand structure and content of effective investigation reports.
- + Understand effective recommendations/corrective actions.
- + Apply interpersonal communication and active listening.
- + Apply interviewing skills.
- + Apply analytical skills based on models of multiple causation and root cause analysis.
- + Understand data gathering and classification.

CLASS SIZE: Maximum 16

DURATION: 2 days