Course Description and Structure

<table>
<thead>
<tr>
<th>Aviation Safety Investigation (Occurrence Management)</th>
<th>Course Code: KR212</th>
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<td><strong>Duration:</strong> 3 Days</td>
<td><strong>Nature:</strong> Classroom</td>
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**Scope & Profile**

Aviation Legal frame line requires that all aviation organisations maintain an Internal Occurrence Management System in order to manage and investigate effectively, incidents and other significant eventualities of Safety nature. Incident investigation is also required as part of the implementation of the SMS (Safety Management System) of any organization. The SMS is an essential working tool for reducing human error, which is a significant contributing factor in aviation accidents and incidents, resulting in a severe financial cost annually. This training provides adequate knowledge and develops the required skills and competencies for the proper Management of Aviation Occurrences and specifically Safety Investigation. The course has been designed to meet the requirements of customized Training Need Analysis (TNA) on the specific learning area.

**Learning Objectives**

Upon completion of this course, trainees will expand their learning capacity and will develop additional skills and competencies in order to better understand:

- The relevant Regulatory Requirements
- Models of human error and human error management
- Taxonomies of human and organisational errors
- How occurrence data can enhance risk management
- The dynamics and statistics of organisational change

Moreover, trainees will be guided to Implement an Incident Investigation System including:

- Reporting systems
- Investigating approaches and techniques
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- Analysing occurrences
- Generating appropriate recommendations
- The process of implementing, generating and following-up change
- Disseminating information and providing feedback
- Integrating Incident Investigation in a SMS

### Course Content & Concentration Areas

Main topics and subjects included, but not limited to:

- Basic error models and taxonomies used in aviation
- Incident investigation and SMS
- Human factors and incident causation
- Benefits of an Incident Investigation System
- Incident Investigation System outline
- Typical reasons for failure
- Monitoring and assessing the system
- The role of the management in an Incident Investigation System
- Encouraging reporting
- Just Culture
- Investigation principles and practices
- Investigation Skills
- Interviewing skills
- Root cause analysis
- Developing recommendations
- Report writing
- Achieving organisational change
- Feedback and Evaluation

### Training Methodology

- Presentations
- Discussions
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- Team Exercises
- Case Studies
- Videos
- Assignments

Target Audience

All Aviation Managers and Supervisors, safety personnel, quality personnel, incident/event investigators, members of safety committees – anybody involved in designing, implementing, managing or evaluating an incident investigation/reporting system