

Incident Investigation and Management (Root Cause Analysis)

OVERVIEW

Incidents, near-misses, and failures are critical learning opportunities. When they are poorly investigated, organisations repeat the same mistakes leading to injuries, operational disruptions, financial losses, and reputational damage.

The Incident Investigation and Management (Root Cause Analysis) training course equips participants with the knowledge and practical tools to systematically investigate incidents, identify true root causes (not symptoms), and implement effective corrective and preventive actions.

This course integrates international best practice, legal and ISO-aligned approaches, and hands-on investigation techniques to ensure incidents are managed professionally, consistently, and defensibly.

BENEFITS OF ATTENDING

By attending this course, delegates will gain the knowledge and practical insight to:

- Understand the purpose and importance of incident investigation and reporting
- Distinguish between immediate causes, contributing factors, and root causes
- Apply structured Root Cause Analysis (RCA) methodologies
- Conduct effective incident investigations using a step-by-step process
- Collect, preserve, and analyse evidence correctly
- Identify system, human, organisational, and technical failures
- Develop meaningful corrective and preventive actions
- Compile professional incident investigation reports
- Prevent recurrence through continuous improvement and lessons learned

WHO SHOULD ATTEND?

- Safety, Health, Environment & Quality (SHEQ) practitioners
- Engineers and technical professionals
- Construction and site managers
- Maintenance and operations personnel
- Supervisors and team leaders
- Risk managers and compliance officers
- Incident investigators and auditors

Independent Training Management (Pty) Ltd

Tel: 087 265 4063

Email: info@independenttraining.co.za

Website: www.independenttraining.co.za

Incident Investigation and Management (Root Cause Analysis)

INTRODUCTION TO INCIDENT INVESTIGATION

- Purpose and importance of incident investigation
- Legal and regulatory requirements (OHS Act)
- Types of incidents: injuries, near misses, property damage, environmental events
- Management responsibilities and accountability

INCIDENT RESPONSE AND EVIDENCE

PRESERVATION

- Immediate response and scene control
- Medical response and emergency actions
- Evidence identification and preservation
- Incident notification and reporting requirements

INVESTIGATION TECHNIQUES AND DATA

COLLECTION

- Investigation planning and team selection
- Witness interviewing techniques
- Human factors and behavioural considerations
- Document review and timeline reconstruction

ROOT CAUSE ANALYSIS METHODOLOGIES

- Understanding causation models
- Direct, underlying, and root causes
- 5 Whys technique
- Fishbone (Ishikawa) diagrams
- Fault Tree Analysis
- Selecting the appropriate RCA method

DEVELOPING CORRECTIVE AND PREVENTIVE ACTIONS

- Linking causes to corrective actions
- Evaluating effectiveness of controls
- Preventive strategies and hierarchy of controls
- Monitoring and follow-up

INCIDENT REPORTING, MANAGEMENT & CONTINUOUS IMPROVEMENT

- Writing professional incident investigation reports
- Legal defensibility and record keeping
- Management review and communication
- Integrating findings into safety management systems
- Lessons learned and organisational learning

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Live online training | 16 – 17 March 2026 | **R 8 999 per delegate**

Booking Contact (Approving Official) Mr/Mrs/Ms

Full Names: _____

Company name: _____

Direct Tel No: _____ E-mail: _____ Fax: _____

VAT No: _____

Address: _____

Signature _____

Person Responsible for Finance: _____ Direct Tel No: _____ Date of Payment: _____

BANKING DETAILS:

Independent Training Management Pty Ltd

Bank: FNB South Africa

Account Number: 62685879276

Branch Code: 251650

Branch: Randburg

THE FOLLOWING HEREBY CONFIRM ATTENDANCE TO THE WORKSHOP

Delegate1: Names _____

Position: _____ E-Mail: _____

Delegate 2: Names _____

Position: _____ E-Mail: _____

Delegate 3: Names _____

Position: _____ E-Mail: _____

Delegate 4: Names _____

Position: _____ E-Mail: _____

Delegate 5: Names _____

Position: _____ E-Mail: _____

TERMS & CONDITIONS OF REGISTRATION

- **Payment:** Registration is confirmed only upon receipt of full payment, proof of payment, or an official purchase order before the event start date. Certificates and CPD points may be withheld if payment is outstanding.
- **Cancellations & Substitutions:** Written cancellations must be received at least **10 working days** before the event to qualify for consideration. No refunds apply for late cancellations or non-attendance. Delegate substitutions are allowed at no extra cost with prior written notice.
- **No-Shows:** Delegates who do not attend without proper written cancellation remain liable for **100% of the invoiced fee**. No refunds or credits will be issued.
- **Programme Changes:** Independent Training Management reserves the right to change event dates, venues, content, or speakers where necessary. In cases of force majeure, events may be postponed or rescheduled without liability for additional costs.
- **Fees & VAT:** All fees are exclusive of VAT unless stated otherwise. Early-bird and discounted rates apply only when payment is received by the specified deadlines.
- **Liability:** Attendance is at the delegate's own risk. Independent Training Management is not liable for any loss or damage except where caused by gross negligence or wilful misconduct.
- **Legal Jurisdiction:** These Terms & Conditions are governed by the laws of the **Republic of South Africa**.
- **Acceptance:** Submission of this registration form constitutes acceptance of the full Terms & Conditions, as published on the Independent Training Management website