



<b>Title</b>	NOCN International Level 3 Award in Investigation Skills		
<b>Topic Summary</b>	<p>The primary NOCN International Level 3 Award in Investigation Skills is to provide learners with essential knowledge and skills in accident investigation procedures, including legal requirements, evidence collection, data analysis, and report writing. It focuses on identifying root causes, making recommendations for prevention, and ensuring compliance with health and safety regulations. The course promotes best practices in accident investigation to enhance workplace safety and prevent future incidents.</p>		
<b>Target Audience</b>	<ul style="list-style-type: none"> <li>Managers and supervisors</li> <li>Health and safety officers</li> <li>Employees responsible for safety within their roles.</li> <li>Individuals seeking to enhance their knowledge and skills in health and safety.</li> </ul>	<b>Length of Study</b>	12 hours

<b>Unit(s) Learning Outcomes</b>	<b>1. Introduction to Accident and Incident Investigation</b>	
	<p><b>Learning Outcome - 1:</b></p> <ul style="list-style-type: none"> <li>To understand the Definition of accidents, incidents, and near misses.</li> <li>Know the Importance of timely and thorough investigations.</li> <li>Know how to Link between investigations and safety management systems.</li> <li>Understanding the human and financial costs of accidents.</li> <li>To understand the Real-life case studies showing the impact of poor investigations.</li> </ul>	<p><b>Assessment Criteria:</b></p> <ul style="list-style-type: none"> <li>Understand the Definition of accidents, incidents, and near misses.</li> <li>To understand the Importance of timely and thorough investigations.</li> <li>Be able to Link between investigations and safety management systems.</li> <li>Understanding the human and financial costs of accidents.</li> <li>Real-life case studies showing the impact of poor investigations</li> </ul>

## 2. Understanding Workplace Accidents and Incidents

### Learning Outcome - 1:

- ✚ To understand the accident triangle: how near-misses can prevent serious incidents.
- ✚ Able to know the Direct and indirect costs of workplace accidents.
- ✚ The role of workplace culture in accident frequency.
- ✚ Know the Types of hazards in different industries (e.g., construction, manufacturing).

### Assessment Criteria:

- Understand the accident triangle: how near-misses can prevent serious incidents.
- Know the Direct and indirect costs of workplace accidents.
- Understand The role of workplace culture in accident frequency.
- Understand the Types of hazards in different industries (e.g., construction, manufacturing).

## 3. The Role of Investigators

### Learning Outcome - 1:

- ✚ To know the personal skills required: observation, communication, critical thinking.
- ✚ Able to understand the importance of impartiality and objectivity.
- ✚ The investigator's relationship with regulatory bodies like HSE (Health and Safety Executive).
- ✚ To understand the Handling sensitive situations and dealing with bereaved families.
- ✚ Maintaining investigator credibility through continuous training.

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## 4. Preparing for an Investigation

### Learning Outcome - 1:

- ✚ To create investigation goals and scope.
- ✚ To understand the Importance of securing the accident scene (cordoning off areas, collecting perishable evidence).
- ✚ To emphasize safety during the investigation process.
- ✚ Understanding the types of evidence (direct, indirect, and circumstantial).
- ✚ Know the effective methods for collecting documentary evidence and reviewing maintenance records.

### Assessment Criteria:

- Establishing investigation goals and scope.
- Understanding the Importance of securing the accident scene (cordoning off areas, collecting perishable evidence).
- Prioritising safety during the investigation process.
- Understanding the types of evidence (direct, indirect, and circumstantial).
- Understand the effective methods for collecting documentary evidence and reviewing maintenance records.

### 5. Accident Investigation Process

#### Learning Outcome - 1:

- ✚ Learn the stages of an investigation: initial response, evidence collection, analysis, and reporting.
- ✚ Know how to effectively interview witnesses: questioning techniques, avoiding leading questions.
- ✚ Know the techniques for preserving evidence integrity.
- ✚ Key factors to focus on during investigation (human factors, equipment failure, environmental conditions).
- ✚ Investigation timelines: balancing thoroughness with the need for timely action.

#### Assessment Criteria:

- Understand the stages of an investigation: initial response, evidence collection, analysis, and reporting.
- How to effectively interview witnesses: questioning techniques, avoiding leading questions.
- Understand the techniques for preserving evidence integrity.
- Key factors to focus on during investigation (human factors, equipment failure, environmental conditions).
- Investigation timelines: balancing thoroughness with the need for timely action.

### 6. Analysing Data and Evidence

#### Learning Outcome - 1:

- ✚ Know the introduction to analysis tools (Root Cause Analysis, Ishikawa diagrams).
- ✚ Know how to differentiate between surface-level issues and deeper root causes.
- ✚ Learn how to identify systemic failures within organizations (e.g., training gaps, faulty risk assessments).
- ✚ Know how to make data-driven conclusions using gathered evidence.

#### Assessment Criteria:

- Understand the introduction to analysis tools (Root Cause Analysis, Ishikawa diagrams).
- Differentiating between surface-level issues and deeper root causes.
- Identifying systemic failures within organizations (e.g., training gaps, faulty risk assessments).
- Making data-driven conclusions using gathered evidence.

### 7. Legal and Ethical Considerations

#### Learning Outcome - 1:

- ✚ To know the duty of care under the Health and Safety at Work Act 1974.
- ✚ Know how to report Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) compliance.
- ✚ To know the role of regulators and enforcers (HSE inspectors).
- ✚ How to maintain confidentiality and respecting personal data in line with GDPR.
- ✚ To understand the Ethical decision-making: balancing company loyalty with worker safety.

#### Assessment Criteria:

- Understand the duty of care under the Health and Safety at Work Act 1974.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) compliance.
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- Maintaining confidentiality and respecting personal data in line with GDPR.
- Understand the Ethical decision-making: balancing company loyalty with worker safety.

<b>8. Writing the Investigation Report</b>	
<p><b>Learning Outcome - 1:</b></p> <ul style="list-style-type: none"> <li>✚ To know the Report structure: introduction, methodology, findings, conclusions, and recommendations.</li> <li>✚ Learn how to Use of clear and concise language to avoid ambiguity.</li> <li>✚ To know how to present findings that can be actionable.</li> <li>✚ Able to understand the importance of including photographic evidence and diagrams.</li> <li>✚ Able to know how to write recommendations to prevent recurrence and ensure accountability.</li> </ul>	<p><b>Assessment Criteria:</b></p> <ul style="list-style-type: none"> <li>• Understand the Report structure: introduction, methodology, findings, conclusions, and recommendations.</li> <li>• Use of clear and concise language to avoid ambiguity.</li> <li>• How to present findings that can be actionable.</li> <li>• Understand the importance of including photographic evidence and diagrams.</li> <li>• How to write recommendations to prevent recurrence and ensure accountability</li> </ul>
<b>9. Implementing Recommendations</b>	
<p><b>Learning Outcome - 1:</b></p> <ul style="list-style-type: none"> <li>✚ Know the SMART (Specific, Measurable, Achievable, Relevant, Time-bound) criteria for safety recommendations.</li> <li>✚ Know the strategies to gain management buy-in for proposed changes.</li> <li>✚ Learn how to assign responsibilities and setting deadlines for corrective actions.</li> <li>✚ Know how to initiate workers in implementing new safety measures.</li> <li>✚ Know how to follow up and ensure the effectiveness of corrective measures.</li> </ul>	<p><b>Assessment Criteria:</b></p> <ul style="list-style-type: none"> <li>• Understand the SMART (Specific, Measurable, Achievable, Relevant, Time-bound) criteria for safety recommendations.</li> <li>• Strategies to gain management buy-in for proposed changes.</li> <li>• Assigning responsibilities and setting deadlines for corrective actions.</li> <li>• Engaging workers in implementing new safety measures.</li> <li>• How to follow up and ensure the effectiveness of corrective measures.</li> </ul>
<b>10. Continuous Improvement and Review</b>	
<p><b>Learning Outcome - 1:</b></p> <ul style="list-style-type: none"> <li>✚ Know the Importance of post-investigation reviews and lessons learned.</li> <li>✚ Know the role of accident investigations in improving health and safety culture.</li> <li>✚ Encourage proactive risk identification and hazard reporting.</li> <li>✚ Know how to use investigation findings to improve training programs.</li> <li>✚ How to keep safety policies and risk assessments up-to-date through regular audits.</li> </ul>	<p><b>Assessment Criteria:</b></p> <ul style="list-style-type: none"> <li>• Understand the Importance of post-investigation reviews and lessons learned.</li> <li>• Understand the role of accident investigations in improving health and safety culture.</li> <li>• Encouraging proactive risk identification and hazard reporting.</li> <li>• How to use investigation findings to improve training programs.</li> <li>• Keeping safety policies and risk assessments up-to-date through regular audits.</li> </ul>
<b>Delivery Style</b>	Classroom Learning