

COURSE OVERVIEW HE0572

Lead Investigator

(Accredited by ILM)

Course Title

Lead Investigator (Accredited by ILM)

Course Date/Venue

August 16-20, 2026/TBA Meeting Room,
Dusit D2 Salwa, Doha, Qatar

Course Reference

HE0572

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.

This course is designed to provide participants with a complete and up-to-date overview of Certified Lead Investigator. It covers the importance of incident investigation and the role of leadership and management in incident investigation; the different leadership styles and how it influence incident investigation outcomes; the management principles in incident investigation, legal and ethical considerations and incident investigation methodologies; the communication strategies in incident investigation, crisis leadership, team dynamics and collaboration; and the emotional intelligence in leadership, strategic thinking and problem-solving.



Further, the course will also discuss the need for change in investigation processes, leading and managing change effectively and overcoming resistance to change; the key stakeholders in incident investigations and techniques for engaging and managing stakeholders; collecting data, analyzing data and ensuring data accuracy and reliability; conducting RCA in complex investigations, analyzing human error and integrating human factors analysis into investigations; the role of technology in modern incident investigations; and the risk assessment, identifying and assessing risks and developing risk mitigation strategies.





During this interactive course, participants will learn the best practices for writing investigation reports and ensuring clarity, accuracy and completeness in reports; conducting post-incident reviews and debriefs, identifying lessons learned and best practices and implementing changes based on review findings; the crisis communication, reputation management, organizational learning and continuous improvement; addressing the psychological impact of incidents on employees and providing support and resources for affected employees; ensuring ongoing compliance with regulatory requirements, conducting internal audits and reviews and preparing for external audits and inspections; building organizational resilience to prevent future incidents and developing and implementing resilience strategies; creating a comprehensive incident investigation plan; and integrating leadership and management principles into the plan.

Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Get certified as a “*Certified Lead Investigator*”
- Discuss the importance of incident investigation and the role of leadership and management in incident investigation
- Identify the different leadership styles and how it influence incident investigation outcomes
- Explain management principles in incident investigation, legal and ethical considerations and incident investigation methodologies
- Apply communication strategies in incident investigation, crisis leadership, team dynamics and collaboration
- Carryout emotional intelligence in leadership, strategic thinking and problem-solving
- Recognize the need for change in investigation processes, lead and manage change effectively and overcome resistance to change
- Identify key stakeholders in incident investigations and techniques for engaging and managing stakeholders
- Collect and analyze data and ensure data accuracy and reliability
- Conduct RCA in complex investigations, analyze human error and integrate human factors analysis into investigations
- Define the role of technology in modern incident investigations and apply risk assessment, identifying and assessing risks and developing risk mitigation strategies
- Implement best practices for writing investigation reports and ensure clarity, accuracy and completeness in reports
- Conduct post-incident reviews and debriefs, identify lessons learned and best practices and implement changes based on review findings
- Employ crisis communication, reputation management, organizational learning and continuous improvement
- Address the psychological impact of incidents on employees and provide support and resources for affected employees
- Ensure ongoing compliance with regulatory requirements, conduct internal audits and reviews and prepare for external audits and inspections



- Build organizational resilience to prevent future incidents as well as develop and implement resilience strategies
- Create a comprehensive incident investigation plan and integrate leadership and management principles into the plan

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of lead investigation for managers, team leaders, engineers, superintendents, supervisors and those in-charge of incident investigation or reporting.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Fee

US\$ 6,000 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

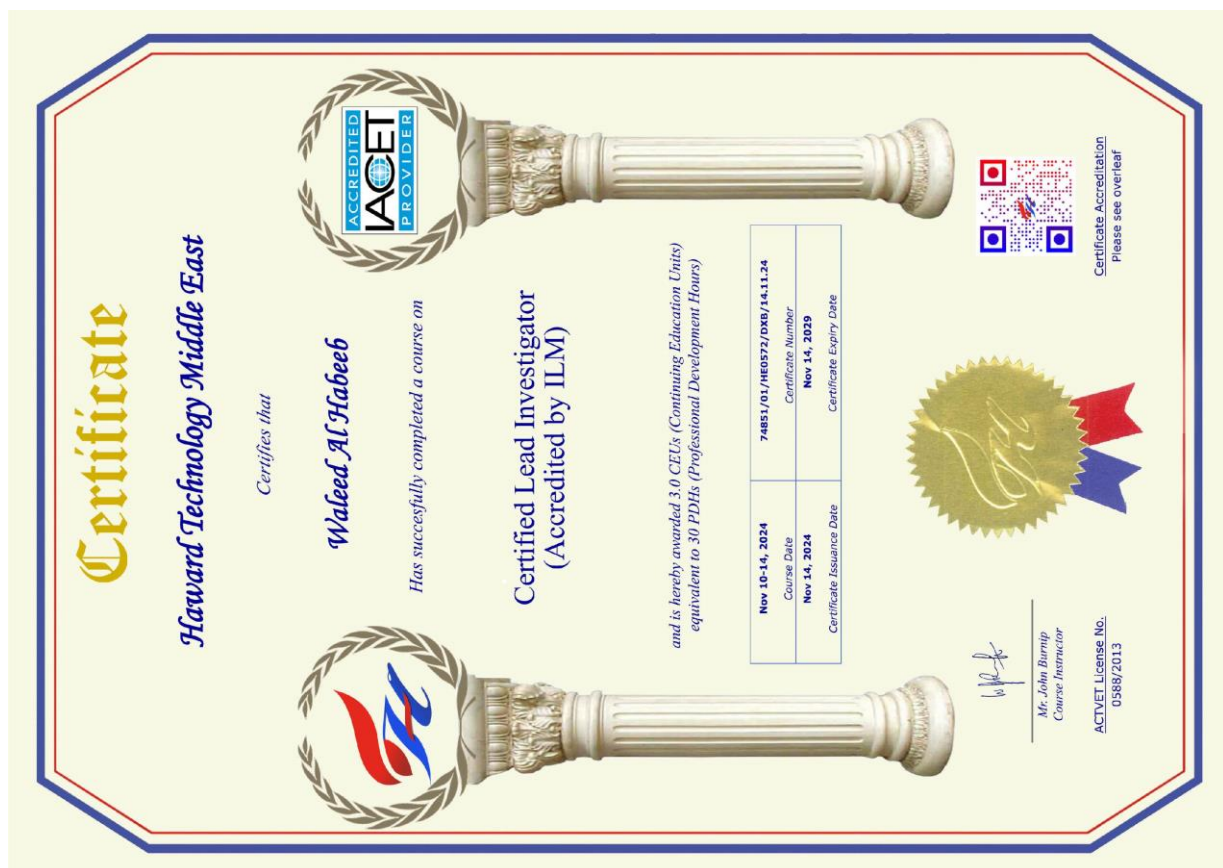
Course Certificate(s)

- (1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a “*Certified Lead Investigator*”. Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-



- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

Haward Technology Middle East
Continuing Professional Development (HTME-CPD)

CEU Official Transcript of Records

TOR Issuance Date: 14-Nov-24
HTME No. 74851
Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
HE0572	Certified Lead Investigator (Accredited by ILM)	Nov 10-14, 2024	30	3.0

Total No. of CEU's Earned as of TOR Issuance Date: 3.0

TRUE COPY
Janyl Castillo
Academic Director

Haward Technology has been approved as an Accredited Provider by the International Association for Continuing Education and Training (IACET), 2001 Convent Road, Suite 600, Lanham, VA 20714, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2018 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2018 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that maintains programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted measure of professional development in specific areas of continuing education.

Haward Technology is accredited by:



P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel: +971 2 301 734 | Email: info@haward.org | Website: www.haward.org

- (3) ILM (City & Guilds Group) Certificates will be issued to participants who have successfully completed the course and passed the exam at the end of the course.

ilm

Lead Investigator

is awarded to
Waleed Al Habeeb

through
Haward Technology Middle East

Awarded 14 November 2024

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David Phillips
Managing Director
ILM

Krista Cornwell
Head of Quality
The City and Guilds of London Institute

The City and Guilds of London Institute is the awarding body / awarding organisation for ILM qualifications. The Institute was founded in 1878 and granted Royal Charter in 1900. ILM is a City & Guilds Group business.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

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ILM (City & Guilds Group)

Haward Technology has been awarded the **ILM Recognised Organization** under the **City & Guilds Group Business**. The ILM stands for excellence in leadership and management qualifications design, development and delivery under the City & Guilds of London Institute as the award-giving body for these qualifications. ILM recognises and approved the programmes of training providers and academic institutions that deliver quality-assured training and accredited qualifications. As an Approved Provider of ILM Recognised programmes, **Haward Technology** meets the quality assurance criteria of the ILM to deliver application-based leadership and management programs that meet international standards and professional benchmarks.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Ron Jansen is a **Senior HSE Consultant** with **over 20 years** of experience within the **Oil & Gas** industry. His broad expertise widely covers in the areas of **Lead Investigator**, **Controlled-Substance Units (SATCU) Operations**, **Workplace Substance Abuse Prevention Strategies**, **Substance Abuse Policy Development for Employers**, **Substance Abuse Testing Unit Management**, **Controlled Substance Identification and Recognition**, **HAZMAT**, **HAZCOM**, **Process Hazard Analysis (PHA)**, **Process Safety Management (PSM)**, **Process Risk Analysis**, **Occupational Health**, **Effective Tool Box Talks**, **Disaster Management**, **Firefighting & Fire Safety**, **Fire Detection & Suppression Systems**, **Fire Risk Assessments**, **General Health and Safety**, **Job Observation**, **Fire Rescue**, **Fire Protection**, **Fire Prevention**, **Rescue Operations**, **Firefighting Techniques**, **Accident/Incident Investigation**, **HAZOP & HAZID**, **Permit to Work (PTW) System**, **Working at Height**, **Behavioral Based Safety (BBS)**, **Hazard identification and Risk Assessments (HIRA)**, **HSE Risk Assessment & Management Concepts**, **HSE Management Policy & Standards**, **HSSE Emergency Response & Crisis Management Operations**, **Authorized Gas Testing**, **Quantitative & Qualitative Analysis**, **Fall Protection & Rescue**, **Defensive Driving**, **Hazardous Materials & Chemicals Handling**, **Pollution Control**, **Environmental & Pollution Management**, **HSE Industrial Practices**, **Emergency Response & Crisis Management Operations**, **Waste Management**, **Job Safety Analysis (JSA)**, **Confined Space Entry**, **Confined Space Entry**, **First Aid & SCBA Management**, **Manual Handling**, **Permit-to-Work & Risk Assessment**, **Crane & Lifting Operation**, **Forklift Maintenance**, **Mobile Elevated Work Platform (MEWP)**, **Mobile & Gantry Crane**, **Banksman/Slinger**, **Scaffolding**, **Rigging & Slings**, **Overhead & Gantry Crane Safety**, **Lifting & Rigging**, **Machinery & Hydraulic Lifting Equipment**, **Rigging & Slings Operation**, **Scaffolding Inspection**, **ISO 9001**, **OSHAS 18001, 19011**, **Rigging Safety Rules**, **Machinery & Hydraulic Lifting Equipment** and **Excavation & Trenching**.

During his career life, Mr. Jansen has gained his practical and field experience through his various significant positions and dedication as the **SHEQ Manager**, **SHEQ System Auditor**, **Safety Practitioner**, **Safety Officer** and **Senior Instructor/Consultant** from various international companies such as the **WI Corporation**, **ISO Internal Auditors SHEQ Management Systems**, **Truibuilt Engineering**, **TCS Hydraulic Engineering**, **OR Thambo Airport**, **Eskom Transmission Section** and **Aquarius Mine Kroondal Rustenburg**.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 16th of August 2026

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Introduction to Incident Investigation Definition & Importance of Incident Investigation • Key Objectives of Incident Investigation • Role of Leadership & Management in Incident Investigation • Overview of Regulatory Requirements & Standards
0930 – 0945	Break
0945 – 1030	Leadership Styles & their Impact on Incident Investigation Overview of Different Leadership Styles (e.g., Transformational, Transactional, Situational) • How Leadership Styles Influence Incident Investigation Outcomes • Case Studies on Leadership in High-Profile Incidents • Developing a Leadership Style Conducive to Effective Incident Investigation
1030 – 1130	Management Principles in Incident Investigation Core Management Principles Relevant to Incident Investigation • Role of Planning, Organizing & Controlling in Investigations • Balancing Technical & Managerial Aspects of Investigations • Case Studies on Management Failures in Incident Investigations
1130 – 1215	Legal & Ethical Considerations Legal Frameworks Governing Incident Investigations • Ethical Dilemmas in Incident Investigation • Confidentiality & Privacy Concerns • Ensuring Compliance with Legal & Ethical Standards
1215 – 1230	Break
1230 – 1330	Incident Investigation Methodologies Overview of Common Methodologies (e.g., Root Cause Analysis, 5 Whys, Fault Tree Analysis) • Selecting the Appropriate Methodology for Different Incidents • Integrating Methodologies into the Investigation Process • Case Studies on Successful Application of Methodologies
1330 – 1420	Communication Strategies in Incident Investigation Importance of Effective Communication During Investigations • Techniques for Communicating with Stakeholders • Managing Internal & External Communication • Role of Transparency & Trust in Communication
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2: Monday, 17th of August 2026

0730 – 0830	Crisis Leadership Characteristics of Effective Crisis Leaders • Decision-Making Under Pressure • Maintaining Team Morale During Crises • Case Studies on Crisis Leadership in Incident Investigations
0830 – 0930	Team Dynamics & Collaboration Building & Leading Effective Investigation Teams • Managing Team Dynamics & Conflicts • Encouraging Collaboration & Information Sharing • Role of Diversity in Team Performance
0930 – 0945	Break
0945 – 1100	Emotional Intelligence in Leadership Understanding Emotional Intelligence & Its Components • Role of Emotional Intelligence in Managing Investigations • Techniques for Developing Emotional Intelligence • Case Studies on Emotional Intelligence in Leadership
1100 – 1215	Strategic Thinking & Problem-Solving Developing Strategic Thinking Skills for Incident Investigation • Techniques for Effective Problem-Solving • Long-Term vs. Short-Term Strategic Considerations • Case Studies on Strategic Decision-Making in Investigations
1215 – 1230	Break
1230 – 1330	Change Management in Incident Investigation Understanding the Need for Change in Investigation Processes • Leading & Managing Change Effectively • Overcoming Resistance to Change • Case Studies on Successful Change Management in Investigations
1330 – 1420	Stakeholder Management Identifying Key Stakeholders in Incident Investigations • Techniques for Engaging & Managing Stakeholders • Balancing Stakeholder Interests & Expectations • Case Studies on Stakeholder Management in Investigations
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3: Tuesday, 18th of August 2026

0730 – 0830	Data Collection & Analysis Methods for Collecting Data (e.g., Interviews, Surveys, Physical Evidence) • Techniques for Analyzing Data (e.g., Statistical Analysis, Trend Analysis) • Ensuring Data Accuracy & Reliability • Case Studies on Data-Driven Investigations
0830 – 0930	Root Cause Analysis (RCA) Principles & Techniques of RCA • Common Tools Used in RCA (e.g., Fishbone Diagram, Pareto Analysis) • Conducting RCA in Complex Investigations • Case Studies on RCA in Incident Investigations
0930 – 0945	Break
0945 – 1100	Human Factors in Incident Investigation Understanding Human Factors & Their Role in Incidents • Techniques for Analyzing Human Error • Integrating Human Factors Analysis into Investigations • Case Studies on Human Factors in Incidents

1100 – 1215	Technology in Incident Investigation Role of Technology in Modern Incident Investigations • Tools & Software for Investigation Management • Leveraging Data Analytics & AI in Investigations • Case Studies on Technology-Driven Investigations
1215 – 1230	Break
1230 – 1330	Risk Assessment & Management Principles of Risk Assessment in Incident Investigation • Techniques for Identifying & Assessing Risks • Developing Risk Mitigation Strategies • Case Studies on Risk Management in Investigations
1330 – 1420	Reporting & Documentation Importance of Thorough Documentation in Investigations • Best Practices for Writing Investigation Reports • Ensuring Clarity, Accuracy & Completeness in Reports • Case Studies on Effective Reporting in Investigations
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4: Wednesday, 19th of August 2026

0730 – 0830	Post-Incident Review & Learning Conducting Post-Incident Reviews & Debriefs • Identifying Lessons Learned & Best Practices • Implementing Changes Based on Review Findings • Case Studies on Post-Incident Learning
0830 – 0930	Crisis Communication & Reputation Management Strategies for Effective Crisis Communication • Managing Media Relations & Public Perception • Rebuilding Trust & Reputation Post-Incident • Case Studies on Crisis Communication in Investigations
0930 – 0945	Break
0945 – 1100	Organizational Learning & Continuous Improvement Creating a Culture of Learning & Continuous Improvement • Techniques for Embedding Lessons Learned into Organizational Practices • Monitoring & Evaluating the Effectiveness of Improvements • Case Studies on Organizational Learning in Investigations
1100 – 1215	Employee Support & Well-Being Addressing the Psychological Impact of Incidents on Employees • Providing Support & Resources for Affected Employees • Promoting a Culture of Well-Being & Resilience • Case Studies on Employee Support in Post-Incident Management
1215 – 1230	Break
1230 – 1330	Regulatory Compliance & Auditing Ensuring Ongoing Compliance with Regulatory Requirements • Conducting Internal Audits & Reviews • Preparing for External Audits & Inspections • Case Studies on Regulatory Compliance in Investigations

1330 – 1420	Leadership in Organizational Resilience Building Organizational Resilience to Prevent Future Incidents • Role of Leadership in Fostering a Resilient Culture • Developing & Implementing Resilience Strategies • Case Studies on Leadership in Organizational Resilience
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

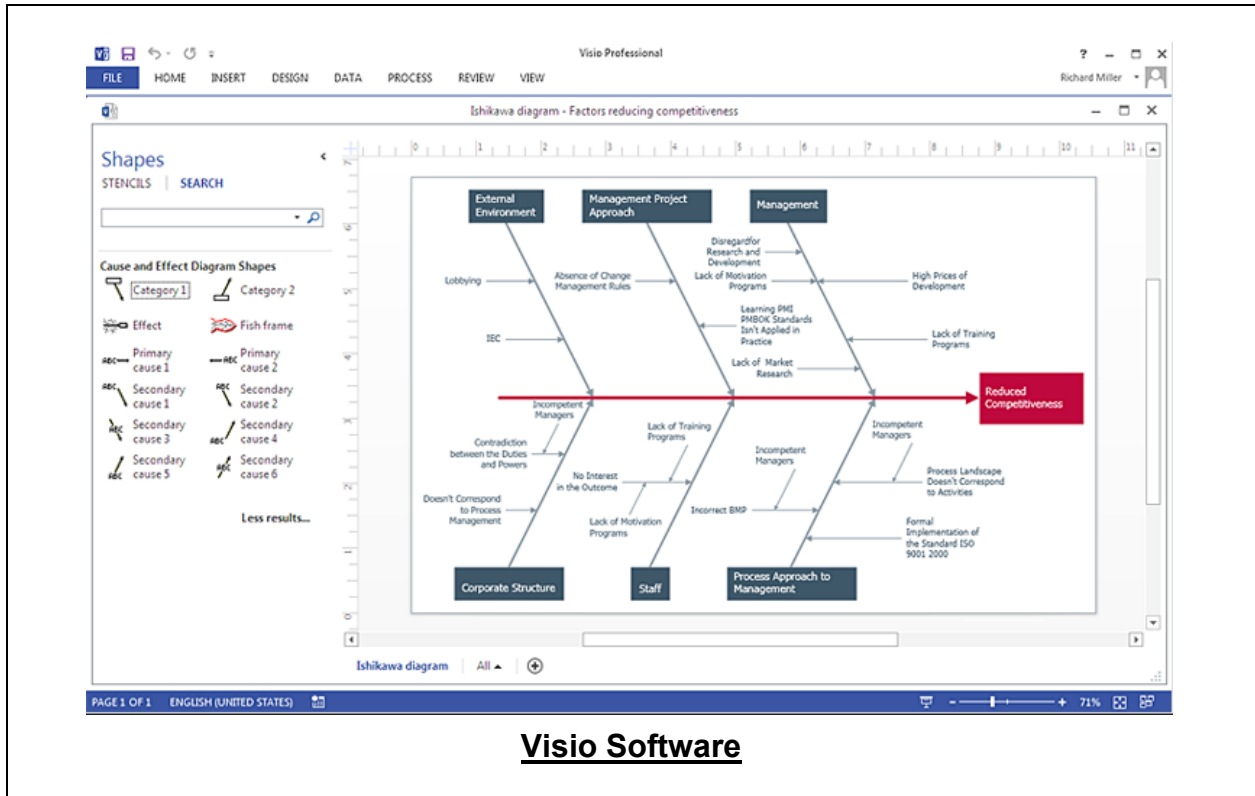
Day 5: Thursday, 20th of August 2026

0730 – 0830	Simulation Exercises Conducting Simulated Incident Investigations • Applying Leadership & Management Skills in Real-Time Scenarios • Debriefing & Feedback on Simulation Performance • Lessons Learned from Simulation Exercises
0830 – 0930	Case Study Analysis In-Depth Analysis of Real-World Incident Investigations • Identifying Leadership & Management Successes & Failures • Discussing Alternative Approaches & Strategies • Group Discussions & Presentations on Case Studies
0930 – 0945	Break
0945 – 1100	Developing an Incident Investigation Plan Steps to Create a Comprehensive Incident Investigation Plan • Integrating Leadership & Management Principles into the Plan • Ensuring the Plan Is Adaptable to Different Types of Incidents • Peer Review & Feedback on Investigation Plans
1100 – 1215	Role-Playing Scenarios Role-Playing Different Leadership & Management Roles in Investigations • Practicing Communication, Decision-Making & Problem-Solving Skills • Receiving Feedback & Coaching from Instructors • Reflecting on Role-Playing Experiences
1215 – 1230	Break
1230 – 1300	Final Project Presentations Presenting a Comprehensive Incident Investigation Plan or Case Study Analysis • Demonstrating Leadership & Management Skills in the Presentation • Receiving Feedback from Instructors & Peers • Discussing the Practical Application of Course Learning
1300 – 1315	Course Conclusion Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1315 – 1415	COMPETENCY EXAM
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

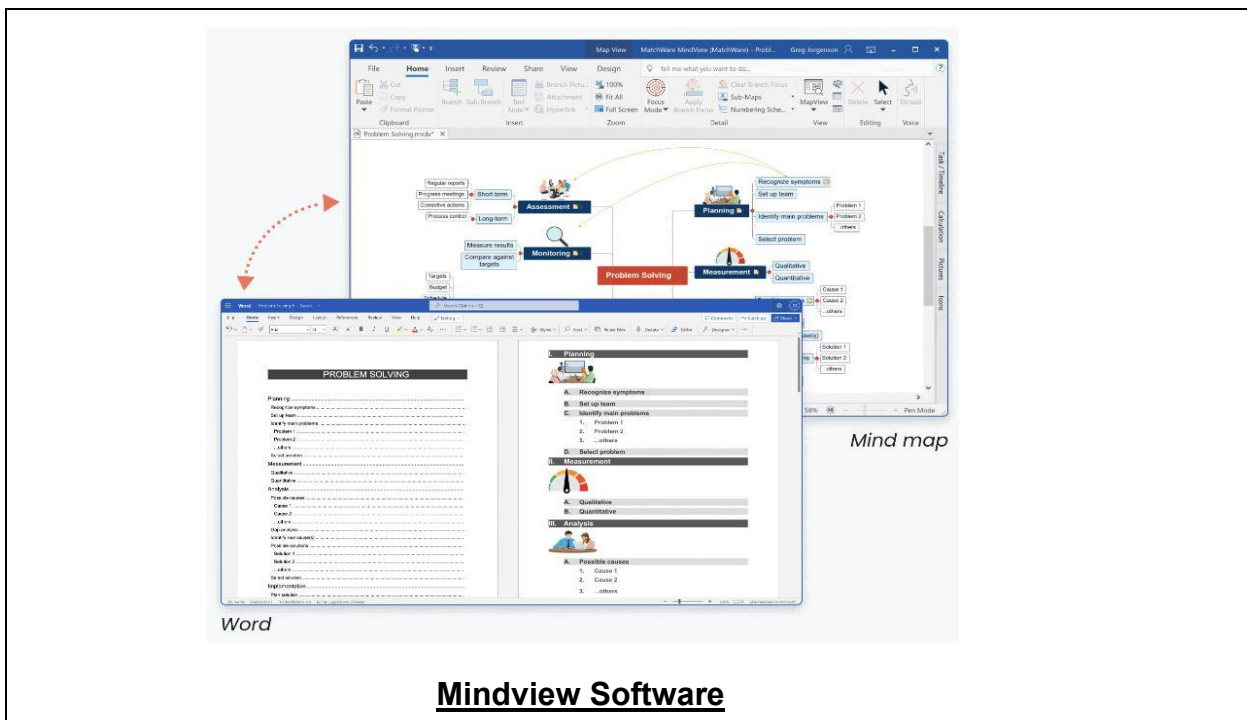


Simulator (Hands-on Practical Sessions)

Practical session will be organized during the course for delegates to practice the theory learnt. Delegates will be provided with an opportunity to carryout various exercises using the state-of-the-art simulator “Mindview”, “Visio” Simulator.



Visio Software



Mindview Software

Course Coordinator

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