COURSE OVERVIEW HE0851
Certified Incident Investigator
Incident Investigation & Reporting
(NFPA, OSHA, API, ISO & ANSI Standards)

Course Title
Certified Incident Investigator: *Incident Investigation & Reporting (NFPA, OSHA, API, ISO & ANSI Standards)*

Course Date/Venue
December 15-19, 2025/Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference
HE0851

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.

The course is designed to provide delegates with a detailed and up-to-date overview of lead investigation. It covers the incident causation, domino sequence, Swiss Cheese model, failure domains and holes and slices; the stages in the development and analysis of an incident and the steps in incident investigation; recognizing when does an incident investigation start and who should do the investigating; and gathering data through visiting the scene, photographing, sketch, physical evidence and OHSAS 18001/ISO 14001 approach.

During this interactive course, participants will learn the questioning and interview techniques and dealing with conflicting statements; organizing the data, identifying conventions used in ECFA+ and the proper application; the human error, human failure and human error model; drawing conclusions and making recommendations; the root cause and recommendations generation and implementation; the corrective/preventive measures and hierarchy of controls in order of preference; developing corrective actions, preparing the report and identifying report format; and following up and measuring performance.

Course Objectives

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

- Get certified as a "*Certified Lead Investigator*"
- Discuss incident causation covering domino sequence, Swiss Cheese model, failure domains and holes and slices
- Illustrate the stages in the development and analysis of an incident and the steps in incident investigation
- Recognize when does an incident investigation start and who should do the investigating
- Gather data through visiting the scene, photographing, sketch, physical evidence and OHSAS 18001/ISO 14001 approach
- Carryout proper questioning and interview techniques and deal with conflicting statements
- Organize the data, identify conventions used in ECFA+ and employ proper application
- Recognize human error, human failure and human error model as well as draw conclusions and make recommendations
- Identify root cause and apply recommendations generation and implementation including corrective/preventive measures
- Discuss the hierarchy of controls in order of preference covering note, eliminate, substitute, design, separate and personal protective equipment
- Develop corrective actions, prepare the report, identify report format and follow up and measure performance

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 aspect and considerations of incident investigation and reporting 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$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate(s)

(1) Internationally Competency Certificates and Plastic Wallet Card Certificates 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: 15-Nov-23

HTME No. 74851

Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
HE0851	Certified Incident Investigator: *Incident Investigation & Reporting (NFPA, OSHA, API, ISO & ANSI Standards)*	November 11-15, 2023	30	3.0

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

TRUE COPY

Jaryl Castillo
Academic Director

Haward Technology has been approved as an Accredited Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, 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 Provider 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 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 is accredited by

P.O. Box 26070, Abu Dhabi, United Arab Emirates | Tel.: +971 2 3091 714 | E-mail: info@haward.org | Website: www.haward.org

Certificate Accreditations

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

- 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.

- 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.

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.

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** & **Slinging**, **Overhead** & **Gantry Crane Safety**, **Lifting & Rigging**, **Machinery & Hydraulic Lifting** Equipment, **Rigging & Slinging** 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 course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day1:	***Monday, 15th of December 2025***
0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 1000	***Incident Causation*** *Domino Sequence • Swiss Cheese Model • Failure Domains • Holes & Slices • Stages in the Development & Analysis of an Incident • Root Cause • Root Cause Fixed? • Latent Failures • Steps in Incident Investigation*
1000 – 1015	*Break*
1015 – 1130	***Initiating the Investigation*** *When Does an Incident Investigation Start? • Initiating the Investigation • Preserving the Scene of an Incident*
1045 – 1200	***Initiating the Investigation (cont'd)*** *Who Should Do the Investigating? • Members of the Team • Initial Action*
1200 – 1215	*Break*
1215 – 1245	***Gathering Data*** *Visiting the Scene • Photographing • Sketch • Physical Evidence • OSHAS 18001/ISO 14001 Approach*
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:	***Tuesday, 16th of December 2025***
0730 – 0930	***Questioning & Interview Techniques*** *Witness Accounts • Interviewing • Hierarchy of Questioning Techniques*
0930 – 0945	*Break*
0945 – 1045	***Questioning & Interview Techniques (cont'd)*** *Dealing with Conflicting Statements • Other Information • Data Collection Guides*
1045 – 1200	***Organising the Data*** *The Storyline • Documenting the Storyline • Fundamentals • Events • Conditions • Non-Events • Evidence*
1200 – 1215	*Break*
1215 – 1420	***Conventions Used in ECFA+*** *Active Voice • Transitive Verbs • Simple Present Tense*
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: Wednesday, 17th of December 2025

0730 – 0930	***Application*** *Description of Incident • Charting Application •Additional Facts Were Added • Some Causal Factors About the Boy's Actions Were Determined & Shown • Some of the Causal Factors About Ajax Were Added*
0930 – 0945	*Break*
0945 – 1045	***Application (cont'd)*** *Additional Ajax Causal Factors Were Added • Some Events Leading to a Condition Were Determined & Shown • The Final Conditions (Causal Factors) Were Added • Workshop 1, 2, 3*
1045 – 1200	***Human Error*** *Risk-Taking Behaviour • Background to Applied Safe Behaviour Analysis: A-B-C Model • Incident Analysis with Applied Safe Behaviour Analysis*
1200 – 1215	*Break*
1215 – 1420	***Human Failure*** *Human Error (Slips & Lapses; How to Reduce Slips & Lapses) • Mistakes (Examples of Mistakes; Why Do Mistakes Occur?; Factors Which Contribute to People Making Mistakes; How You Can Reduce Mistakes) • Violations (Typical Causes of Violations; How You Can Reduce Violations)*
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: Thursday, 18th of December 2025

0730 – 0930	***Human Error***
0930 – 0945	*Break*
0945 – 1045	***Drawing Conclusions & Making Recommendations*** *Testing the Logical Outcome of the Storyline • Explanation • To Find the Root Cause • Task*
1045 – 1200	***Drawing Conclusions & Making Recommendations*** *Material/Equipment • Worker(s) • Management • Environment*
1200 – 1215	*Break*
1215 – 1420	***Corrective Action*** *Root Cause - Definition Reviewed • Recommendations Generation and Implementation • Corrective/Preventive Measures*
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*

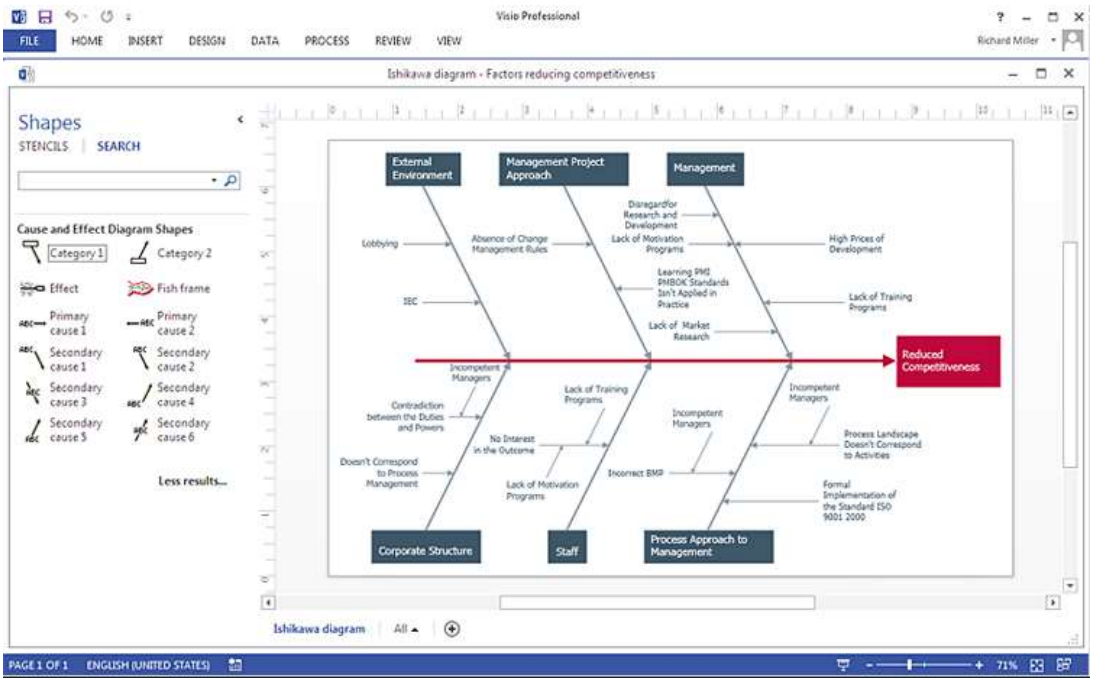
Day 5: Friday, 19th of December 2025

0730 – 0930	***Hierarchy of Controls in Order of Preference*** *Note • Eliminate • Substitute • Design • Separate • Administrative • Personal Protective Equipment*
0930 – 0945	*Break*
0945 – 1145	***Develop Corrective Actions*** *Focus of Corrective Actions • Preparing the Report*

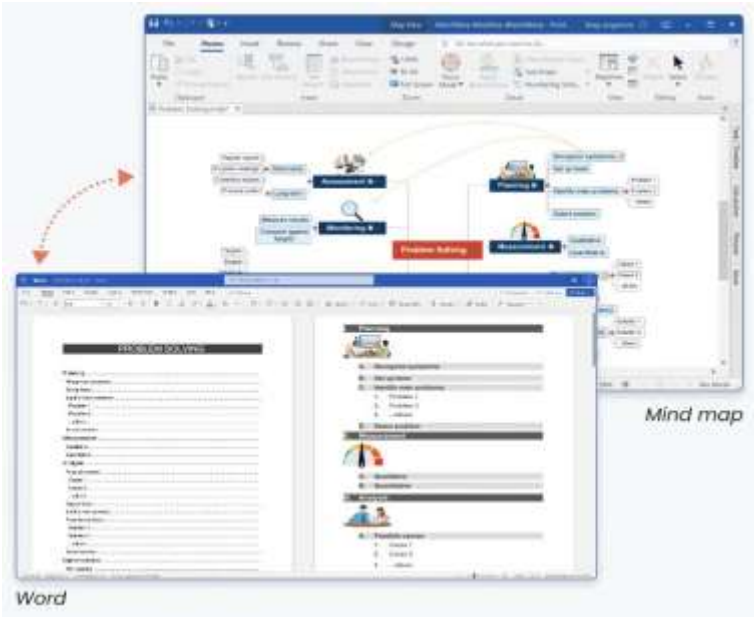
1145 – 1215	***Report Format*** *Part I – Particulars • Part II – Description of the Incident • Part III – Evidence • Part IV – Incident Causation • Part V – Corrective Action*
1215 – 1230	*Break*
1230 – 1300	***Report Format (cont'd)*** *Part VI – Report Review • Discuss the Report • Follow Up & Measuring Performance • Who Did It, Is Not Important!*
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 sessions 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 "Visio" and "Mindview" simulator.



Visio Software



Mindview Software

Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org