

Safety Wise Solutions is pleased to offer its clients the following popular training events in 2007 and 2008, for the first time being run as public courses:

**Incident Cause Analysis Method (ICAM)  
Practical Human Factors Management**

“We now have unshakable conviction that accident causes are man-made and that a man-made problem can be solved by men and women”  
*Wilbur Wright*

## Incident Report Writing Made Easy

Safety Wise Solutions is pleased to announce a new practical one day interactive course in incident report writing. Participants are provided with a step by step guide to assist them with the development of a professional, high quality report for management review. Tips and strategies for writing a report are provided, along with a suggested format and contents outline.

Register your interest for this course now!

## Tailored Training Solutions

Safety Wise Solutions offers customised training services to clients in safety investigation methods, human factors, accident report writing, witness interviewing techniques and personal responsibility for safety programs. Just ask us how we can provide a specific program to meet your needs.

**To find out more about these Public Courses, visit our website or contact us.**

# Public Training Courses in ICAM and Human Factors for 2007/08



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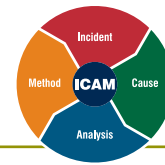


# Incident Cause Analysis Method (ICAM)

High quality HSE investigations that consistently identify factors to prevent recurrence are vitally important to the sustainability of any organisation and to maintaining employee, customer and shareholder confidence.

ICAM (Incident Cause Analysis Method) is an industrial HSE initiative that draws on the work of the eminent organisational psychologist and human error expert Professor James Reason. ICAM provides a highly practical and structured method in which to conduct systemic HSE investigations. Safety Wise Solutions offers a 2 day **Lead Safety Investigation ICAM** course covering:

- Data gathering methods with a particular focus on witness interviewing.
- An understanding of human error in the context of organisational systems.
- An understanding of “just culture” and the importance of a “systems” approach to investigation.
- Competence in applying the Reason model of organisational accidents to HSE investigations.
- Confidence in interpreting, analysing and organising the data to present to management or the appropriate authorities.



To date, ICAM has been used in the investigation of incidents and accidents in the aviation, rail, road, mining, and petroleum sectors. Its successful use in a number of different countries (including Australia, Canada, Chile, Indonesia, Pakistan, Papua New Guinea, Peru, South Africa), work domains and cultural settings indicates that it migrates readily as an investigation tool to a range of national and industrial contexts. Organisations that currently use ICAM as a standard HSE investigation method include BHP-Billiton, BlueScope Steel, Brambles Group, Pacific National, Xstrata, Connex, Air New Zealand, OneSteel, Zinifex, Ergon Energy, Alinta, Dyno Nobel, DP World, Thales and Iluka.

Course participants will receive practical tools to support their investigations using ICAM, including:

- Incident Investigator's Reference Guide
- Pocket Investigation Guide
- Trainee Workbook
- CAM support CD containing additional investigation resource material

Course certificates will be issued on successful completion and included in the course cost is the option of sitting an assessment to gain a Statement of Attainment for the following national qualification/accredited course:

## Venues and Registration Details

### Melbourne: 13-14 November 2007

Hemisphere Conference Centre & Hotel  
488 South Road Moorabbin VIC

### Sydney: 14-15 April 2008

Dooleys Lidcombe Catholic Club  
24 John Street Lidcombe NSW

## Registration and Course Costs

Early Bird Rate: \$1250.00 + GST

Normal Rate: \$1400.00 + GST

## Early Bird Dates

Melbourne ICAM: 19 October 2007

Sydney ICAM: 28 March 2008

# Practical Human Factors Management

While human error is a normal part of our human makeup, the consequences of errors in any safety critical industry can be disastrous, costly and the subject of public outrage and drawn out legal action. An understanding of the causes and consequences of human error, as well as the identification of practical error tolerant solutions, are critical areas of knowledge for management and safety change agents.

This comprehensive 2 day course will equip individuals with a sound understanding of contemporary human factors issues and provide a practical approach to managing error. Upon completion of this course participants will be able to:

- Identify and address human performance limitations that can lead to unsafe behaviour
- Examine and address organisational and systemic influences that shape human performance
- Identify and develop common error tolerant strategies to manage human error across a broad range of workplace domains
- Incorporate human factors management into an integrated safety management system

Course participants will receive the following training materials:

- Practical Human Factors Management Course Manual
- Error Tolerance Solutions Toolkit

## Venues and Registration Details

### Melbourne: 15-16 November 2007

Hemisphere Conference Centre & Hotel  
488 South Road Moorabbin VIC

### Sydney: 6-7 May 2008

Dooleys Lidcombe Catholic Club  
24 John Street Lidcombe NSW

## Registration and Course Costs

Early Bird Rate: \$1250.00 + GST

Normal Rate: \$1400.00 + GST

## Early Bird Date

Melbourne: 22 October 2007

Sydney: 18 April 2008