Join our Public Advanced ICAM Lead Investigator Training Course in a major city near you

BSBWHS515 – Lead Initial Response to and Investigate WHS Incidents
RIIWHS301D – Conduct Safety and Health Investigations

Australian Risk Services Australasia Pty Ltd
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1300 266 172
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Public ICAM courses

While everyone works their hardest to avoid workplace injuries, accidents do still happen. In order to learn from accidents in a workplace, Australian Risk Services Australasia Pty Ltd provides courses for those people who will have the responsibility for investigating accidents and incidents in the workplace. **All employees who are going to be part of the investigation team, as well as supervisors who will be part of any inquiry of an incident should undergo incident investigation training.** Training is recommended for all employees so they know what to expect if they are injured or witness an incident. They will know that the purpose of the inquiry is purely to prevent another incident from occurring and not to blame someone.

The course also covers how to reduce the risk of expensive litigation and criminal proceedings and establish the importance of correct methods of conducting an inquiry. At the conclusion of the training course delegates will have a good understanding of the basic process and will be able to take the initiative in finding out what went wrong, why, and how to make sure it does not happen again.

Australian Risk Services Australasia Pty Ltd ICAM training courses will help you:

- Ensure initial responses to the incident are carried out according to requirements
- Develop an investigation plan
- Collect information and data
- Analyse information and data gathered to identify immediate and underlying causes and practical prevention measures
- Compile and communicate investigation report

Staff will be trained in **BSBWHS515 – Lead Initial response to and investigate WHS Incidents** and **RIIWHS301D Conduct safety and health investigation**. These units describe the performance outcomes, skills and knowledge required to plan, conduct and report on investigations of incidents that have resulted in, or have the potential to result in, injury, damage or commercial losses of any kind.

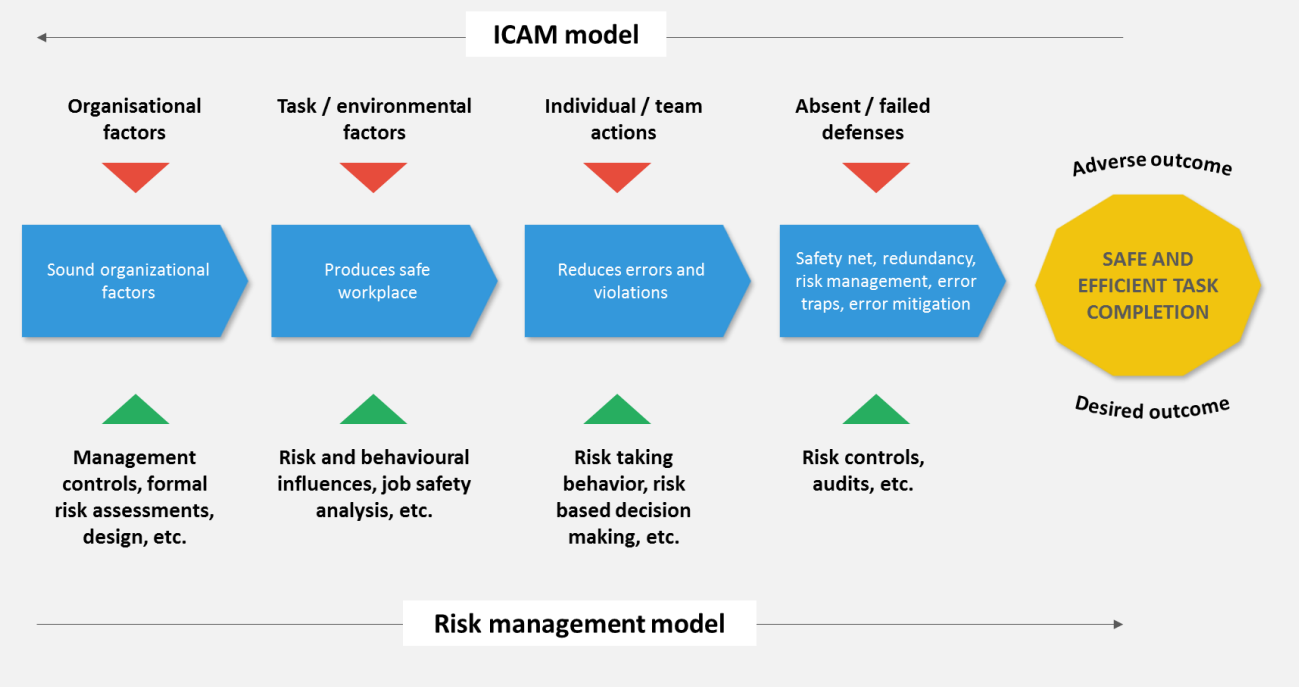
Course outcomes

By the end of the course participants will be able to:

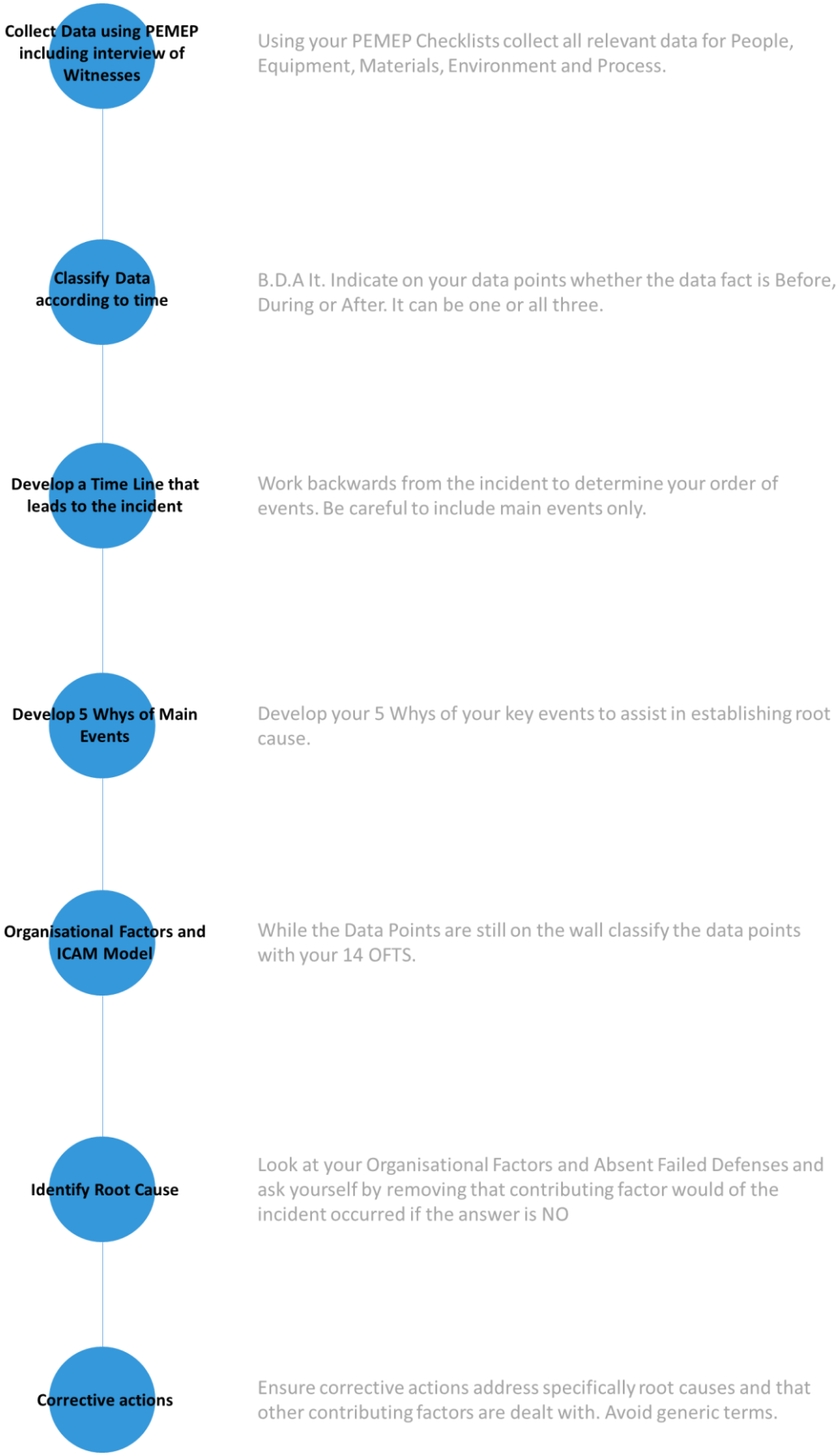
- Describe the legal requirements applicable to accident and incident investigation
- Use suitable reporting and investigation forms
- Identify causative factors for accidents and incidents using accident causation models
- Investigate accidents and incidents
- Interview witnesses and take statements
- Prepare a report on an accident or incident
- Describe the requirements for accident and incident reporting

ICAM OVERVIEW

ICAM methodology can provide a holistic view of the incident, and aim to pinpoint all the potential factors causing the incidents. ICAM has extensively replaced the traditional investigation method and being utilised in a broad range of industries for all incidents involving with significant consequence or with substantial risk potential.



Example of ICAM process flow



High level course structure

PREPARATION

It's not enough just to plan for incident investigation. Investigators must be prepared with the tools to carry out the investigation.

EMERGENCY RESPONSE

When an incident occurs, potential danger is not limited to those directly involved. When there is a gas leak or a fire, for instance, other workers on site and the general public may also be threatened.

SECURE THE SCENE

Gathering facts will be easier if the incident scene is not altered. When physical evidence is left undisturbed, investigators can relate the material, equipment, and environment to the injury with minimal speculation.

IDENTIFY WITNESSES

A good witness can provide an accurate description of the incident. This helps investigators put the pieces of the puzzle together.

SURVEY SCENE

Surveying the incident scene as soon as possible also gives the investigator a feel for the environment at the time of the incident.

GATHER EVIDENCE

- PEMEP Matrix
- Re-enacting

Evidence can be of two kinds–physical objects and verbal testimony. The key to collecting evidence is to be thorough and inquisitive. A PEMEP matrix is a valuable tool in this process. Another way of gathering information is to re-enact the incident.

INTERVIEW WITNESSES

Interviews are best done when memories are fresh. This can be achieved by conducting interviews as soon as possible after the incident.

ANALYSE FACTS

- Timeline
- 5 Whys
- ICAM
- Recommendations

Once the scene survey and interviews are completed, the information should be sorted and analysed to:

- identify what has been found
- identify what may be missing
- determine next course of action
- eliminate unnecessary duplication.

Recommendations should be based upon the hierarchy of controls which acts as a guide on determining the best type of control in terms of effectiveness.

PREPARE REPORT

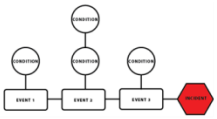
The final report is designed to help people learn from the incident. Recommendations must also be included so that the injury will not be repeated.

FOLLOW UP

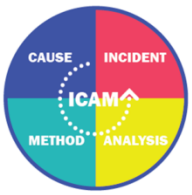
Circulate results of the investigation to all company sites so others can learn. Make changes in company operations and raise key issues with trade associations, other contractors, unions, and other groups as necessary.

PEMEP Matrix

Timeline



ICAM



Recommendations

Our training program is designed specifically for adult learners

Much of our traditional learning experience leads us to believe that we learn best by listening to experts. Fortunately, there has been considerable research into adult learning and this provides much better understandings of the factors influencing adult learning. At Australian Risk Services Australasia Pty Ltd, we recognize that another intellectual trait of adults that impacts learning is their need to participate actively in the instructional process. Adults learn by reading, listening, and watching, but they learn better when they are active participants in the learning process.

Our training program actively engages an adult in the learning process to help achieve significantly greater results in learner self-awareness, changed behaviour, and the acquisition of new skills.

Entry requirements

- Be 21 years old or over
- Possess ability to work individually and as part of team
- Be formally Qualified as a WHS&E or Risk based Qualification or Tertiary Qualification with 2 years current work experience working in or around WHS&E/Risk Management Systems either directly or indirectly in your employment, or
- 3 -5 Years current Work Experience in working in or around WHS&E/Risk Management Systems either directly or indirectly in your role. Please note experience within this area does not have to be over a continuous period time.
- In your work experience the following typical activities should have been experienced;
    - Being involved in Risk Assessments
    - Being involved in writing safety procedures
    - Communicating safety requirements
    - Understand how WHSE Regulations are used in the workplace
    - Being involved or reviewing Incident Investigation Reports
- Interest in investigations

Course duration

Duration of course is 60 hours, including
Pre-course reading (16 hours)
2-days on site face to face training. The course runs from 7.30am – 5.00pm each day (18 hours).
Post Course Reading (16 hours); and
Online Multiple-Choice Questions assessment task (10 hours).

Learning Method and Assessment

Students are involved in interactive data collection and analysis of the data using two real case studies. Students are also required to complete live interviewing during the course. Students will be required to undertake Post course on-line assessment within 2 weeks after completing the 2 Day Face to Face Training.

Learning Modes

- Pre-Course Reading and completion of questionnaire.
- Students are required as part of their pre-course reading to read the following:
    - National Regulations relating to Plant and Equipment – Trenching Regulations
    - Employer General Obligations for the Management of Health and Safety in the workplace.
- 2 days of Face to Face Training
- 2 Case Studies
- Scenarios
- Practise Interviews
- Data Collection
- Timelines
- 5 Whys
- Interpreting and Explaining the How and Why Contributing Factors have contributed to an incident

Student Support Services

Staff at Australian Risk Services Australasia Pty Ltd will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

In the case of an emergency the student must contact '000' via telephone to report the emergency to appropriate authorities.

Students can contact the Australian Risk Services Australasia Pty Ltd support officer on 1300 266 172 if they require assistance with their assessments.

Prior to the course students are required to complete the Entry Requirements Questionnaire and the Pre-Course Reading Questionnaire. These questionnaires enable the trainer to gain an understanding of a student's ability, experience and written English Language skills.

The trainer and assessor will be providing feedback continuously throughout the duration of the course. Students are encouraged to ask questions and seek clarification.

During the course students will be given an opportunity to peer review reports and provide feedback.

Post course students will be emailed an ICAM Incident Investigation Template to assist them in completing Investigations.

Students are encouraged to seek advice and assistance in completing Incident Investigations for 12 months post course. Students can obtain feedback on their Incident Investigation Reports by contacting the Trainer by email adminars@bigpond.com or by phone on 1300 266 172.

Students can also access the ICAM Investigation App. To access the Australian Risk Services Australasia Pty Ltd ICAM Investigation App students can visit http://www.icamtraining.com.au/icam-app/

Cancellation and Refund policy

Refunds due to non-delivery of course

All tuition fees are to be refunded in full if Australian Risk Services Australasia Pty Ltd is unable to commence the course as agreed or is unable to deliver the full course.

Refunds due to Student Withdrawal

Outline of Refund Arrangements	
Withdrawal more than 7 days prior to course commencement	Full refund
Withdrawal less than 7 days prior to course commencement	No Refund
Withdrawal after course commencement	No refund

Refund applications

- Any student wishing to apply for a refund must complete a 'Refund Application Form' at the end of this document and submit this form to the Training Manager. The application form can be accessed by contacting the Training Manager
- All refund applications are to be assessed by the Training Manager and applications processed within thirty days (30) days of the application being placed. Where a student is entitled to a refund the Training Manager is required to process the refund payment as required.

Non-delivery of services

In the event that Australian Risk Services Australasia Pty Ltd is unable to deliver the agreed services, students will be entitled to a full refund of all fees paid. Students may also have rights under relevant consumer protection laws. Students will receive a Statement of Attainment for any units which they have successfully completed.

DATE	CITY	COURSE	PRICE
2nd – 3rd December 2019 **29th – 30th January 2020** **1st – 2nd April 2020** **16th – 17th June 2020** **21st – 22nd September 2020** **23rd - 24th November 2020**	**MELBOURNE** Glenferrie Hotel 324 Burwood Rd Hawthorn VIC	Public Course in ICAM Lead Investigator Training	$1,100.00 per person (includes course materials, refreshments & lunch)
10th – 11th December 2019 **11th – 12th February 2020** **5th – 6th May 2020** **22nd – 23rd July 2020** **15th – 16th September 2020** **18th – 19th November 2020**	**SYDNEY** Christie Spaces - Conferencing 100 Walker Street North Sydney NSW	Public Course in ICAM Lead Investigator Training	$1,100.00 per person (includes course materials refreshments & lunch)
19th – 20th November 2019 **3rd – 4th March 2020** **9th - 10th June 2020** **11th – 12th August 2020** **10th -11th November 2020**	**BRISBANE** Riverside Hotel South Bank, 20 Montague Rd, South Brisbane QLD	Public Course in ICAM Lead Investigator Training	$1,100.00 per person (includes course materials, refreshments & lunch)
17th – 18th March 2020 **24th - 25th June 2020** **20th - 21st October 2020**	**PERTH** Travelodge Hotel Perth 417 Hay Street Perth WA	Public Course in ICAM Lead Investigator Training	$1,100.00 per person (includes course materials, refreshments & lunch)

DATE	CITY	COURSE	PRICE
12th – 13th May 2020	**NEWCASTLE** Mercure Hotel Newcastle Airport 2 Williamtown Drive Williamstown NSW	Public Course in ICAM Lead Investigator Training	$1,100.00 per person (includes course materials, refreshments & lunch)
15th – 17th June 2020 **18th – 19th and 22nd June 2020** **23rd- 25th June 2020**	**NEW YORK** The Lofts at Prince 177 Prince Street New York USA	Public Course in ICAM Lead Investigator Training	$2,000.00 USD per person (includes course materials, refreshments & lunch)

This course can also be delivered to private enterprises and will be customized to meet your Organization's operational requirements. Price available upon request.

We also offer a non-accredited One-day course for ICAM Incident Investigation Awareness Training as a Private Course to Organizations. Price available upon request.

ICAM Training Pty Ltd has developed and launched a sophisticated ICAM Investigation APP after years of perfecting the ICAM Investigation Process. The ICAM APP allows companies to maintain a standardized investigation approach across their organisation and reduce the need for ongoing training of staff, the APP trains staff to follow the correct processes when investigating.

Upon completion of the course, all students will receive the APP free of charge in Apple or Android based technology.

The minor Investigation APP will be available via Zoho (can be used in Apple or Android based technology). Investigation reports in the Minor APP output data in PDF format. Reports can be edited online at any stage and regenerated. The minor APP will store up to 1000 incident reports in a 12 month period, with output data transferrable to Excel for analysis.

The major APP (for Lead Investigation reporting) outputs reports in Word and PDF but will not store data or reports. The major APP is far more sophisticated in its analytical ability, designed for serious investigations. All APPs allow users to download reports in Word or PDF format.
Australian Risk Services Australasia Pty Ltd ICAM Training Website

http://www.icamtraining.com.au/icam-app/

- ☑ PRACTICAL INCIDENT INVESTIGATION TOOLS
- ☑ REAL CASE STUDIES AND INVESTIGATIONS
- ☑ HUMAN ERROR INVESTIGATION TOOL KIT
- ☑ LEARN TO INTERVIEW WITNESSES
- ☑ SKILLS TO APPLY ICAM

About the trainer

Paul Camilleri

Company Director

Bachelor Business Finance (Monash)
Postgraduate Risk Management (Swinburne Faculty of Engineering)
Registered Lead Auditor (Exemplar Global)
Diploma of Work Health and Safety BSB51307 (Swinburne University of Technology)
Certificate 4 in Work Place Assessment and Training

Paul has a Certificate 4 in Work Place Assessment and Training, Bachelor in Business Finance (Monash University), Post Graduate Risk Management (Swinburne University Faculty of Engineering) and is a Registered Lead Risk Auditor with Exemplar Global.

Paul has worked in risk management for 20 years and tackled numerous projects here in Australia and overseas.

Paul's experience includes design and delivery of over 28 safety courses, including courses designed to train the trainers. All of Australian Risk Services Australasia Pty Ltd training packages use an "active participation" method of training. Under the trainer's guidance, small groups of trainees discuss real client case histories and important points, so that you can be sure everyone understands the training. Any lack of understanding quickly becomes apparent in the discussion sessions, so it is possible to identify this and remedy it. All our training is competency based.

Paul has conducted over 300 Safety audits for major multinational companies and has headed up as Group Risk Manager for three years Brambles Australia.

Paul is a multi-disciplinary risk consultant and the Principle Auditor of Australian Risk Services Australasia Pty Ltd.

Recent Clients Trained In ICAM Investigation:

- BHP
- Melbourne Water
- TAS Rail
- Downer Mining
- UGL
- NSW State Water Board
- Wards Civil Engineering
- HWE
- Dominion Gold
- Belminco
- Neuman Petroleum
- Goodline
- Karingal

REFUND APPLICATION FORM

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PLEASE COMPLETE THE FOLLOWING DETAILS FOR REFUND TO BE PROCESSED

DATE: _____

FULL NAME: _____

BANK NAME:

BANK ACCOUNT NAME: _____BSB:_____ ACCOUNT NUMBER: _____

SIGNATURE: _____

APPROVED BY TRAINING MANAGER: _____

Complaints and Appeals

Students have access to Australian Risk Services Australasia Pty Ltd complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Australian Risk Services Australasia Pty Ltd.

Students are able to submit a formal complaint to Australian Risk Services Australasia Pty Ltd relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to Administration or directly to the Training Manager. All complaints are handled with confidence and are reviewed by the Training Manager.

A student may also appeal a decision made by Australian Risk Services Australasia Pty Ltd in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorized.
Copies of the Complaints Procedure and the Complaints form can be obtained from the Student Administration Department at any time upon request.

External Appeals and Further Information:

In addition to the above internal processes, if students enrolled with Australian Risk Services Australasia Pty Ltd are still dissatisfied with the decision of the RTO, they may wish to seek legal advice or submit an application in writing with an external dispute resolution process by a relevant body appointed for this purpose (See below for contact details).
Where the RTO is informed that the student has accessed external appeals processes:

- The RTO will maintain a student's enrolment until the external appeal process is finalized.
- The RTO will comply with the findings of the external appeals process.
- Where a decision or outcome is in favor of the complainant Australian Risk Services Australasia Pty Ltd shall follow the required action and recommendation from the relevant external appeals organization to satisfy the student's grievance as soon as practicable.
  The decision of the independent mediator is final and any further action the student wishes to take is outside the RTO's policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the CEO.
- All records and correspondence in relation to an external appeal shall be maintained with the initial complaint and internal appeal documentation within the 'complaints and appeals register' and the student file for a minimum of 5 years.

The Dispute Settlement Centre of Victoria (DSCV) is a free dispute resolution and mediation service funded by the Victorian Government and may be able to assist resolve any outstanding complaint or issue with the complaint handling process. Further details and office locations for this service are available
from http://www.disputes.vic.gov.au/

Organization:	Disputes Settlement Centre of Victoria (http://www.disputes.vic.gov.au/)
Contact Point:	Melbourne Office: Level 4, 456 Lonsdale Street Melbourne VIC 3000 Tel: 1300 372 888 Fax: (03) 8684 1311

Further information

If, after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the online complaint form: https://rms.asqa.gov.au/registration/newcomplaint.aspx (ASQA website: www.asqa.gov.au)
Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed your RTO's formal complaints procedure, and
- the RTO's response.

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA.

APPLICATION FOR ENROLMENT

COURSE DETAILS			
Course Code	BSBWHS515 – Lead Initial response to and Investigate WHS incidents RIIWHS301D – Conduct safety and health investigations.	Course Name	ICAM Lead Investigator Training
Start Date		Location	

ENROLEE DETAILS			
Unique Student Identifier			
Surname		Gender	☐ Male ☐ Female
First Name		Date of Birth	
Middle Name		Telephone	
Email Address		Mobile	
Address	Street	Suburb	Postcode
Company Name	If applicable		

PROOF OF IDENTITY		
Provide a proof of identity documentation to your trainer to be stored in your trainee file. You can elect option 1 or 2:		
OPTION 1:	**OPTION 2:**	
Provide at least ONE of: ☐ Australian Driver's Licence ☐ Australian Passport ☐ International Passport (with current Visa)	**Provide at least ONE of:** ☐ Proof of Age Card ☐ Keypass Card ☐ Student ID card (with photo and DOB)	**And at least ONE of:** ☐ Medicare Card ☐ Australian Birth Certificate ☐ Citizenship Certificate

MEDICAL DECLARATION	
Do you have any medical condition that could prevent you from participating in any part of this course?	☐ Yes ☐ No
Have you taken any prescribed or non-prescribed mediation and/or drugs (including alcohol) that could have an impact on your ability to participate safely?	☐ Yes ☐ No

EMERGENCY CONTACT DETAILS	
Emergency Contact Person	
Relationship	
Contact Number	

INFORMATION REQUIRED BY EDUCATIONAL AUTHORITY	
Are you Aboriginal or Torres Strait Islander Origin?	☐ Yes ☐ No
Town and Country of Birth	
Are you still at Secondary School?	☐ Yes ☐ No
What is the Highest Level you obtained in **SECONDARY SCHOOL?**	☐ Yr 9 ☐ Yr 10 ☐ Yr 11 ☐ Yr 12 ☐ Other
The year you completed this level at **SECONDARY SCHOOL?**	
Of the following categories, which best describes your current employment status?	☐ Full time ☐ Part time ☐ Self-employed ☐ Employer ☐ Employed (unpaid worker in a family business) ☐ Unemployed (seeking full time work) ☐ Unemployed (seeking part time work)
Main Language spoken at home?	☐ English ☐ Other (please specify):
How well do you speak English	☐ Very well ☐ Well ☐ Not well ☐ Not at all
Do you consider yourself to have a disability, impairment or long-term condition?	☐ No ☐ Hearing ☐ Physical ☐ Intellectual ☐ Learning ☐ Mental Illness ☐ Visual Impairment ☐ Acquired Brain Injury
Have you successfully completed any of the following qualifications?	☐ Bachelor Degree ☐ Advanced Diploma or Associate Degree ☐ Diploma ☐ Cert IV ☐ Cert III ☐ Cert II ☐ Cert I ☐ Other
Of the following categories, which best describes your main reason for undertaking this course?	☐ To get a job ☐ To develop my existing business ☐ To start my own business ☐ To try a different career ☐ To get a better job or promotion ☐ It was a requirement of my job ☐ I wanted extra skills for my job ☐ Other reasons ☐ To get into another course of study ☐ For personal self-development

EMPLOYER NOTIFICATION AUTHORITY					
I authorise Australian Risk Services to provide details of my assessment, including copies of notices/certificates received to my employer (if required)					
Trainee Name		Trainee Signature		Date	

TO BE COMPLETED BY TRAINER/ADMINISTRATOR	
Attach copy of identification document here	Identification requirements: ☐ Name and signature verified ☐ Copy of identification document attached ☐ Photo taken (to be uploaded to trainee file)

TERMS AND CONDITIONS OF ENROLMENT

Trainee Rights

- To be formally inducted into each course and made aware of the course content, learning outcomes of each course and the corresponding assessment program
- To be made aware of re-assessment procedures
- To privacy – any information obtained must be kept confidential and not disclosed to a third party without written consent, except where legal obligations exist
- To access their own personal training records
- To be made aware of all safety provisions and the location of first aid and fire-fighting equipment
- To easy access to the ARS Trainee Handbook which details the support services ARS offers

Trainee Responsibilities

- To have a positive and respectful attitude towards other trainees, ARS staff and property
- To only smoke in designated areas
- To inform the trainer of any medication (prescribed/non prescribed) which may affect the trainees ability to operate equipment
- To not be under the influence of alcohol
- To be responsible for all personal possessions whilst attending the course
- To ensure that mobile phones are switched off during class
- To behave in a way that maintains the health and safety of self and others
- To report all injuries and incidents of harassment by another trainee or trainer to the RTO Manager in writing, including time, date, location and full description of the injury or incident
- To advise ARS of any change to contact details within 7 days, in order for ARS to provide reminder letters for refresher training (where required)
- To advise ARS, prior to the commencement of the course, of any issues or problems that may affect the successful outcome of this course, such as: Language, literacy and/or numeracy difficulties or specific learning requirements
- To provide true and correct information on all documentation completed throughout the course
- Failure to comply may result in ARS dismissing trainees from class
- ARS may take photographs of training procedures for use on the ARS website
- ARS retains the right to refuse enrolment as permitted by law
- ARS may apply for a Unique Student Identifier (USI) on your behalf if you do not provide a valid USI at the time of enrolment, as required by the Australian Government Dept. of Industry

INDUCTION
Site Induction will be completed as part of the course.

ENROLMENT			
I agree to ARS Terms and Conditions of Enrolment (see above)			
Trainee Name		Witness Name	
Trainee Signature		Witness Signature	
Date		Date	

Privacy Notice

Under the Data Provision Requirements 2012, Australian Risk Services Australasia Pty Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).
Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Australian Risk Services Australasia Pty Ltd for statistical, administrative, regulatory and research purposes. Australian Risk Services Australasia Pty Ltd may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.
- Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information: and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

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