



INCIDENT REPORTING AND ANALYSIS TECHNIQUE TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: Incident Reporting and Analysis Technique Training

Course Validity: 3 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION:

This training provides participants with the complete competencies required to manage incident reporting, investigation and analysis within the workplace. It covers the full cycle of incident management—from initial notification, scene preservation, evidence gathering, root cause analysis (RCA) and development of corrective/preventive actions. Participants will be exposed to globally recognised incident analysis tools such as 5-Why, Fishbone Diagram, Fault Tree, Domino Theory and Tripod Beta fundamentals. The programme aligns with OSHA 1994, OSHA (Amendment) 2022, DOSH investigation requirements and ISO 45001 incident management clauses.

OBJECTIVE(S):

- Understand the legal and organisational requirements for incident reporting.
- Identify types of incidents, near misses and unsafe conditions.
- Preserve the incident scene and manage evidence effectively.
- Conduct interviews and collect essential data for analysis.
- Apply structured root cause analysis (RCA) tools.
- Prepare professional incident investigation reports.
- Recommend effective corrective and preventive actions.
- Strengthen organisational learning to prevent recurrence.

TARGET GROUP(S):

- OSH Practitioners (SHO/SSS)
- Supervisors & Line Leaders
- Engineers, Technicians & Executives
- Safety and Health Committee Members
- HR & Admin Personnel
- Anyone involved in incident handling and investigation

ENTRY REQUIREMENT(S):

- Able to read and communicate in Malay/English
- Basic OSH understanding is recommended

TOPIC(S):

1. Introduction to Incident Reporting & Legal Requirements
2. Classification of Incidents, Near Misses & Unsafe Acts/Conditions
3. Initial Response, Scene Preservation & Evidence Handling
4. Interview Techniques & Information Gathering
5. Root Cause Analysis Frameworks
6. 5-Why, Fishbone Diagram & Barrier Analysis
7. Fault Tree Analysis & Domino Theory
8. Tripod Beta Fundamentals (Theory Level)
9. Developing Corrective & Preventive Actions (CAPA)
10. Incident Reporting, Documentation & Case Studies

LIST OF REFERENCE BOOK(S):

- OSHA 1994 & OSHA (Amendment) Act 2022
- DOSH Guidelines for Incident Investigation
- ISO 45001:2018 (Incident, Nonconformity & Corrective Action Clauses)
- Root Cause Analysis & Industrial Accident Theory References

LIST OF TEACHING AID(S):

- LCD projector
- Sample incident reports
- RCA templates (5-Why, fishbone, FTA)
- Interview templates & checklists
- Flip chart / whiteboard

METHODOLOGY(S):

- Interactive lecture
- Group discussion
- Case studies
- Practical investigation exercises
- Role play (interviews, site investigation simulation)

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration & Introduction
9:00 am – 10:15 am	Topic 1: Introduction to Incident Reporting & Legal Requirements
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 2: Classification of Incidents, Near Misses & Unsafe Acts/Conditions
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Initial Response, Scene Preservation & Evidence Handling
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 4: Interview Techniques & Information Gathering

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Root Cause Analysis (RCA) Frameworks
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 6: 5-Why, Fishbone Diagram & Barrier Analysis
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 7: Fault Tree Analysis & Domino Theory
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 8: Tripod Beta Fundamentals (Theory)

Day 3

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 2
9:00 am – 10:15 am	Topic 9: Developing Effective CAPA (Corrective & Preventive Actions)
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 10 (Part 1): Incident Reporting & Documentation
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Practical Workshop: Investigation Simulation & RCA Application
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Final Case Study, Group Presentation & Closing