

**SKILLS FRAMEWORK FOR WORKPLACE SAFETY AND HEALTH
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Operational Control Implementation					
TSC	Workplace Safety and Health Incident Management					
TSC Description	Apply a systematic and objective approach in workplace incident and accident investigations which include responding, reporting, gathering data and information, root cause analyses, implementation and review of corrective and preventive measures, to prevent recurrence of incidents and accidents					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	WPH-WSH-1077-1.1	WPH-WSH-2077-1.1	WPH-WSH-3077-1.1	WPH-WSH-4077-1.1	WPH-WSH-5077-1.1	
	Report incidents and non-compliance issues according to workplace safety and health (WSH) legal requirements and organisational standard operating procedures	Apply workplace and environmental incident reporting procedures to respond to workplace safety and health (WSH) incidents and support investigations	Respond to workplace safety and health (WSH) incidents and contribute suggestions to prevent future recurrences	Develop and implement workplace and environmental incident investigation workflows and procedures to ensure a systematic and objective approach in incident investigations	Establish and manage workplace safety and health (WSH) incident investigation and analysis processes	
Knowledge	<ul style="list-style-type: none"> WSH legal requirements related to incident reporting Stakeholders in WSH incidents under WSH legal and other requirements WSH responsibilities and duties of relevant stakeholders Personnel from whom advice is sought on WSH legal and other requirements Penalties for non-compliance with legal requirements Types of reportable incidents Procedures for notification of incident and non-compliance Process of incident and/or accident investigations 	<ul style="list-style-type: none"> Incident and accident reporting procedures Internal incident reporting requirements and protocols Types of workplace and environmental incidents and accidents Principles of immediate hazard isolation Methods of immediate medical assistance Methods to cordon incident sites for investigations 	<ul style="list-style-type: none"> WSH legal requirements related to incident investigations Composition of WSH incident investigation teams Types of incidents for investigations Isolation of immediate hazards Forms of immediate medical assistance Protocol and requirements of incident notification Types of evidence to gather during investigations Interview techniques Techniques for verifying information with interviewees Causes of incidents including personal health issues and corresponding corrective and preventive actions Tools for root cause analysis 	<ul style="list-style-type: none"> Workplace safety and health (WSH) legal requirements related to incident investigations WSH incident reporting requirements Incident investigation workflows, processes, procedures and documentation Roles and responsibilities of WSH incident investigation teams Methods of gathering information and evidences Incident interview techniques Information analysis and review methodologies Methods of applying cause and effect and root cause analysis (RCA) techniques Methods of developing a detailed investigation report, which includes objectives, sequence of 	<ul style="list-style-type: none"> Workplace safety and health (WSH) legal requirements related to incident investigations, analyses and reporting Appropriate actions for compliance with legal other requirements for incident investigations Types of incidents for investigation Types of resources required in developing WSH incident investigation and analysis processes Relevant stakeholders required for consultation in developing WSH investigation and analysis process Composition and competency of WSH investigation teams Measures in setting up site securities to ensure integrity of evidence Types of WSH incident analysis tools 	

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				events trail, evidence trail, summary and conclusion	<ul style="list-style-type: none"> • WSH incident corrective and preventive actions (CAPA) • Data to be included in WSH incident investigation and analysis reports 	
Abilities	<ul style="list-style-type: none"> • Record date, time and duration of WSH incident occurrences • Record persons involved in incidents • Provide description of WSH non-compliances leading to incident occurrences • Report non-compliance through prescribed channels and methods 	<ul style="list-style-type: none"> • Respond to incidents in accordance with organisational procedures • Report incidents to internal stakeholders • Cordon off and preserve incident sites for investigations • Provide immediate medical assistance to casualties of incidents • Support WSH incident investigations 	<ul style="list-style-type: none"> • Report incidents' occurrences in accordance with WSH legal requirements • Conduct incident investigations with WSH incident investigation team • Identify causes of incidents including personal health issues • Contribute suggestions for corrective and preventive measures to address possible root causes • Generate incident reports to relevant authorities • Monitor and report progress of corrective and preventive actions 	<ul style="list-style-type: none"> • Develop incident investigation, analysis and reporting processes • Manage investigation and analysis processes • Advise formation of incident investigation teams • Lead incident investigations and prioritise investigation actions • Select and use appropriate investigation tools • Advise on root causes of incidents including personal health issues based on the information provided • Prepare investigation reports detailing findings, analyses, underlying root causes and make recommendations to prevent recurrences • Ensure corrective and preventive actions are implemented • Communicate effectively and notify respective personnel 	<ul style="list-style-type: none"> • Develop incident investigation, analysis and reporting processes • Manage investigation and analysis processes • Analyse the root causes including personal health issues and recommend appropriate corrective and preventive actions (CAPA) to prevent WSH incident recurrence • Evaluate effectiveness of WSH incident investigation and analysis processes • Recommend improvements to WSH incident investigation and analysis processes, based on identified gaps 	