



Cargo Accident Investigation and Prevention

5-day classroom course (40 hours)

This course can be [customized for your company](#) and delivered at the location of your choice.

Air cargo accidents must be taken very seriously. They require immediate attention upon occurrence. It is crucial to identify the root causes of the incident as soon as possible, in order to avoid re-occurrence whilst adjusting the safety management system of the organization. A good investigation often leads to improved prevention. IATA's Cargo Accident Investigation and Prevention course will provide you with the necessary tools and techniques to complete a professional cargo accident investigation process taking into account both the process and the human factor involved. The course follows a model similar to accident investigation and is based on ICAO Annex 13.

Objectives

Upon completion of this course, you will be able to:

Investigate accidents and incidents properly

Interview and analyse ramp and warehouse accident scenarios

Improve your interviewing and questioning skills

Use management tools for accident prevention

Drive a safer work environment

Target audience

- Warehouse personnel
- Cargo safety managers
- Safety officers
- Front line supervisors

Recommended level

- Intermediate
- Advanced

Key topics

- Reporting of accidents and incidents
- How to investigate accidents and incidents
- Approaches to interviewing people involved directly vs. witnessed by cargo safety
- Providing an understanding of human behavior and communication skills
- Introduction to ICAO investigations requirements
- Creating awareness of ICAO Airport and Cargo Operating Environment
- Introduction to categories of accidents and accident investigation levels
- Providing an understanding of organizational culture
- Erosion of safety margins and defenses
- Accident prevention plans

Activities

- Self-study material
- Exercises, case studies
- Assessment

Prerequisites

The recommended level of language proficiency is [ICAO Operational Level 4](#) for courses in English or the equivalent level for other languages.

Certificate awarded

An IATA Certificate is awarded upon successful completion of the course and an assessment.

Table of contents

Introduction to accident investigation

- Investigations objectives
- ICAO investigation rules
- Accident-categories and levels
- Organization cultures
- Exercise (Organization cultures)

Investigating accidents and roles of investigators

- Erosion of safety margins and defenses
- How we investigate accidents
- The investigators roles
- Critical areas of investigation process
- Human behaviors and communication skills
- Exercise (Safety margins and defenses)

Effective interview techniques and investigation tools

- Interviewing witnesses' techniques
- The use of interpreters
- The 12 Points Rule Investigation Tool
- Investigation findings and causes
- Exercise (Investigation findings and causes)

Reporting and case studies

- Completion of investigation reports
- Case Study - Towing accident
- Case Study - Cargo operator accident
- Case Study- Cargo compartment fire accident

Summary and evaluation

- Review of case studies
- Course evaluation
- Examination and review

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Please contact us at www.iata.org/training-contact if you have any questions.