



London TDM

# Security Management and Risk Protection Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 09 November 2025 To 13 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This 5-day professional course on "Incident Reporting and Investigation Procedures" is designed to equip participants with the essential skills and knowledge required to effectively report and investigate workplace incidents. The training will cover fundamental principles, methodologies, tools, and techniques to ensure a comprehensive understanding of how to manage incidents to improve workplace safety and compliance.

## Objectives

- Understand the importance of timely and accurate incident reporting.
- Gain proficiency in utilizing various incident investigation tools and techniques.
- Identify root causes of incidents and recommend effective corrective actions.
- Develop skills to document incidents and investigations comprehensively.
- Enhance awareness of legal and organizational requirements related to incident management.

## Course Outlines

### Day 1: Introduction to Incident Management

- Overview of incident management processes and importance
- Types of incidents and their implications
- Key roles and responsibilities in incident management
- Legal and regulatory requirements
- Case study analysis of past incidents

### Day 2: Incident Reporting Procedures

- Steps in effective incident reporting
- Tools and platforms for incident documentation
- Ensuring accuracy and consistency in reports
- Communication strategies during incident reporting
- Hands-on exercise: Creating an incident report

### Day 3: Incident Investigation Techniques

- Investigation planning and team formation
- Data collection methods and evidence gathering
- Using interviewing skills to gather information
- Analysis tools: Fishbone diagrams, 5 Whys, etc.
- Workshop: Conducting a mock investigation

### Day 4: Analyzing Incidents and Root Cause Analysis

- Introduction to root cause analysis methodologies
- Linking causes to preventive measures
- Developing corrective and preventive action plans
- Group activity: Root cause analysis for a given scenario
- Reviewing and improving incident analysis techniques

## **Day 5: Reporting Findings and Continuous Improvement**

- Writing comprehensive incident investigation reports
- Sharing findings with stakeholders effectively
- Developing action plans for improving incident response
- Implementing lessons learned for future preparedness
- Course review and feedback session