
Overview

This standard is for people who are responsible for investigating incidents and complaints involving health and safety at work, evaluating them and making recommendations as a result of these investigations.

It covers:

1. investigating incidents and health and safety complaints and reporting on the findings of the investigation in line with statutory and organisational requirements; and
2. making recommendations for improving health and safety at work.

Performance criteria

You must be able to:

1. implement any emergency actions required following health and safety incidents
2. brief people involved to confirm they understand the purpose of investigations and how they will be conducted
3. find and prepare the necessary documentation and support materials before investigations are conducted
4. provide opportunities to people involved to clarify any points about investigations on which they are unsure following standard operating procedures
5. gather accurate and comprehensive information from people involved in a supportive and sensitive manner
6. gather relevant evidence required following industry best practice
7. integrate evidence gathered following industry best practice
8. check all documentary evidence to identify and review any inconsistencies
9. prepare reports containing details of incidents and complaints following standard operating procedures
10. forward reports to people requesting within agreed timescale following legal regulations and workplace requirements
11. base recommendations for improving health and safety on accurate and detailed analysis of all reports, advice and support materials collected during investigations
12. develop recommendations that comply with current working practices, and relevant legislation and workplace health and safety instructions
13. develop recommendations for improving health and safety that are workable and include measures for review
14. present recommendations to appropriate people in agreed formats and timescales
15. produce realistic and achievable action plans for implementing recommendations for change
16. check action plans involve review processes to check implementation of recommendations

Knowledge and understanding

You need to know and understand:

1. employers' and employees' main legal responsibilities for health and safety at work
2. emergency actions that may be required
3. your responsibilities for health and safety as defined by any specific legislation covering your job role
4. statutory and organisational requirements regarding confidentiality of reports
5. work areas and job roles where you are carrying out investigations
6. your capabilities and scope of your job role regarding investigations
7. effective interviewing techniques
8. workplace requirements for conducting and reporting investigations
9. ways of gathering and integrating evidence
10. how to reach conclusions following investigations
11. how to make recommendations following investigations
12. hazards that may exist in your workplace
13. importance of dealing with, or promptly reporting, risks
14. effective methods of communication
15. analytical techniques
16. how to write action plans
17. workplace budgets for carrying out investigations
18. roles of external regulatory and support organisations

PROHSS5

Investigate and evaluate health and safety incidents and complaints at work



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