

# SCALE® Serious Incident Analysis Course

Many companies find it hard to learn from incidents at work. This leads to them happening again. Our online training is designed for safety professionals. It teaches you how to use SCALE® – our evidence-based methodology – to accurately identify and manage risks, learn from serious injury and fatality potential (SIFp) incidents, and improve the performance of critical controls.

 **SCALE®**

# About the course

## SCALE® Serious Incident Analysis Foundations

Wondering why serious workplace incidents keep happening, despite established risk management systems? It's because companies struggle to train safety professionals with accident and causation analysis that to get to the bottom of why incidents happen.

**Our Serious Incident Analysis Course for serious incidents helps safety professionals:**

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Uncover the real reasons behind serious workplace incidents

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Learn why critical controls sometimes fail

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Reduce re-occurrence of repeat serious incidents

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**We'll show you how to:**

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Spot hidden risks before they become serious incidents

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Understand why workers sometimes take shortcuts


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Create risk management strategies that actually work


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Learn how to use and apply industry-leading analytical tools and specialist incident analysis techniques to identify, analyse, and prevent serious incidents.

## This course includes

 9 Lessons between 40–60 minutes each

 Full access for up to 3 months

 Access on desktop, tablet, and mobile

 Certificate of Completion

**AIHS**  Endorsed Professional Development

**8** CPD Points 

# Course Overview

## 01

### Course introduction

Introducing the structure of the course, what you will be learning, and some of the benefits of completing this e-Learning program. We also discuss the background to the SCALE® approach, and why and how it was developed.

## 02

### Gathering information

The basic information you must have for any investigation, plus, the extra details that can facilitate your analysis to go deeper beyond human error, and generate a more thorough set of analytical findings.

## 03

### Deciding what to analyse

You'll learn how to assess incident severity potential, recognise seemingly minor incidents that could escalate, and apply a systematic approach to select high-potential incidents for in-depth investigation.

## 04

### Controls and how they fail

The first session on causal analysis focuses on controls and how they fail in the real world. It explains the importance of control design and implementation in governing safety performance.

## 05

### Antecedents: Human factors

This session will show you that the human side of incidents is more complex than just not focusing adequately on the task, and there are a range of queries that can lead to much deeper analysis of the human factor aspect of an incident.

## 06

### Antecedents: Operational factors

This session takes learners into the operational factors that largely dictate how work gets done, that can erode the effectiveness of critical controls and set the scene for incidents and unplanned outcomes to occur.

## 07

### Antecedents: Organisational factors

This session focuses on the organisational system factors that sit upstream of operating culture and can subtly (and sometimes not so subtly) figure in the background of incidents and contribute to eroding control effectiveness.

## 08

### Prioritising analytical findings

This session addresses how to work out amongst all the likely findings, which are the most important, and perhaps which are the most urgent to deal with. This is a critical step that will ensure that operational exposure is contained as fast as possible.

## 09

### Actions that reduce exposure

Once causal analysis is completed as thoroughly as possible, the most important task then is to work out what will truly strengthen controls (if possible) and reduce the impact of factors that affect their implementation. This session will steer you toward high value corrective actions.

# The benefits of being trained in SCALE®



## Understand why serious incidents happen and how to prevent them

Our SCALE® method provides a roadmap that reveals the hidden reasons behind workplace incidents. We don't just look at what went wrong – we uncover why it happened and how to stop it from happening again.



## Know which incidents matter most

Our SCALE® method helps you focus on the incidents that truly matter. When your team is busy and resources are tight, we show you how to zero in on the most serious risks.



## Learn why good workers make mistakes

Our SCALE® method provides a structured framework that reveals the hidden reasons behind workplace incidents. We don't just look at what went wrong – we uncover why it happened and how to stop it from happening again.



## Discover how to turn incident insights into real-world protection

Our SCALE® method doesn't just identify problems – it gives you a useful approach to fix them. We help you create strategies that are effective at reducing the risk of serious incidents and reveal opportunities to redesign pre-existing controls or build new ones.

# Meet the Course Contributors



## Warren Smith

### Director | Research and Data Science

Warren is dedicated to enhancing safety performance across industries. Over the past 20 years, he has worked with both large and medium-sized enterprises, guiding them towards pragmatic safety performance improvements.

Warren's expertise notably includes managing exposure to serious injuries and fatalities, leadership development, behaviour change, safety governance, systems alignment, and the exploration of human factors associated with error and reliability. His Bachelor of Arts degree provides a valuable social lens to workplace safety that informs a complete approach to risk management.



## Liz Seaward

### Technical Advisor

Liz is an experienced senior Health and Safety Professional with a strong HR and Organisation Change background. She brings significant experience working in both senior and operational roles within work health and safety, organisation development, HR and quality management systems.



SCALE® analysis technology helps determine which incidents need deep-dive analysis. It is built on a robust methodology that enables organisations to better understand the people, operational, and system factors that contribute to the conditions for unplanned events to occur.

## SCALE® was developed on evidence-based science and research

Our research into workplace incidents has shown that we need to look at how systems work together to understand the causes of accidents. A systems thinking approach helps us find connections between people, technology, and organisational processes. To do this, we needed a model that could explore how these factors interact and lead to incidents.

After years of practice backed by evidence, we partnered with the Collaborative Evaluation and Research Centre (CERC) at Federation University.

They reviewed accident research and models, from large single incidents to multiple and long-term studies, to help us improve how we analyse and prevent workplace incidents.

Research shows that many incidents analysis models focus only on mistakes, malfunctions, and failures. They often miss the bigger picture of how systems work together. These models are also complex and hard to understand. Based on existing models, our experience, and research, we have improved and simplified the SCALE® method.

SCALE® is a step-by-step tool to find out why an incident happened and what to do about it. It helps prioritise incidents that could lead to the most serious outcomes, focusing only on the most critical ones. SCALE® starts by identifying key control failures and then digs deeper into the human factors behind incidents, such as why people might lose focus or make mistakes. It also looks at bigger issues, like workplace conditions, that set the stage for incidents.

By tackling these causes, SCALE® helps organisations create impactful corrective actions that enhance control effectiveness.



## Severity

### Assess severity and risk context

Is there potential for a serious incident and what was the specific high risk task context?

## Controls

### Determine ineffective controls

Which critical controls would have stopped an incident from happening?

## Antecedents

### Analyse causes

Which human, operational, and organisational system factors helped to set the scene for the incident?

## Learning

### Make sense of findings and prioritise

Which factors should be prioritised to resolve the issue?

## Exposure

### Develop actions to strengthen controls

Which actions will have the greatest impact on exposure and reduce the potential for a repeat event?

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“The SCALE® Process Model uses systemic techniques to provide a deeper understanding of how multiple factors contribute to the severity of an event aiding in reducing the incidence of serious injuries and fatalities.”



“.. Warren guided us through a transformational safety management project at Aurizon. He is an enthusiastic facilitator who can bring a diverse group of people to work towards a common goal. Being a skilled educator, he ensured the team was well equipped to translate knowledge and insights to practical application”



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## Endorsed by



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