

ICTQual AB



Qualification Specification

ICTQual AB Level 3 Certificate in Accident Investigation



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ICTQual AB's

Level 3 Certificate in Accident Investigation

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Qualification Specification about

ICTQual AB Level 3 Certificate in Accident Investigation

About ICTQual AB's

ICTQual AB's Ltd. is a distinguished awarding body based in the United Kingdom, dedicated to fostering excellence in education, training, and skills development. Committed to global standards, ICTQual AB's provides internationally recognized qualifications that empower individuals and organizations to thrive in an increasingly competitive world. Their offerings span diverse industries, including technical fields, health and safety, management, and more, ensuring relevance and adaptability to modern workforce needs.

ICTQual AB's delivers high-quality educational solutions through a network of Approved Training Centres worldwide. Their robust standards and innovative teaching methodologies equip learners with practical knowledge and skills for personal and professional growth. With a mission to inspire lifelong learning and drive positive change, ICTQual AB's continuously evolves its programs to stay ahead of industry trends and technological advancements.

Course Overview

The ICTQual AB Level 3 Certificate in Accident Investigation is designed to provide learners with the knowledge, practical skills, and confidence necessary to conduct thorough and methodical investigations into workplace accidents and incidents. This standard supports the development of professional competencies in identifying root causes, gathering and evaluating evidence, applying relevant procedures and protocols, and presenting findings clearly and objectively. This programme aligns with internationally recognised health and safety investigation principles and supports a structured, evidence-based approach to learning. Learners will explore the critical stages of an investigation—from initial planning through to the communication of findings—ensuring accountability, prevention of recurrence, and continual improvement in workplace safety. The course structure emphasises applied learning through practical modules that replicate real-world scenarios and challenges faced by investigators. By completing this qualification, learners will enhance their ability to contribute to safer work environments through improved investigative practice.

Course Aim

The aim of this qualification is to enable learners to develop and apply a structured approach to accident investigation, enhancing their capability to:

Recognise the significance of systematic investigations in health and safety management.

Identify immediate and underlying causes of incidents.

Collect, analyse, and interpret evidence accurately.

Evaluate the impact of human, organisational, and environmental factors.

Make appropriate recommendations based on factual analysis.

Prepare professional, unbiased investigation reports.

Who This Course Is For

This qualification is suitable for:

- Health and safety representatives or officers seeking to build investigative competence.
- Supervisors and line managers responsible for workplace safety.
- Individuals in operational roles who may participate in or lead investigations.
- Employees looking to develop their understanding of accident causation and prevention.
- Personnel from organisations aiming to strengthen their internal investigation standards.

No prior formal qualifications are required. However, a foundational understanding of workplace health and safety responsibilities and practices will support successful participation.

Standards & Objectives

The qualification is structured around key performance standards and objectives that include:

- Understanding investigative frameworks and principles.
- Identifying hazards and risk factors contributing to incidents.
- Applying evidence-based techniques in data collection and root cause analysis.
- Complying with legal and organisational requirements during investigations.
- Communicating findings to stakeholders in a clear and actionable manner.

Successful learners will demonstrate the ability to apply theoretical knowledge in practical settings, aligning their work with recognised investigative standards and organisational expectations for safety management improvement.

Certification Framework

Qualification title	ICTQual AB Level 3 Certificate in Accident Investigation
Course ID	HSE0132
Grading Type	Pass / Fail
Competency Evaluation	Coursework / Assignments / Verifiable Experience
Assessment	The assessment and verification process for ICTQual AB's qualifications involves two key stages: Internal Assessment and Verification: ✓ Conducted by the staff at the Approved Training Centre (ATC) to ensure learners meet the required standards through continuous assessments. ✓ Internal Quality Assurance (IQA) is carried out by the centre's IQA staff to validate the assessment process. External Quality Assurance: ✓ Managed by ICTQual AB's verifiers, who periodically review the centre's assessment and IQA processes. Verifies that assessments are conducted to the required standards and ensures consistency across centres

Entry Requirements

To enroll in the ICTQual AB Level 3 Certificate in Accident Investigation, learners must meet the following requirements:

- **Minimum Age:** Learners must be at least 18 years old at the time of registration.
- **Educational Background:** While there are no formal academic prerequisites, learners should have strong literacy and communication skills to engage with technical content, prepare detailed reports, and participate in case-based discussions.
- **Experience:**
 - Completion of the ICTQual AB Level 2 Award in Accident Investigation is recommended.
 - Alternatively, learners should have relevant work experience in occupational health and safety, risk management, compliance, or supervisory roles involving safety responsibilities.

These criteria ensure learners are ready to manage the practical, legal, and strategic aspects of advanced workplace accident investigations.

Qualification Structure

This qualification comprises 6 mandatory units. Candidates must successfully complete all mandatory units to achieve the qualification.

Mandatory Units	
Unit Ref#	Unit Title
HSE0132-01	Advanced Investigation Planning and Incident Response Management
HSE0132-02	Forensic Techniques and In-Depth Evidence Evaluation
HSE0132-03	Human Factors and System Failures in Accident Causation
HSE0132-04	Legal and Organisational Responsibilities in Incident Investigation
HSE0132-05	Presenting Findings to Stakeholders and Senior Management
HSE0132-06	Practical Assessment: Conducting and Reporting a Simulated Investigation

Centre Requirements

To ensure quality training delivery, centres must adhere to the following standards:

1. Centre Approval

- ✓ Centres must be formally approved by ICTQual AB's before delivering this qualification.
- ✓ Approval involves a review of facilities, policies, and staff qualifications.

2. Qualified Staff

- ✓ **Tutors:** must possess a recognised qualification in Health and Safety or a related field at Level 4 or above (e.g. Occupational Health and Safety, Risk Management, Environmental Health, or Engineering Safety).
- ✓ **Assessors:** Must hold a recognized assessor qualification (e.g., CAVA, AVRA) or equivalent)
- ✓ **Internal Quality Assurers (IQAs):** Must be appropriately qualified and experienced to oversee assessment standards.

3. Learning Facilities

Centre must offer:

- ✓ Private study areas and internet-enabled workspaces (for blended or physical delivery)
- ✓ Academic and pastoral support for learners
- ✓ Administrative support must be available to manage enrolment, tracking, and learner queries efficiently

4. Health and Safety Compliance

- ✓ All training facilities must comply with health and safety regulations.
- ✓ Centres must conduct regular risk assessments for practical activities.

5. Learning Resources

- ✓ **Course Materials:** Approved textbooks, study guides, and digital content must align with the qualification standards.
- ✓ **Assessment Tools:** Templates and guidelines must be provided to ensure standardized evaluation processes.
- ✓ **E-Learning Support:** Centres offering online or blended learning must implement an effective Learning Management System (LMS).

6. Assessment and Quality Assurance

- ✓ Centres must ensure assessments meet ICTQual AB's competency standards.
- ✓ Internal quality assurance (IQA) must be conducted to maintain consistency.
- ✓ External verifiers from ICTQual AB's will review assessment and training practices.

7. Learning Resources and Infrastructure

The centre must provide learners with access to adequate academic resources, including:

- ✓ Virtual Learning Environment (VLE) or Learning Management System (LMS)
- ✓ Engineering and safety case studies, simulation tools, and software.
- ✓ Access to digital libraries, e-books, and relevant professional standards (ISO, OSHA, HSE, etc.)

8. Policies and Compliance

Centres must uphold the following policies in accordance with ICTQual AB's standards:

- ✓ Equality, Diversity, and Inclusion Policy.
- ✓ Health and Safety Policy.
- ✓ Safeguarding and Learner Protection Policy.
- ✓ Complaints and Appeals Procedure.
- ✓ Data Protection and Confidentiality Policy.

9. Reporting Requirements

- Centres must provide ICTQual AB's with regular reports on learner registrations, progress, and certification outcomes.
- Assessment records must be maintained for external auditing and quality assurance purposes.

Support for Candidates

Centres should ensure that materials developed to support candidates:

- ✓ Facilitate tracking of achievements as candidate's progress through the learning outcomes and assessment criteria.
- ✓ Include information on how and where ICTQual AB's policies and procedures can be accessed.
- ✓ Provide mechanisms for Internal and External Quality Assurance staff to verify and authenticate evidence effectively.

This approach ensures transparency, supports candidates' learning journeys, and upholds quality assurance standards.

Assessment

This qualification is competence-based, requiring candidates to demonstrate proficiency as defined in the qualification units. The assessment evaluates the candidate's skills, knowledge, and understanding against the set standards. Key details include:

1. Assessment Process:

- ✓ Must be conducted by an experienced and qualified assessor.
- ✓ Candidates compile a portfolio of evidence that satisfies all learning outcomes and assessment criteria for each unit.

2. Types of Evidence:

- ✓ Observation reports by the assessor.
- ✓ Assignments, projects, or reports.
- ✓ Professional discussions.
- ✓ Witness testimonies.
- ✓ Candidate-produced work.
- ✓ Worksheets.
- ✓ Records of oral and written questioning.
- ✓ Recognition of Prior Learning (RPL).

3. Learning Outcomes and Assessment Criteria:

- ✓ **Learning Outcomes:** Define what candidates should know, understand, or accomplish upon completing the unit.
- ✓ **Assessment Criteria:** Detail the standards candidates must meet to demonstrate that the learning outcomes have been achieved.

This framework ensures rigorous and consistent evaluation of candidates' competence in line with the qualification's objectives.

Unit Descriptors

HSE0132-01- Advanced Investigation Planning and Incident Response Management

This unit teaches learners how to plan an accident investigation properly and how to manage the response right after an incident happens. It covers the steps to take when an incident occurs, including how to protect the scene, collect early information, and make sure everyone is safe. Learners will explore how to prepare an investigation plan, select the right people for the investigation team, and decide what information is needed. The unit also looks at how to manage time, resources, and communication during an investigation. By the end, learners will understand how good planning and fast, organised responses help to find the cause of incidents and prevent future ones.

Learning Outcome:

Assessment Criteria:

1. Plan and lead comprehensive accident investigations in complex environments

- 1.1 Develop a structured investigation plan incorporating resource needs, risk controls, and legal considerations.
- 1.2 Identify investigation priorities based on incident severity, operational impact, and stakeholder expectations.
- 1.3 Integrate contingency measures to manage changing conditions and unforeseen challenges during the investigation.
- 1.4 Demonstrate leadership by guiding an investigation team through each investigation stage.
- 1.5 Evaluate the effectiveness of the plan through post-investigation review and feedback mechanisms.

2. Coordinate immediate response activities to preserve evidence and ensure safety

- 2.1 Implement response procedures that stabilise the scene and secure physical and digital evidence.
- 2.2 Conduct dynamic risk assessments to identify new hazards and implement controls in real-time.
- 2.3 Prioritise life safety, asset protection, and evidence preservation simultaneously.
- 2.4 Communicate emergency instructions and scene protocols clearly to affected personnel.

3. Allocate roles and responsibilities within an investigation team

- 3.1 Justify selection of team members based on skill sets, roles, and impartiality.
- 3.2 Assign tasks that align with individual competencies and investigative needs.
- 3.3 Monitor performance and support team coordination during the investigation process.
- 3.4 Address conflicts or confusion in roles through leadership and direction.

- 4. Establish investigation objectives and timelines aligned with organisational protocols.
 - 4.1 Set SMART (Specific, Measurable, Achievable, Relevant, Time-bound) objectives for the investigation.
 - 4.2 Design an investigation schedule that aligns with internal procedures and statutory deadlines.
 - 4.3 Review and adjust objectives and timelines as the investigation unfolds.
 - 4.4 Gain formal approval for the plan from appropriate authorities before execution.

HSE0132-02- Forensic Techniques and In-Depth Evidence Evaluation

This unit focuses on collecting, handling, and studying evidence in a careful and detailed way. Learners will explore different types of evidence, such as written records, photographs, CCTV footage, physical items, and witness statements. They will learn how to protect evidence from damage or loss and how to keep accurate records of where and how it was found. The unit also covers techniques for analysing the evidence to find clues about what caused the incident. Learners will practise making fair and fact-based decisions using all the available evidence. The goal is to build strong skills in gathering and evaluating proof in a clear and trustworthy way.

Learning Outcome:	Assessment Criteria:
1. Apply advanced methods to gather, preserve, and analyse physical, digital, and testimonial evidence.	1.1 Demonstrate evidence collection using advanced tools (e.g., digital imaging, secure logs, GPS mapping). 1.2 Implement strict chain-of-custody documentation for all evidence types. 1.3 Apply appropriate techniques to handle sensitive or deteriorating evidence. 1.4 Ensure the impartial and unbiased gathering of witness statements. 1.5 Verify the origin and authenticity of digital evidence using forensic protocols.
2. Evaluate evidence for accuracy, relevance, and reliability.	2.1 Cross-check multiple sources of evidence to confirm consistency. 2.2 Identify biases, omissions, or contradictions in witness accounts. 2.3 Classify evidence into primary, secondary, or circumstantial categories. 2.4 Eliminate or flag unreliable data that could mislead the investigation.
3. Use structured tools to document findings effectively.	3.1 Apply templates and structured logs to record observation, collection time, and handling of evidence. 3.2 Use digital tools (e.g., diagramming, timelines, flowcharts) to organise investigative data. 3.3 Maintain audit trails for all changes or movements in evidence documentation. 3.4 Produce detailed and legible documentation for legal and internal review.

4. Interpret evidence to support accurate incident reconstruction.

- 4.1 Sequence events chronologically using forensic timelines.
- 4.2 Link causes and contributing factors to physical evidence and testimonies.
- 4.3 Apply reasoning and pattern analysis to determine incident trajectory.
- 4.4 Reconstruct the most likely scenario based on convergence of evidence.

HSE0132-03- Human Factors and System Failures in Accident Causation

This unit looks at how people, equipment, systems, and work environments can all play a part in accidents. Learners will study why human errors happen and how poor design, unclear instructions, or pressure at work can lead to mistakes. The unit also explores how failures in procedures, training, or communication can lead to unsafe situations. By understanding these factors, learners can look deeper into the causes of incidents and avoid blaming individuals too quickly. This unit helps learners understand how to spot problems in the system and suggest better, safer ways of working.

Learning Outcome:	Assessment Criteria:
1. Identify how human behaviour and decision-making contribute to accidents.	1.1 Assess behavioural factors such as fatigue, distractions, and cognitive overload. 1.2 Identify poor decision-making processes (e.g., risk tolerance, shortcut behaviour). 1.3 Analyse role of situational awareness and communication in incident development. 1.4 Evaluate psychological and social influences on worker behaviour.
2. Analyse organisational systems and processes for weaknesses or failures.	2.1 Conduct audits of procedures, training records, and workflow practices. 2.2 Identify systemic gaps in policy, supervision, or controls. 2.3 Apply tools like Bowtie analysis or Failure Modes and Effects Analysis (FMEA). 2.4 Examine incident trends for recurring system-level issues. 2.5 Evaluate how leadership decisions or culture influence compliance and safety.
3. Apply human factors principles to root cause analysis.	3.1 Integrate models such as the Swiss Cheese Model or Hierarchical Task Analysis. 3.2 Identify underlying causes linked to organisational culture, leadership, or workload. 3.3 Evaluate mismatches between task demands and human capabilities. 3.4 Propose human-centred design improvements to reduce error likelihood.

4. Recommend system-based interventions to improve future performance.

- 4.1 Propose changes in procedures, technology, or supervision to remove hazards.
- 4.2 Recommend training based on behavioural patterns and knowledge gaps.
- 4.3 Design feedback loops to ensure continual monitoring of implemented changes.
- 4.4 Justify interventions using cost-benefit and risk-reduction metrics.

HSE0132-04- Legal and Organisational Responsibilities in Incident Investigation

In this unit, learners will study the legal rules and company responsibilities linked to investigating accidents. They will learn which laws apply, what must be reported, and who must take action after an incident. The unit also covers how organisations must keep records, protect the rights of those involved, and follow fair procedures. Learners will understand the importance of confidentiality, ethical behaviour, and protecting sensitive information. This knowledge helps them carry out investigations that meet legal standards and support a just and open workplace culture.

Learning Outcome:	Assessment Criteria:
1. Understand legal frameworks and regulatory obligations related to workplace incidents.	1.1 Identify applicable local and national laws governing workplace safety investigations. 1.2 Describe the roles of enforcing authorities and the consequences of non-compliance. 1.3 Explain legal concepts such as duty of care, negligence, and liability. 1.4 Discuss the rights of employees during investigation processes. 1.5 Outline the process for statutory reporting and enforcement interactions.
2. Recognise the role of internal policies, procedures, and governance in investigation processes.	2.1 Map internal procedures against regulatory expectations. 2.2 Identify gaps or inconsistencies in current company protocols. 2.3 Align investigation scope with organisational values and goals. 2.4 Evaluate the effectiveness of governance structures in overseeing investigations.
3. Ensure legal compliance in evidence handling, reporting, and confidentiality.	3.1 Apply GDPR or data protection rules in handling sensitive information. 3.2 Maintain confidentiality protocols for personal or protected data. 3.3 Ensure reporting formats meet internal and external legal standards. 3.4 Protect whistleblowers and vulnerable parties from retaliation.

4. Align investigation practices with national and international safety standards.

- 4.1 Benchmark investigation steps against ISO 45001 or equivalent frameworks.
- 4.2 Apply recognised methodologies (e.g., HSE guidance, ILO codes) in practice.
- 4.3 Document conformity to industry-specific requirements.
- 4.4 Suggest continuous improvements in organisational standards based on findings.

HSE0132-05- Presenting Findings to Stakeholders and Senior Management

This unit teaches learners how to clearly explain their investigation findings to others. Learners will practise writing professional reports, using plain language, clear evidence, and logical conclusions. They will also learn how to create short summaries, charts, and diagrams to support their points. The unit covers how to present findings in meetings or briefings, how to answer difficult questions, and how to suggest improvements that are practical and reasonable. This helps learners build confidence in sharing their work with decision-makers and encouraging action to stop accidents from happening again.

Learning Outcome:	Assessment Criteria:
1. Develop professional and persuasive investigation reports.	1.1 Structure reports with clear headings, summaries, evidence, and conclusions. 1.2 Use language that is formal, concise, and accessible to a non-technical audience. 1.3 Include appendices such as photos, diagrams, and technical analysis. 1.4 Maintain an objective tone, avoiding blame and focusing on facts. 1.5 Follow the organisation’s branding and formatting requirements.
2. Present key findings, evidence, and recommendations clearly and confidently.	2.1 Use presentation tools (e.g., PowerPoint, data visualisation) to support oral briefings. 2.2 Communicate causes, evidence chains, and solutions with clarity. 2.3 Adjust communication style based on audience needs and authority levels. 2.4 Demonstrate confidence and professionalism during high-level meetings.
3. Address stakeholder questions with clarity and transparency.	3.1 Respond calmly to challenges, criticisms, or contradictory views. 3.2 Reference evidence and reasoning to justify findings. 3.3 Clarify technical details for non-specialist stakeholders. 3.4 Maintain openness while protecting sensitive or confidential data.

4. Support decision-making through evidence-based reporting.

- 4.1 Prioritise recommendations based on feasibility and risk impact.
- 4.2 Link findings to operational, legal, and reputational consequences.
- 4.3 Provide cost-effective solutions aligned with organisational goals.
- 4.4 Encourage follow-up actions and monitoring strategies.

HSE0132-06- Practical Assessment: Conducting and Reporting a Simulated Investigation

This unit gives learners the chance to carry out a full accident investigation based on a realistic scenario. They will apply everything they have learned—from securing the scene, collecting and evaluating evidence, to identifying root causes and writing the final report. Learners will also practise working as part of a team, making decisions under pressure, and following procedures step by step. They will present their findings and recommendations in a professional way. This hands-on experience helps learners show they are ready to lead or take part in real workplace investigations.

Learning Outcome:	Assessment Criteria:
1. Apply learned skills to lead a full investigation scenario from start to finish.	1.1 Demonstrate planning, leadership, and documentation from incident notification to final report. 1.2 Engage team members effectively through task assignments and briefings. 1.3 Adapt the investigation plan as new challenges or findings arise. 1.4 Monitor progress and ensure adherence to investigation protocols.
2. Collect and assess evidence using realistic conditions.	2.1 Use forensic tools to gather physical and testimonial evidence under time constraints. 2.2 Apply documentation protocols and preserve integrity of scene data. 2.3 Make real-time decisions on evidence collection priorities. 2.4 Evaluate evidence against complex and ambiguous circumstances.
3. Identify root causes and formulate effective corrective actions.	3.1 Conduct structured root cause analysis (e.g., 5 Whys, Fishbone Diagram). 3.2 Identify contributory factors from systems, behaviours, and environment. 3.3 Propose corrective and preventive actions that address each root cause. 3.4 Justify recommendations using evidence and industry benchmarks.

4. Produce a complete, compliant, and professional investigation report for review.

- 4.1 Compile a full investigation report that meets organisational and legal expectations.
- 4.2 Include supporting evidence, diagrams, root cause analysis, and action plans.
- 4.3 Use formal language and structure suitable for senior review.
- 4.4 Submit documentation within given deadlines and in correct format.

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