

# COMPETENCIES OF AN INVESTIGATOR

**SOURCE: Accident Investigations Techniques, Best Practices for Examining Workplace Incidents, 3<sup>rd</sup> Edition, Peter Sturm & Jeffrey Oakley, 2022**

CSA Z1005 Investigator Competencies (CSA Z1005-2017 standard. *Please note that these investigator competencies are not included in the CSA Z1005-2021 version*)

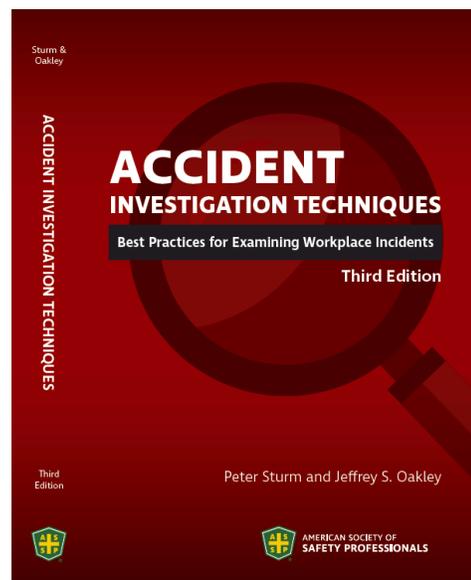
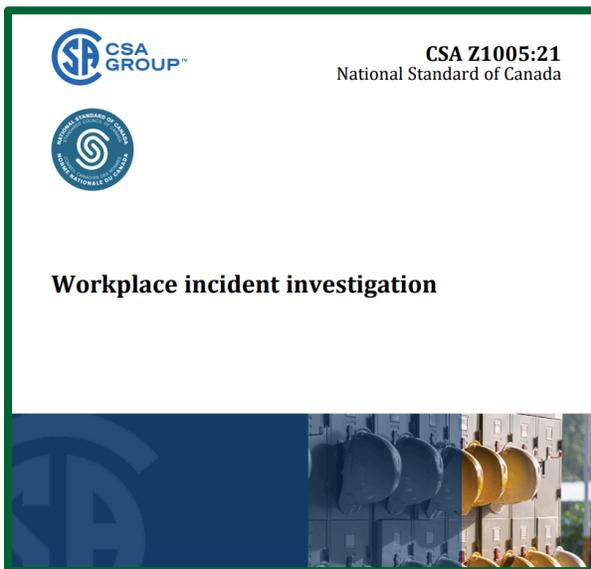
Attached are the skills, knowledge, and experience criteria for an effective investigator. As you progress in your OHS journey, an opportunity to identify attributes and skills for your personal development will help with incident investigations and your OHS safety management skill development. Take the attached matrix and complete it, identifying the areas where you have strengths and weaknesses or need additional development

CSA Standard
<b>Skills &amp; Abilities</b>
Persons involved in the investigation process should have skills and abilities appropriate to: a) identify hazards and understand the range of hazards (e.g., chemical, biological, physical, environmental, mechanical, musculoskeletal, psychosocial, etc.); b) understand risk assessment and hazard control; c) work independently and in a team environment; d) organize and manage priorities to ensure tasks are completed in a timely manner; e) identify, compile, safeguard, catalogue, assess, analyze, verify, and record relevant data based on observation, scene review, interviews, inquiries, record review, documentation, and inspections; f) conduct interviews; g) use written communication skills, such as the ability to i) prepare written materials such as incident reports, emails, presentations, etc.; ii) critique procedures for accuracy, clarity, and consistency with organizational policies; and iii) convey findings at a level appropriate to the various audiences involved; h) use aural communication skills (the ability to actively listen), including the ability to listen to information and concerns, and to clarify and validate received messages; i) interact with other parties, agencies, or outside authorities, as applicable; j) provide leadership, including the ability to take control of a situation calmly and thoroughly; k) provide direction to others during the investigation; l) interact with potentially upset, difficult, or uncooperative people in a respectful and objective manner; m) use verbal communication skills, including the ability to convey information both from and to groups and individuals; n) manage and preserve a scene to conserve data and ensure the safety of others; o) record the scene (photography, video, sketches, etc.); and p) possess knowledge of investigation biases.

### B.3 General knowledge

The investigation team should have knowledge of or access to person(s) with such knowledge of

- a) applicable acts, regulations, and other legislation, standards, codes, and guidelines;
- b) occupational health and safety fundamentals, principles, rights, duties, and responsibilities;
- c) applicable industry best practices, procedures, processes, and equipment, or be able to identify resources to assist; scientific and/or technical principles and processes applicable to the incident;
- e) workplace procedures and processes, including health and safety requirements, safety techniques, and equipment;
- f) conflict resolution, interview, and mediation techniques and approaches;
- g) human resource management practices, including knowledge about the occupational health and safety internal responsibility system, and knowledge about the roles of outside parties; and
- h) requirements for document control, record keeping, data collection, and confidentiality."



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