Incident Reporting for Everyone - RiskNZ Members $115 + GST, Non-members $140 + GST

Course Overview

Small problems often stay invisible-workarounds, near-misses, and ignored harms that quietly drain performance until they erupt. This course equips frontline staff to spot weak signals early, report clearly and quickly, and help prevent "death by a thousand cuts" or a major reputational impact. Using plain language, relatable scenarios, and simple tools, learners can turn everyday observations into action.

In this course, Michael Howell, Head of Risk Research & Knowledge, covers the key role that all staff play, the steps in incident reporting and management, and maintains a focus on continuous improvement.

Course description

In this course, you'll learn:

1. Why incident reporting matters

- Small signals can escalate
- Respectful challenge

2. What do you need to report?

- A definition of risk
- A definition of incident
- Considering scope and thresholds for incident reporting
- Single incidents and systemic issues

3. How do you report an incident?

- Identifying the incident
- Raising the incident
- Importance of data quality
- What happens next
- Formal and informal reporting

4. Roles and responsibilities

- Initial incident reporting
- Owner of the incident management process
- Incident owners

5. Cadence of incident management

- Cadence of incidents
- Cadence of incident reporting
- Cadence of managing incidents

Course expectations

- Watch 5 videos
- Access 1 downloadable materials
- Answer 5 quiz questions

Timings

- 15 minutes of video content

- Approximately 20 minutes for the whole course

Next steps: Register Via: adminofficer@risknz.org.nz , Receive Invoice, Payment, Set-up with Log In To Course