

# KELVIN TOP-SET 3-DAY SENIOR INVESTIGATOR COURSE



Learn to investigate methodically with confidence, solve complex problems and unearth the real root causes of any incident using the Kelvin TOP-SET system.

## Designed for investigation team leaders

The Kelvin TOP-SET 3-Day Senior Investigator course is designed for industry professionals and managers who may be required to lead an incident investigation team.

## Learn to follow a complete investigation process

This intensive course teaches the ideas underpinning the TOP-SET methodology, and the specific steps of the process of investigating an incident using TOP-SET.

## Plan and structure the investigation

Working in small groups, participants spend time working through the TOP-SET process to plan and structure the investigation effectively using the TOP-SET indicators. This important planning stage leads to the collection and collation of relevant data and ensures that nothing is missed.

## Conduct sound Root Cause Analysis

Participants learn how to efficiently conduct a Root Cause Analysis. Case study work in small groups ensures that the process and techniques are fully understood.

## The course covers the following areas:

- Developing a team
- Initial data collection
- Planning the Investigation
- Investigating and interviewing
- Storyboarding
- Root Cause Analysis
- Recommendations and reporting

## Highly Interactive Courses



Group case study work and real-life scenarios bring the theory alive

## Practical tools and materials



Take home the skills and tools required to conduct investigations

## Suitable for any industry



The TOP-SET system works !

Contact us today  
+44 (0)1475 560 007

# KELVIN TOP-SET 3-DAY SENIOR INVESTIGATOR COURSE

## Developing a team

The course explores how to select your team and how differences in personality, life and career experience can greatly enhance the quality of an investigation team.

## Initial Data Collection

Learn how to gather information from the scene, prepare an initial incident report, and formulate an accurate initial incident statement.

## Planning

Participants are introduced to the TOP-SET indicators and learn how to use these to efficiently plan the investigation. Unlike other methods which may use a checklist or similar closed system, TOP-SET encourages the team to search creatively for leads and apply open thinking to the problem.

## Investigating and Interviewing

The tutors, all experienced incident investigators, highlight how best to uncover and capture high quality incident data for analysis. Participants also have the opportunity to practice their interviewing skills and learn new techniques.

## Storyboarding

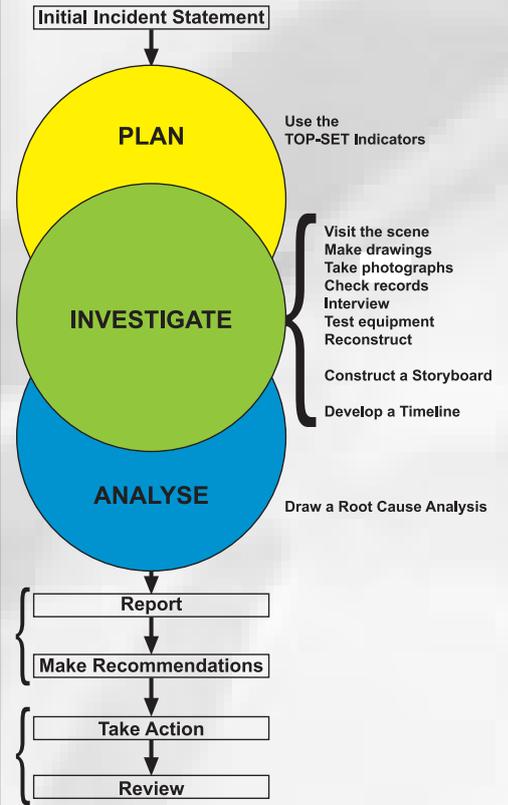
Learn how to plot the sequence of events that led up to an incident. This helps to establish the context in which the incident occurred and forms a sound basis for analysis.

## Root Cause Analysis

Practical examples and case studies are used to ensure that all participants are able to conduct efficient Root Cause Analysis by the end of the course. Working in teams, participants build confidence as they think their way through sample incidents using logic, analysis and continuous discussion to uncover the real root causes of the incident.

## Recommendations & reporting

Create SMART actions and consider how to produce a report in a standardised format to ensure that the findings of an investigation are clearly communicated. This helps us to learn from incidents to prevent them from happening again.



## Book a course

The course is run on an open basis in the U.K. and internationally.

**Call us: +44 (0)1475 560 007**

**Email: [enquiries@kelvintopset.com](mailto:enquiries@kelvintopset.com)**

Visit our website for a full list of available open course dates:  
**[www.kelvintopset.com](http://www.kelvintopset.com)**

We also offer “in-house” courses at a location and on a date of your choice. Please contact us if you would like to find out more about this option.