

Kelvin TOP-SET 1-day Investigator Course– Course Description

Duration: 1 Day

Number of Participants: up to 14 with a single tutor

Objective: To teach participants how to conduct a TOP-SET incident investigation, as part of an investigation team.

Description: The course introduces the TOP-SET methodology. Participants are taken through the steps of the investigative process in an incremental way, with examples, exercises, assessments and case studies to support learning.

Several concepts are particularly emphasised, in addition to the core teaching of the TOP-SET methodology. These are: the role of change, organisational memory, and the importance of barriers, controls and defences. The course pays particular attention to the investigation of minor incidents as a method of preventing the more serious incidents from occurring.

Learning Outcomes:

Participants at the end of the course ought to:

- appreciate the value of the Action Card
 - o The Action Card is at the heart of TOP-SET. It is designed to help the investigator follow the system and stay on track
- be aware of the importance of the Incident Statement
 - o The Incident Statement is the key to the investigation and the subsequent Root Cause Analysis
- know how to plan an investigation
 - o Planning has many aspects including the scope and boundaries which may limit your influence
- recognise the value of working as a team
 - o The varied contribution of team members and their productive co-operation is emphasised throughout
- be able use Indicators to collect data
 - o The TOP-SET system promotes wide and open thinking using the Indicator Card
- know how to record information on the Storyboard
 - o The Storyboard is the repository of all information relating to the incident and relies on the effectiveness and flexibility of Post-its
- be able to construct a Root Cause Analysis
 - o The development of a logical analysis is the culmination of a successful investigation
- appreciate the importance of SMART actions
 - o Effective SMART actions are the goal of any worthwhile investigation