

## **Kelvin TOP-SET Refresher Course for Senior Investigators**

### **Course Description:**

The Kelvin TOP-SET Refresher Course for Senior Investigators revises, refreshes and reinforces the concepts introduced on the Senior Investigator Course and enhances delegates' knowledge of incident investigation and the TOP-SET system. Designed specifically for those who have previously completed a Kelvin TOP-SET 3-Day Senior Investigator Course, this one-day course not only explores the fundamentals of sound Root Cause Analysis but also looks at the importance of understanding human factors, team dynamics, good leadership, SMART actions, personality bias and 'blame culture' in the investigation of incidents. Delegates who complete this course will be well equipped to deal with the investigation of incidents in a professional and consistent manner.

**Duration:** 1 Day

**Number of Participants:** Minimum: 1, Maximum: 16

### **Pre-requisites:**

Delegates must have previously completed a Kelvin TOP-SET 3-Day Senior Investigator course. Participants are also strongly advised to complete the Kelvin TOP-SET e-RCA e-learning Course before attending the Refresher course.

Those who book a place on the Kelvin TOP-SET Refresher Course for Senior Investigators and do not already have a login for e-RCA will receive a complimentary time-limited access code. This ensures that all delegates have the opportunity to complete the e-RCA Course prior to attending their Refresher Course.

### **Objectives:**

- To revise and refresh and reinforce the participants' knowledge and understanding of the Kelvin TOP-SET incident investigation system
- To introduce new ideas and techniques in Root Cause Analysis. Delegates should be able to confidently critique an RCA by the end of the course
- To revisit SMART actions and their importance; when, how & where they can be made
- To discuss human factors as they impact on all incidents
- To explore the differences between blame, fault and responsibility
- To establish the key features of good team leadership
- To raise awareness of personality bias and its impact on investigation.

## Learning Outcomes:

Participants at the end of the course ought to:

- ❖ appreciate the value of the Action card
  - 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, the thinking behind it, and how to write it
  - The Incident Statement is the key to the investigation and the subsequent Root Cause Analysis
- ❖ know how to plan an investigation
  - Planning has many aspects including the scope and boundaries which may limit your influence
- ❖ be able use Indicators to collect data
  - The TOP-SET system promotes wide and open thinking using the Indicator card
- ❖ know how to record information on the Storyboard
  - 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
  - The development of a logical analysis is the culmination of a successful investigation
- ❖ appreciate the importance of SMART actions
  - Effective SMART actions are the goal of any worthwhile investigation
- ❖ know the key features of good team leadership
  - The characteristics of good team leaders and competent team members is emphasised throughout
- ❖ appreciate the significance of the human involvement in any incident
  - Humans are at the heart of all incidents, not technical failures or environmental change
- ❖ understand the differences between blame, fault and responsibility
  - An understanding of this underpins the formulation of recommendations and learning from incidents.