

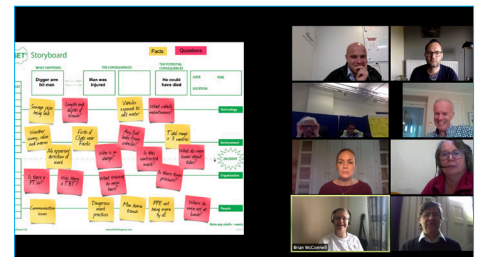
## Learn to use the TOP-SET Investigation System to conduct your own incident investigations.

This is a 2-day online course that Kelvin TOP-SET Senior Tutors have developed to teach the fundamentals of investigation at the highest level possible in a virtual environment. It goes well beyond a webinar lecture and permits considerable tutor-class interaction, as well as practice working as teams in virtual classrooms using digital Storyboard and Root Cause Analysis charts.

This comprehensive course will enable participants to manage an investigation using effective problem solving.

### Kelvin TOP-SET Cloud Classroom Technology

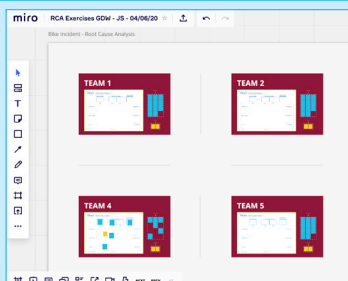
- Remote learning using world-leading technology – The Kelvin TOP-SET Cloud Classroom environment ensures an optimal digital learning experience
- Active case studies and tasks where delegates are divided into investigation teams (which mirrors 'real-life' scenarios)
- One highly experienced TOP-SET Tutor to 6 participants (lots of individual coaching time)
- Regular course dates to fit with work schedules
- Progress knowledge/understanding test



Highly Practical Virtual Environment

### Course Details

This course teaches participants the ideas underpinning the TOP-SET methodology, and the specific steps of the process of investigating an incident using TOP-SET. The course covers every aspect of investigating an incident including forming a team, formulating the Incident Statement, planning the investigation, gathering data, good practice in Interviewing, Storyboarding with timelines, Root Cause Analysis and making SMART actions, as well as the importance of human factors in the investigation process.



Team Exercises

Collaborative working combined with practical case studies embeds learning and prepares investigators for real-life investigation solutions.

Furthermore, by using the online tools in the Kelvin TOP-SET course, delegates will be better prepared to be involved in real investigations remotely.

Delegates undertake a range of online, practical exercises and interactive case-study work to reinforce the learning points. Active participation is encouraged throughout the course to give participants the chance to share experiences and interact with each other and the Kelvin TOP-SET Tutor.

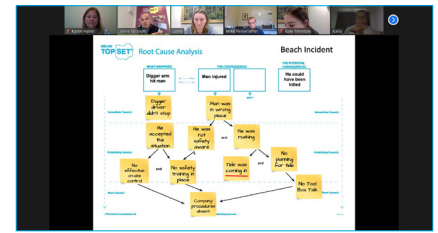
Participants are also given 7-days' access to a follow-up e-RCA course to further embed learning of this essential skill for carrying out investigations.



The TOP-SET Indicators

## The Kelvin TOP-SET Cloud Classroom Incident Investigation Course (2 Day, online):

- teaches the fundamentals of the TOP-SET system for investigation team members
- equips participants with the skills to manage investigations, including the formation of an investigation team
- provides opportunities to practise and hone skills in planning, investigating, analysing and making recommendations
- instructs participants in the fundamental skills of interviewing for investigation
- raises awareness of the importance of human factors during an investigation



Active participation with intensive case studies

## Learning Outcomes Include:

- understanding and appreciating the value of the TOP-SET process
- learning how to write an effective Incident Statement
- being able to plan an investigation
- knowing how to conduct an effective interview
- using the TOP-SET Indicators to collect data/evidence
- being able to build a TOP-SET Storyboard with timelines
- improving co-operation and teamwork
- carrying out comprehensive Root Cause Analyses (RCA)
- making impactful SMART actions and recommendations
- completing an e-learning program



Extensive online interaction

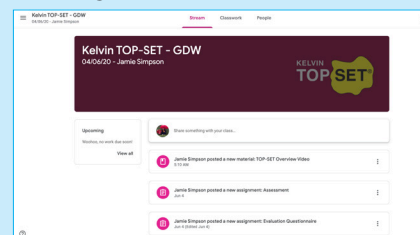
Delegates will be awarded a Kelvin TOP-SET Incident Investigation (CC) certificate on successful completion.

Both public and private (in-company) courses are available.

## Excellent tutor support in a user-friendly environment



Experienced TOP-SET Tutor



Easy-to-navigate Cloud Classroom

## In Addition: The Kelvin TOP-SET App

Every participant on the Cloud Classroom Incident Investigation Course will be given a copy of the Kelvin TOP-SET App. This valuable investigation tool:

- Outlines the TOP-SET Process
- Provides helpful reminders to guide investigators
- Promotes consistency of approach
- Works on all mobile operating systems



TOP-SET Investigation App