

## The best way to keep your knowledge of TOP-SET Incident Investigation and Root Cause Analysis up-to-date.

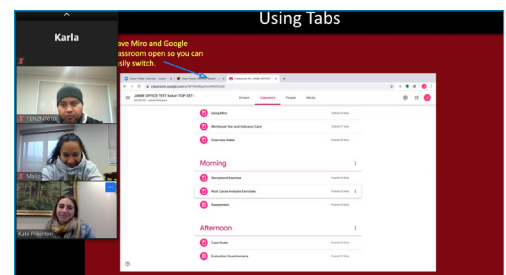
The Kelvin TOP-SET Cloud Classroom Refresher Course for Senior Investigators revises, refreshes and reinforces the concepts introduced on the Senior Investigator Course and enhances delegates' knowledge of incident investigation and the TOP-SET system.

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.

### Course Delivery:

This course will be delivered in Kelvin TOP-SET's ground breaking Cloud Classroom which uses a variety of online tools to maximise optimal learning.

This virtual course is run on an Open (public) basis remotely also available as an in-house course on request. The maximum number of delegates on any session is 6.



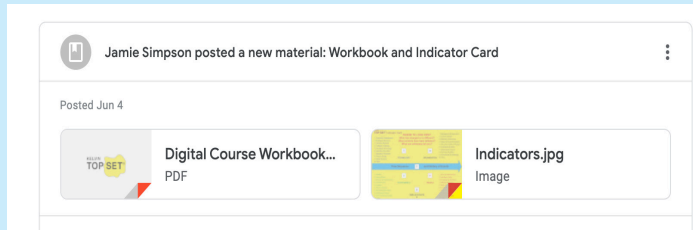
Highly Practical Virtual Environment

### Learning Outcomes Include:

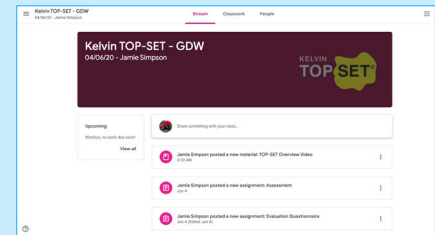
- To revise and refresh and reinforce the participants' knowledge and understanding of the Kelvin TOP-SET incident investigation system
- To introduce new ideas and techniques in Root Cause Analysis. Delegates should be able to confidently critique an RCA by the end of the course
- To revisit SMART actions 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.

To qualify for this course, delegates must have completed a Kelvin TOP-SET 3-Day Senior Investigator course after 1st January 2012.\*

## Online Resources for Delegates



Available as Downloads

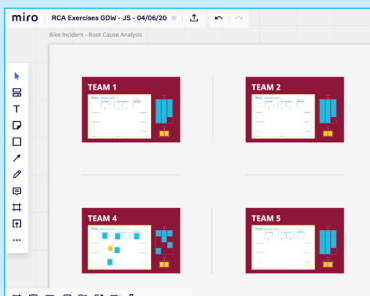


Easy-to-navigate Cloud Classroom

On successful completion of the course each participant will be given the latest TOP-SET interactive app. This operates on all platforms, and is of huge practical benefit to everyone while conducting investigations.

Course duration – 8 hours

Kelvin TOP-SET Cloud Classroom Refresher Course Certificate is supplied on successful course completion



Team Exercises

## Online Collaborative Working

Collaborative working combined with practical case studies embeds learning and prepares delegates for real-life investigation situations. Furthermore, by utilising the online collaboration tools in the Kelvin TOP-SET Cloud Classroom, delegates will be better prepared to run investigations when they are unable to be 'on-site'.

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.

\*Those who completed the Kelvin TOP-SET 3-Day Senior Investigator course prior to January 2012 who wish to refresh their skills are to re-take the Kelvin TOP-SET 3-Day Senior Investigator Course.

Please see separate 'Set-up' document for the technical requirements required to participate on this course.