

Kelvin TOP-SET 1-Day Investigator Course



Delegates learn to utilise the Kelvin TOP-SET Incident Investigation System to efficiently and effectively investigate incidents to solve problems and improve organisational performance

This qualification is an entry-level course for anyone who carries out investigations within their organisation and/or who may be part of a larger investigation team.

Kelvin TOP-SET instructors use their extensive, 'real-world' investigation experience to teach the 6-step Kelvin TOP-SET Incident Investigation System to delegates, who gain the competence and confidence to investigate incidents within their own organisation.

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

Truly Effective Incident Investigation

Kelvin TOP-SET is a complete Incident Investigation System, from Planning to Root Cause Analysis and making Recommendations. Delegates will gain a solid understanding of how to use the Kelvin TOP-SET Incident Investigation System in their organisation to reliably learn from and prevent incidents.

Learning Outcomes include:

- Understanding the TOP-SET process
- Appreciating the value of the TOP-SET Action Card
- Understanding how to write an effective Incident Statement
- Being able to plan an investigation
- Improving co-operation and teamwork
- Using the TOP-SET Indicators to collect data/evidence
- Being able to build a TOP-SET Storyboard
- Carrying out 'correct' root cause analyses
- Making impactful SMART actions and recommendations

More than just Root Cause Analysis

Root Cause Analysis is only one element of the Kelvin TOP-SET Incident Investigation System. The whole Kelvin TOP-SET System guides users through the process in a straightforward fashion and gives an excellent overview of the complete investigation process.

Understanding and solving problems is at the heart of the Kelvin TOP-SET 1-Day Investigator Course. The TOP-SET approach is easy-to-use and gives consistent results across all types of industries and organisations.

Open (public) and In-house Courses are available.

Each delegate receives a Kelvin TOP-SET 1-Day Investigator Certificate & CPD points (7 hours) upon completion of the course.