

**TCM** GROUP

Putting  
People First™



# Practical Investigation Skills™

A world class course for developing capability and knowledge  
to conduct workplace investigations.

[thetcmgroup.com](http://thetcmgroup.com)



## Introduction

**This two-day course equips delegates with the skills and strategies to set up, run and report on a workplace investigation.**

It is suitable for in-house investigators and consultants to understand the scope of an investigation, develop clear terms of reference, interview the parties, gather evidence to support the investigation, prepare a final report and give evidence at relevant panels and appeals as required. This course is suitable for investigators who are investigating a wide range of disciplinary issues plus allegations of bullying, harassment and discrimination which, if upheld, may result in a formal warning or dismissal.

Delegates who successfully complete this course are able to refer to themselves as a TCM Accredited Investigator.

Please [click here](#) to see what our learners have said.

## Practical information

Practical Investigation Skills™ a 2 day course online, at the TCM Academy or delivered in-house.

**Trainers:** Delivered by TCM's expert Investigations consultants. TCM trainers are experts at creating a safe, empowering and challenging training environment. A wide range of learning and evaluation methodologies are used including case studies and role-plays.

**Suitable for:** Line managers, supervisors, human resources and employee relations professionals, lawyers, union officials and anyone who may be required to undertake a fact-finding exercise or neutral evaluation into a workplace issue.

**Assessment:** This course is assessed by way of a written assessment.



**TCM Accredited:** Delegates who complete this course and pass the assessment are able to refer to themselves as TCM Accredited Investigators.

## Booking

For further information or to book a place on this course, please [click here](#) or alternatively call us on 0800 294 9787.



## Benefits of attending

Your organisation will have access to highly trained workplace investigators who can assist you to make an evidence-based, fair and objective decision about how to resolve a workplace issue. This may include decisions to apply a disciplinary sanction up to and including the decision to dismiss.

Delegates who successfully complete this course are able to refer to themselves as TCM Accredited Investigators.

## All delegates will receive:

The TCM Investigator Handbook™, which includes copies of the following templates, can be adapted for use within the delegates' organisations:

- Workplace investigation protocol.
- A robust final report template.

## Learning outcomes

By the end of this course participants will:

- Understand the employer's responsibilities and the employees' rights in workplace investigations and relevant legislative and statutory frameworks.
- Understand the 'ACAS Code of Practice on Discipline and Grievance', 'The Burchell Test', and how to apply the civil standard of proof in a workplace investigation.
- Understand the importance of triaging and scoping within an investigation, including best practice around workplace suspensions
- Know how to set up and manage a thorough, fair and compassionate workplace investigation including defining the terms of reference with probity, impartiality and neutrality.
- Know how to create an investigation plan and possess the key skills and techniques to undertake an investigation: active listening, cogitative interviewing and questioning, summarising and note-taking.
- Know how to gather and assess relevant information: collect statements, mitigation and how to determine relevance.
- Know how to prepare a well-structured investigation report that within stands internal and external scrutiny, relates back to the evidence and is impartial and objectively written.



## Delivery

**TCM delivers extensive support for delegates on all of our courses before, during and after the course concludes.**

- Training delivered by a world class trainer who has practical experience of the subject being taught.
- The unique online TCM Delegate Zone™ which includes useful tool-kits, check sheets, videos, papers and other resources for delegates.
- Free copy of the TCM Delegate Pack.
- One to one coaching for delegates during the course and once the course concludes, support via the TCM helpline as required.
- Full access to the amazing resources of the TCM Community for all delegates including lifetime phone and email support.
- A free refresher workshop or webinar 6 months after the training concludes.

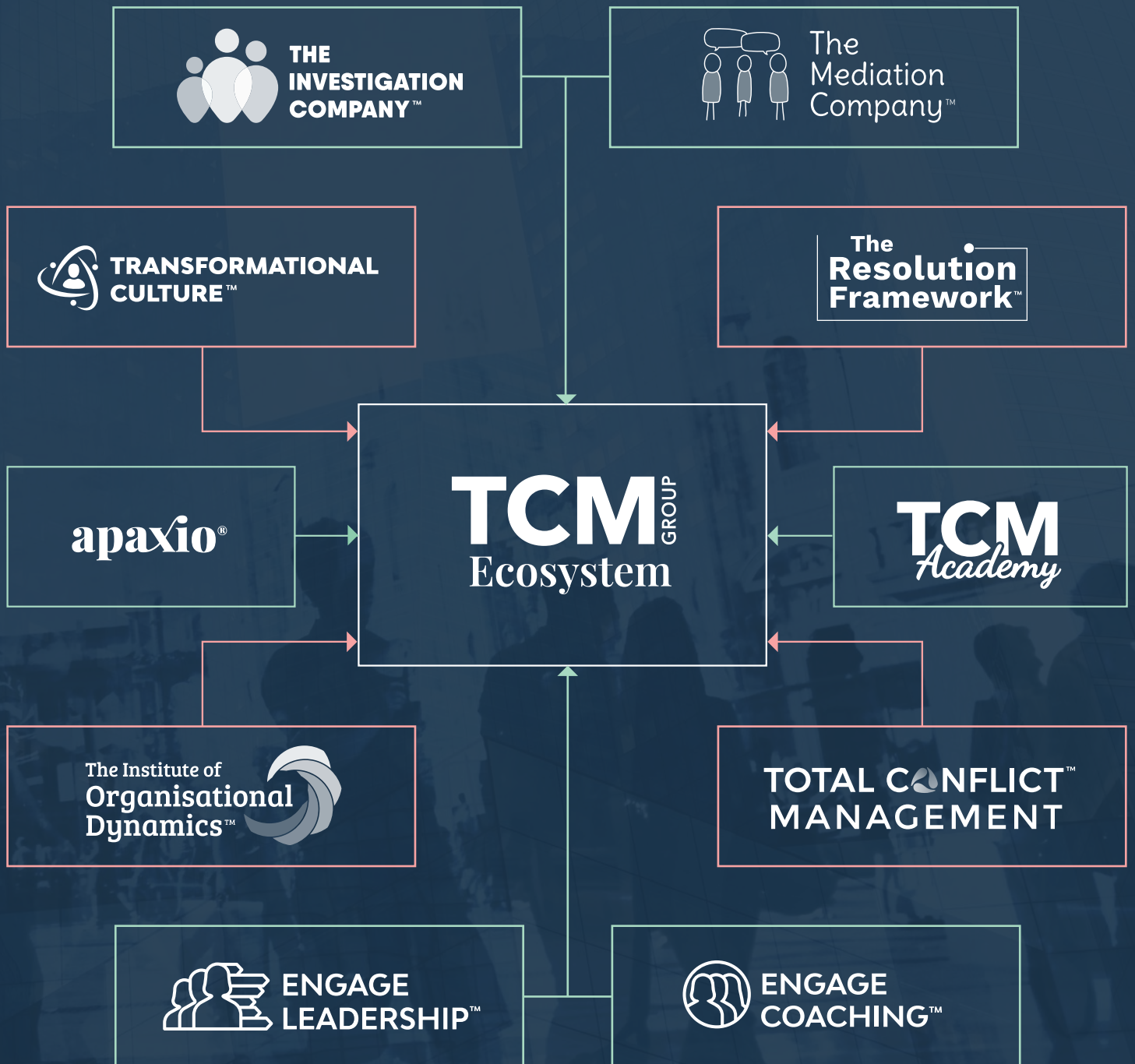
## Blended learning

All delegates receive 12 months follow-up support to help them to embed the learning.

This TCM Blended Learning programme incorporates pre and post course learning to support participants' development of knowledge and skills. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources.



# Learn how to get investigations right first time with TCM.



Putting People First™

**TCM** GROUP | Putting People First™

Please contact us for more information:

© 2022 Copyright of The TCM Group.  
All rights reserved. No part of this publication  
can be copied or reproduced without permission.



Call: 0800 294 97 87  
+44 (0)20 7404 7011



Email:  
info@thetcmgroup.com

TCM® is a registered trade mark of The TCM Group.



Business Design Centre,  
52 Upper St, London, N1 0QH



Website:  
thetcmgroup.com