

CERTIFIED TRAINING PROGRAMME FOR MISCONDUCT INVESTIGATIONS

ELEVATE YOUR INVESTIGATION SKILLS WITH OSACO GROUP'S CERTIFIED TRAINING PROGRAMME

The OSACO Certified Training Programme is comprehensive, current and tailored to meet your needs.

Completion of this training programme is an investment in the integrity of the investigations process. It will enhance your organisation's credibility and competency, and your team's skills and confidence, to conduct thorough and effective workplace misconduct investigations.


You are guaranteed the highest quality investigative training available, delivered by investigation experts.

Our core training is also supplemented by post-course coaching and mentoring which supports the programme's in-practice application in your workplace.

Re-certification processes enable you to remain connected to, and supported by, our experienced investigators, ensuring both organisational knowledge and individual expertise remain at the highest standards.

KEY BENEFITS

- » Training is tailored to your specific needs and expectations.
- » OSACO performs a pre-programme training needs assessment to ensure our training offering perfectly matches the requirements of your participants.
- » Training materials are regularly updated to ensure they are current and relevant.
- » OSACO provides an additional six months of mentoring and coaching to support its training programmes.
- » Donors can trust that organisations certified by OSACO have the essential systems, policies and resources to carry out workplace investigations effectively.
- » OSACO training serves as strong evidence of competency for recruitment to, or applications for, roles that require investigative skills.



Join a global community of highly regarded and qualified investigators by completing the OSACO Certified Training Programme.

GAPS ANALYSIS

MANDATORY ASSESSMENT

PRE-TRAINING NEEDS ASSESSMENT

To ensure we deliver training that best meets your organisation's needs, we first assess where you are at. This information helps us identify the best focus for your training needs.

Pre-training needs assessment and gaps analysis:

- » identifies current gaps in your organisation's ability to effectively investigate.
- » assists OSACO to develop investigations training material that will bridge those gaps for you.
- » provides other recommendations not related to training that your organisation will find beneficial.

WORKPLACE INVESTIGATIONS

★ LEVEL 1

ONLINE INTRODUCTION TO WORKPLACE MISCONDUCT INVESTIGATIONS

- » Online workplace investigations overview and pre-course work.
- » Pass the quiz and receive Level 1 Certificate.

★★ LEVEL 2

FACE-TO-FACE IN CLASSROOM TRAINING — FOUR DAYS

- » General Workplace Investigations Training (SEAH or Fraud).
- » Covers Principles of Investigations, Planning, Evidence, Interviewing Principles and Practice, and Report Writing.
- » Receive Level 2 Certificate.
- » Pass a knowledge-based quiz within one week for Level 3 Certificate.

★★★ LEVEL 3

ADDITIONAL AT NO EXTRA COST

ONE-DAY INVESTIGATIONS MANAGER'S TRAINING

- » Guided by the results of the pre-training needs assessment, this training will be tailored to your needs and can include development of Investigation Manager's Policy that meets UN PSEA Core Standards; Understanding the Terms of Reference that have been developed as guidance for investigators; Standard Operation Procedures; Risk Management; Intake Process or Workplans.
- » Receive a Certificate of Attendance.

★★★★ LEVEL 4

SIX SESSIONS OF COACHING AND MENTORING

- » Coaching and Mentoring – two-hour live video calls each month, for up to six months.
- » Focus is on participants' needs; evaluating participants' ongoing work; embedding specific elements of investigations; and advice and support for real investigations.
- » Receive Level 4 Certificate.

Once all activities are completed, the organisation becomes certified.

CERTIFIED TRAINING LEVELS - DETAILS

MANDATORY ASSESSMENT

PRE-TRAINING NEEDS ASSESSMENT

- » Involves a Survey of Participants (60 questions)
- » Must be completed two weeks before training start date
- » Informs a written report identifying capacity gaps in your organisation
- » Cost is \$800 USD
- » Included in Organisation's Package.

★ LEVEL 1

INTRODUCTION TO WORKPLACE INVESTIGATIONS TRAINING

- » Delivered via online platform
- » Prepares participants for upcoming classroom training component
- » Pass the quiz - participants are given one week to complete
- » Certificate - Level 1
- » Cost is \$350 USD per person
- » Included in Organisation's Package.

★★ LEVEL 2

★★★ LEVEL 3

FACE-TO-FACE INVESTIGATIONS TRAINING

- » Delivered in classroom setting - location selected by organisation
- » Two experienced trainers
- » Full attendance of training days is required
- » Certificate - Level 2
- » Pass the comprehensive quiz
- » Certificate - Level 3
- » Cost is \$950 USD per person
- » Included in Organisation's Package; additional day for Investigations Manager's One-Day training included at no extra cost.

★★★★ LEVEL 4

COACHING AND MENTORING

- » Live online video calls
- » Two hours per month, for up to six months
- » Certificate - Level 4
- » Cost is \$800 USD per person
- » Included in Organisation's Package.

COST

- » Certified Training Package cost - \$2,100 USD per person + Gaps Analysis
- » Additional costs for travel, accommodation and DSA for two trainers
- » Re-certification cost for the organisation is \$995 USD
- » Re-certification cost for individual is \$350 USD pp

CERTIFIED TRAINING PROGRAMME FOR MISCONDUCT INVESTIGATIONS

DELIVERY LOCATIONS AND LANGUAGES

OSACO can deliver training in any country not currently engaged in war or armed conflict, and we can deliver training online. We currently deliver training in English and French; training development for Spanish and Portuguese delivery is currently underway.

RE-CERTIFICATION

An organisation can be re-certified by OSACO after 24 months by completing an updated needs assessment.

We will review case files, check adherence to best practice and policies, ascertain training pathways and meet with management. This will demonstrate that the organisation retains the necessary systems, policies and resources to effectively manage investigations.

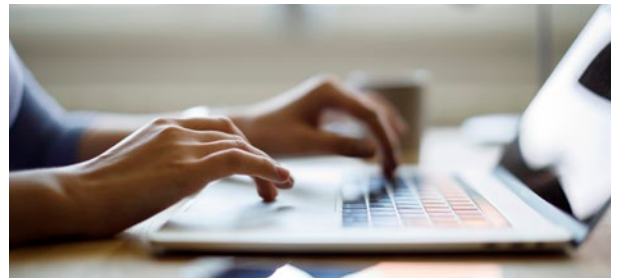
Individual investigator re-certification would entail several case reviews and a meeting with the investigator's Manager.

PROVEN RESULTS

We seek feedback from all our delivered training so that we continue to improve, and identify gaps. The feedback we receive is consistently positive, resulting in on-going training partnerships, and offering you assurance of the quality of the training you and your organisation will receive.

- » Clearly defined training objectives: 100%
- » Knowledgeable trainers: 99%
- » Well-organised content: 99%
- » Well-prepared trainers: 99%
- » Interaction encouraged: 99%
- » Training objectives met: 96%

(Average scores in feedback received from training participants across five delivery locations in 2023)



ABOUT OSACO GROUP

OSACO Group is a global network of more than 60 specialist consultants spread around the globe. We are united by our personal integrity and commitment to justice.

We are specialists in HR investigations, safeguarding, compliance, cultural and sensitivity assessments, governance, security and anti-corruption.

We help organisations of all kinds to anticipate, identify, and combat unacceptable conduct, both by the people who work for them and those who work on their behalf.

We were founded in Aotearoa New Zealand and continue to be based there.

TRAINERS

OSACO Group's Global Head of Training, Claudia Zehl, has worked for over 15 years in humanitarian responses and international development.



Claudia has utilised applied or shared her extensive experience in PSEAH and safeguarding in capacity development, training, investigations, mediation and facilitation.

Proven competence, international expertise and global credibility.
Get in touch for a confidential conversation about your training needs.

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