

CERTIFIED TRAINING PROGRAMME FOR MISCONDUCT INVESTIGATIONS

ELEVATE YOUR INVESTIGATION SKILLS

The OSACO Certified Training Programme is comprehensive, current and tailored to the needs of developing investigators. It is designed by adult-learning specialists alongside investigation experts, delivered by experienced investigators, and built around your organisation's specific context.

Completion of this programme is an investment in the integrity of your investigations process. It will enhance the skills, confidence and competence of those conducting your investigations, and strengthen your organisational credibility.

Our core training is supplemented by post-course tutoring that supports your team's understanding of the wider issues that may affect investigations in your workplace. Re-certification enables your team to stay connected to, and supported by, our experienced investigators, so that both organisational knowledge and individual expertise remain at the highest standard.

WHO IS THIS TRAINING FOR

This training is designed for HR, safeguarding, compliance, and integrity staff who conduct or oversee workplace misconduct investigations - including SEAH (sexual exploitation, abuse, and harassment) and fraud - in organisations, NGOs and agencies anywhere in the world.

KEY BENEFITS

- ✓ Training tailored to your organisation's specific needs and context.
- ✓ A pre-training needs assessment ensures our training matches your participants' requirements.
- ✓ Designed by investigation experts alongside adult-learning specialists to ensure content is engaging, practical and built for retention.
- ✓ A proven best-practice programme that is available off-the-shelf or tailored with case studies and materials related to your context.
- ✓ Trauma-informed, survivor-centred interviewing that can be put into practice, not just policy.
- ✓ Current and regularly updated materials.
- ✓ Six months of post-course tutoring on relevant and related topics.
- ✓ Provides strong, recognised evidence of competency for roles that require investigative skills.

WHY OSACO

OSACO Group is a Māori-led consultancy founded in Aotearoa New Zealand, and operating globally. All of our work is guided by four values:

Rangatiratanga — Leadership. We maintain personal and organisational integrity; our decisions are ethical.
Tohungatanga — Expertise. We continually build our expertise for the benefit of those we serve.
Kotahitanga — Unity. We work collaboratively, drawing on our collective expertise.
Manaakitanga — Looking after our people. We respect our people and those with whom we work.

MAKE A DIFFERENCE

Join a global community of qualified investigators.
Get in touch to book your pre-training needs assessment.

THE CERTIFIED TRAINING PATHWAY

MANDATORY

PRE-TRAINING NEEDS ASSESSMENT

PRE-TRAINING NEEDS ASSESSMENT

To deliver training that meets your organisation's needs, we first assess where you are. This pre-training needs assessment:

- Identifies current gaps in your organisation's ability to investigate effectively;
- Informs training material that bridges those gaps; and
- Surfaces recommendations beyond your training that your organisation will find useful.

LEVEL 1

ACCESSED ONLINE

INTRODUCTION TO WORKPLACE MISCONDUCT INVESTIGATIONS

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

LEVELS 2 & 3

DELIVERED
IN-PERSON OR
VIA ONLINE
PLATFORM

FACE-TO-FACE INVESTIGATIONS TRAINING — FOUR DAYS

- Practical, classroom-based training (SEAH or fraud), delivered by two experienced investigators.
- Covers the principles of investigation; planning and risk assessment; evidence sources and analysis; and report writing.
- Understand and incorporate trauma-informed methodology into investigative interviewing practice, using the PEACE model.
- Includes an overview of the roles and responsibilities of the investigation team, with emphasis on the role of the investigator.
- Receive your Level 2 Certificate.
- Pass a knowledge-based quiz within one week for your Level 3 Certificate.

LEVEL 4

DELIVERED VIA
ONLINE PLATFORM

SIX SESSIONS OF TUTORING

- A two-hour group learning session each month, on current and relevant themes and topics.
- An opportunity for deeper conversations regarding best-practice methodology and current issues.
- Receive your Level 4 Certificate.

ADDITIONAL OPTION

INVESTIGATIONS MANAGER'S TRAINING

- Designed for those responsible for managing complaints and investigation processes. This training will help oversight staff understand their role and responsibilities, and equip them to better support investigators to deliver thorough, effective investigations.
- Training can be tailored to your needs, and can include developing an Investigation Management Policy, Terms of Reference (ToRs), Standard Operating Procedures, risk management, intake, processes and workplans. Contact OSACO to discuss your needs.

PROGRAMME DETAIL & INVESTMENT

INVESTIGATIVE INTERVIEWING — THE PEACE MODEL

Our Level 2 training is built on PEACE, the internationally recognised, evidence-based interviewing framework. Using the five key stages of PEACE, investigators aim to build the rapport that supports an interviewee responding more openly and comprehensively.

Participants learn and practice each stage:

- ✓ Planning and Preparation
- ✓ Engage and Explain
- ✓ Account, Clarification and Challenge
- ✓ Closure
- ✓ Evaluation

Training includes supervised interview practice with individual feedback.

"The PEACE methodology is incredibly helpful and the trainers went through this well - clearly the heart of the investigation process. We will incorporate this more explicitly into our integrity system. The interview practice will improve how we structure interviews and train our investigators."

Participant, The Netherlands, 2025

INTERSECTIONALITY

This training also draws on the concept of intersectionality developed by Professor Kimberlé Crenshaw, which recognises that experiences of workplace misconduct, harassment, discrimination and SEAH are often shaped by multiple and overlapping aspects of identity and power.

Applying an intersectional approach strengthens an investigator's ability to conduct fair, inclusive and survivor-centred investigations by enabling them to:

1. Better understand the diverse experiences of those involved
2. Identify the compounded impact of multiple forms of discrimination
3. Recognise systemic and structural factors that may be contributing to the harm being experienced
4. Develop more comprehensive and equitable findings and recommendations.

BEST PRACTICE AND DESIGNED FOR YOUR CONTEXT

Every OSACO course is grounded in internationally recognised best practice, and uses the same robust, defensible methodology, wherever we deliver it.

If you want a proven off-the-shelf programme, that is exactly what you will receive.

Alternatively, we can also tailor content. Following the needs assessment, we adapt our case studies, scenarios and materials to your sector, risks and the realities your investigators face.

We can deliver our training in-person, and also effectively deliver training via an online format.

Whatever option you choose, we put trauma-informed, survivor-centred approaches into practice, not just policy, including how to plan and conduct an interview with a survivor, how to handle disclosure, and how to gather evidence without re-traumatising.

INVESTMENT

Pre-Training Needs Assessment	\$800 USD
Level 1 - Online Introduction	\$350 USD pp
Levels 2 and 3 - Face-to-Face (4 days)	\$950 USD pp
Level 4 - Tutoring (6 months)	\$800 USD pp
Certified Training Package (Levels 1–4)	\$2,100 USD pp + needs assessment
Re-certification (after 24 months)	\$350 USD pp

Plus travel, accommodation, and DSA (daily subsistence allowance) for two trainers.

"Le changement après cette formation sera très remarquable, puisqu'on a beaucoup appris sur comment se comporter par face aux sujets, survivants et témoins."

"The change after this training will be very remarkable, since we learned a lot about how to behave when facing subjects, survivors, and witnesses."

Training Participant, DRC, 2024

ABOUT OSACO AND OUR TRAINING

DELIVERY LOCATIONS AND LANGUAGES

OSACO can deliver training in any country not currently engaged in war or armed conflict, and we can deliver online. We currently deliver training in English and French, with Spanish in development.

RE-CERTIFICATION

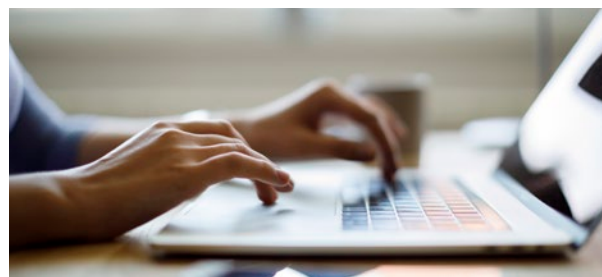
Individual re-certification is available after 24 months. This involves several case reviews and a meeting with the investigator's manager. Cost: \$350 USD per person.

PROVEN RESULTS

We seek feedback from every training we deliver, so that we keep improving. Across 12 trainings in 2024/2025, participants rated:

- » Knowledgeable trainers — 98%
- » Well-prepared trainers — 98%
- » Training objectives met — 98%
- » Relevant topics — 98%
- » Interaction encouraged — 98%
- » Clearly defined training objectives — 95%

Since 2022, we have trained 2,000+ investigators who have become part of a network of skilled, qualified investigators across more than 40 countries.



ABOUT OSACO GROUP

OSACO Group is a Māori-led, Aotearoa New Zealand-based global network of specialist consultants. United by personal integrity and a commitment to justice, we specialise in HR investigations, safeguarding, compliance, cultural and sensitivity assessments, governance, security and anti-corruption.

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

TRAINERS

OSACO Group's Global Head of Training, Claudia Zehl, has worked for over 17 years in humanitarian responses and international development. She has applied and shared extensive experience in PSEAH and safeguarding across capacity development, training, investigations, mediation and facilitation.



PROVEN COMPETENCE • INTERNATIONAL EXPERTISE • GLOBAL CREDIBILITY

Get in touch for a confidential conversation about your training needs, or to book your pre-training needs assessment.

info@osacogroup.com

www.osacogroup.com

