

SKILL  
SOLUTIONS

# TRAINING SOLUTIONS

2025



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# About Us.

**Specialist in delivering complex case and policy work, from strategy to operations.**

Skill Solutions specialises in providing tailored solutions including operations consulting, learning and development, bespoke policy design and implementation, investigations and more. We provide a comprehensive array of solutions tailored to your needs.

We pride ourselves in offering a competitively priced bespoke service, backed by experience. A range of packages are available, which can be tailored to suit your organisation.

## Why Choose Us



### Sector Expertise

With extensive sector experience, we deliver high-quality solutions at competitive costs.



### Practical, real world solutions

We are recognised for delivering valuable insights and impactful solutions delivered at the right level.

We provide practical, real-world solutions and advice.



### Impactful training

Our training is interactive and scenario-based, ensuring both impact and value for money. Our trainer is a qualified educator, equipped to provide effective learning experiences that drive real results.

You can find more information on our web pages, or follow us on Linked In.

## Our Services

### Training & development

- Confidence with Consent for students
- Investigations & policy work
- Risk management
- Complex student casework
- Inclusive culture

### Casework & Investigations

- Student misconduct
- Fitness to Practice
- Fitness to Study
- Complaint resolution
- Appeals & academic offences
- Independent Chair services

### Policy design & implementation

- Codes of conduct
- Fitness & Support to Study
- Fitness to Practise
- Concerns & complaints
- Mentoring & placement agreements
- Quality and audit systems

### Consulting & bespoke

- Operations & strategy consulting
- Evaluate & streamline processes
- Workable solutions
- Staff resilience and wellbeing
- Audits
- Line Management and leadership development
- Capability

& more



# Training Packages

Our training is fully customisable, allowing you to tailor the mix of standard and advanced content to meet your specific needs. The training is interactive, incorporating case study examples to help participants apply and reinforce their learning.

## Training for Investigators

This training is best delivered as a series of sessions or as a two day intensive course.

### Better Investigations

Example content:

- Tools and techniques for conducting thorough investigations
- Establishing the correct sequence of events
- Initial scoping investigations vs formal investigation stage
- Establishing a fair and trauma-informed environment
- Effective Listening and prioritising evidence capture
- Controlling the release of evidence
- Effective questioning and following lines of enquiry
- Reading and interpreting evidence
- Managing counter allegations effectively
- Note taking and record keeping
- Summarising the allegations in an investigation report
- Engaging with debrief for your wellbeing

### Improving your interview technique

Example content:

- Best practice for interviews
- Pre interview planning and preparation
- Establishing a fair and trauma-informed environment
- Building rapport
- Preparing and presenting evidence for disclosure
- Formulating and asking effective questions
- Controlling the release of evidence
- Managing emerging lines of enquiry
- Note taking and record keeping

# Student Conduct Hearings

This training is best delivered as a series of sessions or as a two day intensive course.

## Training for Chairs

Example content:

- Establishing a fair and trauma-informed meeting environment
- Setting clear behaviour expectations and agreements
- Managing the practicalities of chairing panels virtually
- Managing the practicalities of chairing panels in person
- Understanding the Chair's responsibilities before, during and after panels
- Conducting effective panel pre-meetings
- Facilitating and guiding panel deliberations
- Evaluating requests for the admission of new evidence
- Assessing and responding to requests for adjournments or postponements
- Effective questioning and following lines of enquiry
- Handling disruptions professionally
- Setting and applying precedent to determine outcomes
- Managing counter allegations effectively
- Debating permanent expulsion
- Weighing reputational considerations in decision-making
- Implementing reasonable adjustments, including trauma-informed accommodations
- Communicating outcomes to complainants with transparency
- Debriefing the panel to support staff wellbeing
- Key legal issues [New for 2025]

# Student Conduct Hearings

This training is best delivered as a single session with bespoke follow up content specific to your circumstances.

## Training for Panel Members

### Example content

- Where to start with case files?
- Reading and interpreting evidence
- Maximizing the value of panel pre-meetings
- Formulating and asking effective questions
- Considering counter allegations
- Productive deliberations
- Applying precedent to decide outcomes
- Engaging with debrief for wellbeing

# Managing complex casework – Support to Study, student misconduct and FtP

This training is best delivered as a single session with bespoke follow up content specific to your circumstances.

## Example content:

- Determining the appropriate procedure for specific behaviours
- Understanding the differences, overlaps, and interactions between procedures
- Establishing the correct sequence for procedural steps
- Defining the boundaries of each procedure
- Encouraging student engagement
- Implementing effective behaviour agreements to manage students during procedures
- Assessing and responding to requests for adjournments or postponements
- Conducting risk assessments and implementing precautionary measures
- Communicating outcomes with transparency
- Raising concerns with external agencies
- Debriefing to support staff well-being



# Managing Academic Misconduct

This training is best delivered as a series of sessions with bespoke follow up content specific to your circumstances.

Example content:

- An overview - common types of Academic Offences and trends
- Creating a culture of academic integrity and preventing academic offences
- Raising with a concern – evidencing suspicion of an academic offence
- Finding allegations proven or not proven – balance of probability and evidence
- Determining the seriousness of an academic offence
- Choosing a penalty and considering precedent
- Mitigating and aggravating factors – professional suitability, intent, previous offences, extenuating circumstances and more
- Committee hearings, vivas and adjudicator meetings - fair proceedings
- AI and academic offences

# Managing Fitness to Practise

This training is best delivered as a series of sessions with bespoke follow up content specific to your circumstances.

Example content:

- Overview – what is Fitness to Practise?
- Raising a concern – what constitutes a concern and who can raise one?
- Safeguarding and support during the process – getting the balance right
- Practicalities of risk assessment and risk mitigation
- Early resolution of FtP concerns
- A fair hearing – principles and approaches
- Finding allegations proven or not proven – balance of probability and evidence
- The role of representation and support
- Considering penalties and case precedent
- Mitigating and aggravating factors
- Managing counter complaints
- Key legal issues
- Other related procedures and cross policy working

**Investigating FtP concerns** – see Training for Investigators which can be easily adapted to be specific for FtP procedures. This is available as a two day intensive course, or as a series of sessions.

# Managing Risk

This training is best delivered as a series of sessions with bespoke follow up content specific to your circumstances.

Example content:

- Overview – what is risk?
- Types of risk faced by your organisation
- Initial scoping and further investigation
- Determining the urgency
- Acting on concerns about immediate risk
- Safeguarding and support – getting the balance right
- Practicalities of completing a risk assessment
- Considering evidence
- Establishing mitigations
- Imposing precautionary measures
- Behaviour agreements and risk
- The threshold for sharing information
- When should we report to the authorities?
- Other related procedures and cross policy working

# Working Conditions and Managing Work Related Stress

This training is best delivered as a single sessions - with sessions for managers and caseworkers separately - with bespoke follow up content specific to your circumstances.

Example content:

- Overview – why does casework cause work related stress?
- Establishing acceptable working conditions
- Preventing stress related absence
- Sharing decision making - the role of the Risk Review Panel and Peer Review
- Vicarious trauma, compassion fatigue, moral injury, burnout, counter transference and other issues
- Self support techniques for individuals
- Team support techniques for managers
- Institutional support mechanisms
- Staff recruitment, training and retention
- Caseload allocation
- Stress and Resilience Action Plans

# Further Support

For details of further support available, get in touch on [info@skillsolutions.uk](mailto:info@skillsolutions.uk)

We offer:

Independent investigations

Independent Chair services

Independent case review with report and recommendations

Policy review and design services

Serious Incident Review with report and recommendations

Audits against standards with report and recommendations

# A note from our Director.

I am delighted to introduce the range of services we offer to support your organisation's growth and success.

As experts in training, consultancy, casework, and bespoke services, we pride ourselves on delivering tailored solutions that meet your specific needs - what you need, when you need it. Whether you require specialist training, strategic consultancy, or hands-on casework support, our experienced team is here to help. We understand that every organisation is unique, which is why we take a personalised approach, ensuring that our services provide practical solutions and measurable impact. Our flexible, client-focused approach makes us a trusted partner across various sectors.

I'd love to discuss how we can support your objectives. Please don't hesitate to get in touch to explore the ways we can work together.

We look forward to collaborating with you.



**Tegan Locke**

**Director of Skill Solutions**

# Skill Solutions

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