

Course Title	BTEC Award – Managing Investigations	Duration	5 Days	Investigations
Outcomes	By the end of this training, your delegate will: <ul style="list-style-type: none"> ✓ design quality presentations for in-house or external delivery ✓ state their duties as a supervising officer ✓ design techniques to motivate staff ✓ redesign team behaviour to increase efficiency 			
Prerequisites	None			
<i>NB : This course forms part of a BTEC qualification and includes delegate assessment during the course. You will be required to complete some pre-course work prior to attending this event.</i>				
Session	Aim	Content		
Introduction	Explain the aims of the course and understand particular objectives of individuals.	<ul style="list-style-type: none"> ◆ Introductions ◆ Understand the objectives and the process of the course ◆ Agree what outcomes are required 		
Supervising Investigations	State their duties as a supervising officer.	<ul style="list-style-type: none"> ◆ CPIA ◆ Policies & Procedures ◆ Identification & Authorisation ◆ Fraud Drives 		
Referral Management	Understand the costs of an investigation and the benefits that can be gained.	<ul style="list-style-type: none"> ◆ Risk Analysis ◆ Intelligence Grading ◆ Legal Considerations ◆ Costing an Investigation 		
Managing your Team	Be able to design motivational techniques.	<ul style="list-style-type: none"> ◆ Group Development ◆ Appraisals ◆ Setting Objectives ◆ Motivation ◆ Coaching ◆ NLP 		
Presentation Skills	Be able to design quality presentations for in-house or external delivery.	<ul style="list-style-type: none"> ◆ Starting a Session ◆ Designing Handouts ◆ Memory & Retention ◆ Designing a Briefing 		
Book this course now :				
Cost	This module is made up of four courses; please refer to the individual information sheets for prices. If you choose to register for a BTEC, a registration fee is payable.			
To book this event	ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall St, Chelmsford, Essex. CM2 0HG Tel: 08454 300 262 e-mail: bookings@its-training-uk.com			