

Course Title	BTEC Module 1 - Core Skills for Housing and Homelessness Investigation	Duration	5 days	Core
Aim	This course provides the core skills needed to investigate in the housing and homelessness arenas. It gives staff the confidence to deal courteously and robustly with requests for assistance from the homeless and those seeking state-assisted housing.			
Prerequisites	None			
<i>NB : This course forms part of a BTEC qualification and includes delegate assessment during the course</i>				
Session	Outcomes	Content		
Introduction	To 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 		
Enquiry Skills – Housing & Homelessness	Demonstrate the root skills and legislation involved in making enquiries in a professional and lawful manner.	<ul style="list-style-type: none"> ◆ Decide when to open a file and maintain that file whilst staying within the law ◆ Identify, collect and evaluate physical evidence in accordance with the law ◆ Use the Regulation of Investigatory Powers Act (RIPA) to ensure that surveillance evidence is lawfully collected 		
Conversation Management	Be able to use the Conversation Management technique and understand the PEACE acronym for enhanced interviewing skills.	<ul style="list-style-type: none"> ◆ Plan effective conversation management interviews ◆ Manage an interview, following the PEACE process, to obtain good quality information ◆ Evaluate both the product of an interview and their performance 		
Taking Written Evidence	Understand the importance of making and keeping an agreed record of the interview and of recording evidence and information from third parties.	<ul style="list-style-type: none"> ◆ Demonstrate the drafting of a statement from a client ◆ Demonstrate the drafting of a variety of 'civil style' statements ◆ Demonstrate the drafting of a variety of 'criminal style' statements 		
Book this course now :				
Cost	This module is made up of three courses; please refer to the individual information sheets for prices. If you choose to register for a BTEC, a registration fee is payable.			
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