

# Corporate Investigation Training

In the same vein as the popular *Preventing and Detecting Housing Fraud* course comes...



The *Preventing and Detecting* series



Proud to be part of the LAI OG CPD scheme!

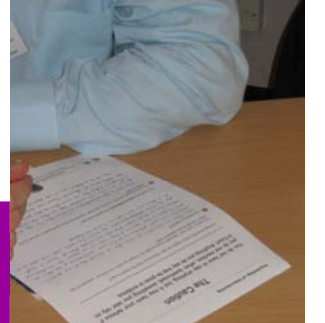
*"... a great series of courses!"*



*Procurement*



*Employment*



*Insurance*



*Grants and DP*



*...and many more!*

*So you're looking for the best training from the best trainers\* ...*

## Top Investigation Training

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Within your organisation, there are opportunities for people to rip you off. This might include those who come to you for a service – your customers – but might equally involve those who work for you. We're sure you'll have an eye out to prevent and detect :

- Theft
- Fraud
- Identity theft
- Lying on their C.V.s
- Going sick when they're not
- Misusing your equipment / time

You'll be aware that there are a number of options open to you, from reporting matters to the police, through prosecuting people yourselves (*private prosecutions*) to disciplinary action (maybe including dismissal) and civil action to recover losses.

Then, of course, there's the action you'll need to take to prevent fraud and fraudsters from entering the system in the first place. And that's got to be a serious part of your recruitment process too, with a penalty of £10,000 likely if you employ a person who's got no right to work in the UK.

You know you've got to make sure your staff are trained and kept up-to-date and that a load individual courses is **not** a cost effective way to do this. Typical costs for these courses are upwards of £200 per delegate per day (often for a very short day) plus travel and subsistence. You've got to save money on training, but you don't want to reduce the impact of the training you purchase. After all, as a wise person once said,

*"The only thing worse than training your staff and seeing them leave is not training them and seeing them stay!"*

### Here's how to get good value

1. **Save on travel costs.** We come to you and deliver the training in your offices. You don't pay your staff to travel, or to stay away for a night. We don't add travel or subsistence to our bill.
2. **Make sure the training does what it's supposed to.** There's no point in sending someone on a half-day course to learn about interviewing. Can't be done. What they get is a briefing, no practice, an expensive lunch and no new skills. Sooner or later, they need re-training or do something bad that costs you money. Don't save money by skimping, save money by only training them once and training them properly.
3. **Look out for added value.** When was the last time you came back from a course and, a couple of days later, came up with a question. When that happens, you want the delegates to be able to get in touch with the trainer and get advice. If you're really lucky, the trainers will have a monthly newsletter with an advice column...

**Make sure you get value for money training, suitable for all your staff, delivered in your offices. Use a company that guarantees the course delivers *exactly* what it says on the tin. Find a provider who has a national reputation and offers unlimited free advice to delegates.**



*"If you are involved in investigations, and you want award winning training that is meaningful and enjoyable, then you need to contact ITS right now!"*

*\*probably*

*So you're looking for the best training from the best trainers ...*

## About your chosen provider

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If you've worked with us before, or if you're a new customer, here are a few facts about ITS.

### Our ethos

Our training is developed for people like you. That means we find out from clients what they really want and then write the courses. Then we make them fun, so that people (a) learn stuff and (b) want to use what they've learned.

### How to make an ITS event

Start with an idea (probably from a client – after all, they're the ones at the sharp end) and spend a day or so researching the idea with colleagues and others in the industry, to see if a training course is the best solution. (Sometimes it's not – maybe a briefing or a mail-out would be better.) If the answer is yes, spend about another day pulling together everything you can find on the subject and sifting out the rubbish. Try not to get too frustrated at internet search engines that keep sending you to on-line pharmacies and link farms.

Now write a course plan – decide on exactly the best order in which to set out the material. Consider how tricky each piece of information might be to retain and decide on the most appropriate method of delivery for each section. Run the plan past your colleagues, and past a couple of investigators. Make significant changes. Drink coffee and eat cake for energy. Come up with mnemonic acronyms, and silly rhymes that might help the memory. Giggle to yourself over the rude one. Drink more coffee and rewrite it to keep it clean.

Make coffee for everyone in the office (you might need their assistance later) before starting to plan your handouts. Try to slip in a couple of spelling mistakes at this stage – it gives the proof reader\* something to do. Make sure that you've included all the information that delegates need. Realise that four of the pages have slipped over onto the next page. Swear†, drink more coffee, and fiddle with layout and font sizes until you can't see straight any more. This stage might take a couple of days or so. Never mind, the caffeine will keep you going.

Now write a trainer's brief (more coffee?) and do your best to include all the questions that delegates will ask. This is another good time to canvass opinion. Your colleagues will tell you all the awkward questions that they can come up with, except one•. Finish off by making up flip-charts, laminates, and other aids that will help the delegates. More coffee.

Now dry-run the course. At this stage, colleagues will ambush you with the question that they failed to mention earlier. Sulk a bit, until someone makes you coffee. Take feedback, make changes ... now all that's left is to accredit the course with Edexcel, write and QA some tests, produce feedback sheets, get it all proof read ...

### Some history

ITS have been in the business of providing training courses for the public and private sector since the last century. We pride ourselves on producing top quality training courses and delivering them in a way that you like. In addition to our well known BTEC courses in investigation and benefits assessment, we run a full selection of investigation and personal development training, as well as offering course design, team building and executive coaching packages.

### Some things you might not know about ITS courses

- Ⓜ The price you see is the price you pay – no *travel and subsistence* costs added on, nothing extra for materials. Try asking some other trainers what their true costs are!
- Ⓜ There is unlimited after-care. If you want advice from us a week, a month or even years after the event, just get in touch – there's no charge, it's all part of the service.
- Ⓜ We've all done the job, in non-arrest situations, so we all know (for example) how PACE applies when there's no custody officer to hand.

### Contact us

Read the brochure, call us (08454 300 212), email [info@its-training-uk.com](mailto:info@its-training-uk.com) or go via the website – [www.its-training-uk.com](http://www.its-training-uk.com)

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\* Previously bribed with coffee. Try adding a Belgian bun if she says she's busy.

† That'll be ten pence in the swear box please!

• Keep reading – we'll get to that.



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**BTEC**  
from Edexcel

## Professional Certificate – Investigation

Probably the most comprehensive short course qualification, holders of the BTEC Certificate in Investigation have demonstrated competence in the following areas :

- Accessing and interpreting statute and case law
- Administering *cautions*
- Assisting the advocate
- Body language / non verbal communication
- Case selection and prioritising work
- CCTV
- Clarifying information from a witness
- Closing a case
- Closure of the interview
- Cognitive Interviewing
- Common civil breaches and penalties
- Confidentiality law, data-sharing rules & good practice
- Correct layout for statements
- Criminal and civil evidence legislation, common and case law
- Criminal Procedure and Investigations Act
- Data Protection Act
- Evaluating the interview
- Exhibits - schedules, numbers and continuity
- Giving evidence
- Hearsay vs. direct evidence
- Human Rights Act & associated legislation and case law
- Intelligence grading
- Interview planning (& PEACE)
- Interviewing in accordance with PACE
- Introducing evidence into the interview
- Investigation costs
- Keeping records of observations
- Laying information for summons or warrant
- Layout of a file & drafting charges and the TIC schedule
- Liaising with other agencies
- Paperwork for official caution interviews
- Paperwork for surveillance authorisations
- Planning an interview
- Presenting a guilty plea
- Question styles and types
- Regulation of Investigatory Powers Act
- Risk assessment – cost vs. benefit
- Rules for observational evidence
- Starting an investigation - where to look for information
- Statements from official records
- Taking a 'course of business' statement
- Taking telephone referrals
- The 'Whistle Blowers' Act
- The background to *official cautions*
- The *Evidence Test* and the *Public Interest Test*
- The importance of keeping file records
- The points needed to prove various offences
- Using a notebook
- Using the tape machine & storing tapes
- Various criminal offences and civil breaches
- Writing a production statement

### About the qualification

The programme consists of three modules which can be taken independently for a BTEC award or together to earn a *Level 5 BTEC Professional Certificate*. The content of the course is not aimed at any single discipline and is relevant to any investigator, especially those working for, or with, Public Authorities or in the Private Investigation field.

### Assessment

The event is assessed by a mixture of written examination and observed assessment. Delegates are told clearly what is expected of them and what the marking criteria are.

There are three possible grades: pass, merit and distinction. Delegates who do not achieve the required mark for a pass may either opt for a certificate of attendance or may re-sit one or more of the tests or assessments.

### Accreditation

These events are accredited and supervised by **Edexcel**. They are a national awarding body and are not linked to any single academic institution. Edexcel qualifications are available from over 5,000 schools, further and higher education institutes, employers and training providers. Edexcel issue over 1.5 million certificates annually ; **over 400,000 for BTEC qualifications!**

### The Modules

**Core Skills For Investigators** 30 hours, level 3 (*Advanced Award*).

**The Law and Investigations** 60 hours, level 5 (*Professional Award*).

**Interviewing Offenders and Case Disposal** 60 hours, level 5 (*Professional Award*).

Together the modules provide the credits for the **BTEC Professional Certificate : Investigation**. Advanced delegates may go on to undertake a further module in investigation management or advanced techniques, leading to a Professional Diploma.

### Method

Delegates can obtain this qualification by :

- Attendance on training events ; or
- Revision and assessment (for those with prior learning).

A number of employers choose to combine assessment for this qualification with a formal *Training Needs Analysis* process.



*Call or email us now to  
book your training...*

*"I have been working within the sector for twenty years and have been trained by many training firms. I can state beyond any doubt that ITS provides the most professional and useful training I have ever received."*