

Course Title	Intro to LA (incl. Fraud & Forgery Awareness)	Duration	One day	Benefits
Outcomes	By the end of this training, your delegate will: <ul style="list-style-type: none"> ✓ identify the various structures of Local Authorities ✓ understand the processes for complaints against an LA ✓ know the types of fraud they may encounter ✓ know how to verify genuine documents 			
Prerequisites	None			
<i>NB : This course forms part of a BTEC qualification and includes delegate assessment during the course.</i>				
Session	Aim	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 		
Structures of LA's	To be able to identify the various structures of Local Authorities	<ul style="list-style-type: none"> ◆ Types of Local Authorities ◆ Cabinets ◆ Councillors ◆ Departments within an LA 		
Complaints and the Ombudsman	To understand the processes for complaining about the services of an LA	<ul style="list-style-type: none"> ◆ Complaints procedures ◆ The Ombudsman ◆ Referring customers accordingly 		
Fraud Awareness	To know the types of fraud that may be encountered	<ul style="list-style-type: none"> ◆ What is fraud? ◆ Types of fraud ◆ Signs of Fraud ◆ Referring to investigations 		
Forgery Awareness	To know how to verify documents as genuine	<ul style="list-style-type: none"> ◆ What is counterfeiting & forgery ◆ Signs of counterfeiting ◆ Using a UV scanner 		
Book this course now :				
Cost	Price Code A			
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			