

Course Title	Referral Management	Duration	Half day plus Distance Learning	Management
Aim	<p>Too many referrals, not enough resources? Well that really depends upon how you look at it... In today's reality of investigation management, investigating everything is simply not an option. Resources are limited and, with the quantity of data available to us, there is an overload of information and intelligence.</p> <p>Handled well, the quantity of referrals can lead to a high number of good quality investigations, coupled with a solid strand of income generating enforcement / intervention activity ; handled badly the team drowns under the pressure...</p> <p>Come along and find out how to make sure you take the right option!</p>			
Prerequisites	None			
<p><i>NB : There is about three hours pre-course material which MUST be completed before attending the event. This course forms part of a Professional qualification and includes delegate assessment during the course.</i></p>				
Outcome		Content		
To understand the impact of the 3x5x2 method of grading intelligence on investigation risk analysis and investigative pathways		<ul style="list-style-type: none"> • Sources of referrals • The 3x5x2 system of intelligence grading • Considering the reliability of intelligence • Handling and dissemination considerations • The impact of deciding (not) to investigate • Risk analysis 		
To know what statutory powers are available to an investigator		<ul style="list-style-type: none"> • Data Protection Act • Regulation of Investigatory Powers Act • Investigatory Powers Act • Housing and Council Tax powers • Enforcement powers • Human Rights Act – <i>Necessity and Proportionality</i> 		
To know the alternative options to conducting a full investigation		<ul style="list-style-type: none"> • Full investigations • Limited investigations (<i>Interventions</i>) • Disruptions • Doing nothing • The "Four 'I's" model 		
To be able to select the most appropriate course of action for any investigation		<ul style="list-style-type: none"> • The real cost of an investigation • Time accounting methods • Investigation and Support staff costs • Sundries, expenses and disbursements • The value of an investigation • Cost vs. outcome • Claiming costs 		
Book this course now :				
Cost	Price Code A			
To book this event	Tel : 0330 022 8262 e-mail : bookings@its-training-uk.com			