

Course Title	Taking Written Evidence	Duration	One day	Housing
Outcomes	<p>Taking evidence in written form is a key duty of an enquiry officer. And so how do you make sure that a statement is a great statement?</p> <p>You'll need to know about the rules for evidence and understand what is and isn't admissible. You need to understand what makes someone reliable or not and when not to take a statement. You've got to be able to write effectively and in an active way to make the statement engaging. You have to know what to put into the statement to show credibility for the person who is giving you the evidence. You can then also be confident about writing your own statements.</p>			
Prerequisites	This training is designed as the second part of the 'Conversation Management' training			
<i>NB : This course forms part of a BTEC qualification and includes delegate assessment during the course.</i>				
Session	Aim	Content		
Information in writing	To know the importance of agreeing information in writing	<ul style="list-style-type: none"> ◆ Why in writing? ◆ Obtaining information from the applicant ◆ Recording information 		
What goes in?	To know what should go into a statement	<ul style="list-style-type: none"> ◆ What information? ◆ When? ◆ How should it be recorded? 		
Writing statements	To know how to write better, more understandable statements	<ul style="list-style-type: none"> ◆ What information? ◆ Planning ◆ The customer's statement ◆ Production statements ◆ Statement from records ◆ Civil statements ◆ Recording oral information 		
Better statements	To be confident in writing your own statements	<ul style="list-style-type: none"> ◆ The shape of a statement ◆ What must be in a statement ◆ What not to do 		
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			