

# Fire Service

Investigation training courses





## Contents

Introduction	1
Investigation Courses	2
Appendix A – Regulator Reform (Fire Safety) Order 2005	3
Appendix B – Fire Safety Order Breaches – evidence collection	4
Appendix C - Investigating Fire Safety Order contraventions	5
Appendix D – Internal investigations	8
Appendix E – Interview skills	10
Appendix F – Level 1 Fire investigation	11
Appendix G – RIPA Authorisation and awareness	12
Appendix H –RIPA Surveillance: arsonists and fire-setters	13
Appendix I - Costs	15
Appendix J – Course support information	16
Appendix K – Teaching facilities for courses	20
Appendix L – Enquiry form	22
Appendix M – Company details	23

## Introduction

This document has been developed as a result of our extensive experience providing training for UK Fire & Rescue Services and other enforcement agencies.

It is designed to help brigades inform their training procurement decisions by presenting the standard courses we offer currently, their content, costs and our flexible methods of delivery.

We start by listing existing courses before offering details of their content (Appendices A to H). Information about course costs can be found in Appendix I.

Our aim is to give customers what they want. That means we are happy to adapt any aspect of our courses to meet their requirements in terms of duration, content, assessment, venue, delivery and date.

We also welcome the opportunity to design courses from scratch, tailor-made to suit any need that falls within our field of investigation.

So, whether you are interested in an existing course or would like a training programme created especially for your organisation, please get in touch with Xact. (See Appendix M for contact details).

You can also register your interest by completing and submitting our enquiry form (See Appendix L). We guarantee a prompt response and look forward to hearing from you.

## Investigation Courses

### Standard courses

See Appendices A to H for information about:

- A) Regulatory Reform (Fire Safety) Order 2005
- B) Fire Safety Order Breaches: Evidence collection and presentation
- C) Investigating Fire Safety Order contraventions
- D) Internal Investigations
- E) Interview skills
- F) Level 1 Fire Investigation
- G) RIPA authorisation and awareness
- H) RIPA surveillance: arsonists and fire setters

### Target audience

All members of the Fire Service both uniformed and non-uniformed.

## Regulatory Reform (Fire Safety) Order 2005

### Target audience

Fire Safety Officers, Inspectors, Advisors and Specialists

### Aim

To understand the role and responsibilities of the Fire Service and its personnel under the Regulatory Reform (Fire Safety) Order

### Outcomes and content

To enable delegates to understand:

- Background and layout of the Fire Safety Order
- Relevance of each section
- Notices Improvement, Alterations and Prohibition
- Offences, defences and appeals
- Enforcement
- Application to each premise type
- Inspectors duties under the Order
- Role of Authority, Delegates FRS and its inspecting officers

### Delivery method

Sessions will be delivered using PowerPoint presentations, flipchart explanation, group discussion, individual tuition, case studies and exercises

### Delegate numbers

Xact recommends a maximum of 20 delegates. This allows an optimal level of interaction between delegates and tutor

### Course duration

1 day

## Fire Safety Order Breaches: Evidence collection and presentation

### Target audience

Fire Safety Officers, Inspectors and Fire Safety Managers

### Aim

To enable delegates to manage breaches of the Fire Safety Order when inspecting and auditing premises

### Outcomes

To enable delegates to understand:

- terms of the caution
- when to caution
- importance of obtaining evidence of offence

Delegates will also learn to:

- Communicate with potential suspects at premises in question
- Manage digital images for evidential purposes
- Handle and store exhibits in accordance with evidential requirements
- Identify need for original contemporaneous note keeping of activities
- Write a structured witness statement

### Programme

09.00	10.45	11.00	12.45	13.30	15.00	15.15	17.00
Introduction ----- Communication skills Caution	PACE Code C  Evidence Photography	Seizing samples  PACE Code B	Evidence continuity Contemp notes	Statements	Statement Exercise	Statement Exercise	Giving evidence ----- De-brief

Teaching

Exercises

De-brief

Exercise includes a professional video of a Fire Safety Officer responding to a complaint about a blocked fire exit

### Course duration and delegate numbers

1 day and a maximum of 20 delegates

## BTEC - Investigating Fire Safety Order contraventions

### Target audience

Fire Safety Officers, Inspectors and Fire Safety Managers

### BTEC Level 4 Professional Award



Successful candidates achieve a Level 4 BTEC professional award qualification in: **Core Skills for Investigators**

### Aim

To investigate contraventions of the Regulatory Reform (Fire Safety) Order 2005

### Course content

- Legal powers, duties and responsibilities
- Investigation best practice
- Investigation planning
- Evidence gathering, evaluation and continuity
- Taking statements
- Investigative interviewing
- Investigation case file report
- Giving evidence in Court

### Delivery method

PowerPoint presentations, flipchart explanation, group discussion, individual tuition, case studies, syndicate work, interviews and practical exercises

### Learning process

In groups (syndicates) of up to 4, delegates investigate 4 different reconstructions of FSO contraventions. Actors feature in this skills-based practice where syndicates:

- Analyse evidence and formulate investigation plans
- Conduct formal interviews and take statements
- Produce an investigation case file with summary and supporting evidence
- Face cross-examination about their investigation findings in court

### Delegate numbers

Xact recommends a maximum of 16 delegates

**Legislation**

Delegates gain a working knowledge of:

- Human Rights Act 1998
- Public Interest Disclosure Act 1998 (Whistleblower)
- Data Protection Act 1998
- Police and Criminal Evidence Act 1984 (PACE)
- Criminal Procedures and Investigations Act 1996 (CPIA)
- Regulation of Investigatory Powers Act 2000 (RIPA)

**Programme**

	09.00	10.45	11.00	12.45	13.30	15.15	15.30	17.00
1	Introduction ----- Investigation Legislation	Investigation Legislation	Human Rights RIPA PIDA CPIA DPA	Managing investigations	Planning Policy logs Referrals (PIDA CPIA)	PACE Code B  Evidence management	Searching Continuity  Search exercise	Search exercise ----- De-brief
2	Information gathering Collection planning	Powers + Techniques ----- Interviewing	Witnesses Interviews	Suspect interviews  Questioning styles	Managing topics PACE Code C PACE Code E Taped interviews	Interview preparation	Interview preparation	Managing third parties ----- De-brief
3	Interviews		Interviews		Interviews		Witness statements	De-brief ----- Feedback
4	Investigator witness statements	Witness statements ----- Evidence	Evidence labelling, Logs/register	Investigation report	Investigation report	Investigation report CPIA statement	Case file preparation	Case file preparation ----- De-brief
5	Managing hearings		Magistrate Court Hearing		Magistrate Court Hearing		De-brief	Feedback

  

Learning	Practice	Debrief
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**Learning methods and syndicates**

Facilitated by tutors, delegates conduct exercises in groups of up to 4 to fully engage in the interactive experiential learning process and so they can share existing experience and skills. In syndicates, they conduct investigations after receiving packs covering different contraventions and containing details of previous events, records, pictures and statements. Tutors and actors offer syndicates support and feedback.

- Day 1 AM** - Investigation legislation and best practice. Planning and managing investigations, managing whistleblowers and anonymous information  
**PM** - Decision making and recording decisions. Code B Notices, managing initial evidence and carrying out initial searches
- Day 2 AM** – Planning and collection of further evidence. Witness and suspect interviews. Cautioning of suspects and tape recorded interviews  
**PM** - Working in syndicates, delegates prepare for interviews the following day.
- Day 3 AM-PM** - Delegates interview witnesses and “responsible persons” (actors) at the centre of investigations. Witness statements are taken

Interviews involve procedures, facilities and equipment that form the components of real-life investigative interviews, namely:

- Using NEAL twin tape PACE interview machines
- Interviewing witnesses
- Unsealing of tapes
- Notifying suspects of their rights
- Interviewing suspects
- Labelling master tapes

Tape-recorded interviews are transcribed overnight for Magistrates Court on Day 5

- Day 4 AM** – Investigators compile witness statements; bag, label and log evidence; discuss findings, write reports with conclusions and recommendations and complete CPIA statements and case files
- Day 5 AM** – Process in a Magistrates Court, managing cross-examination and introducing documents in witness box  
**AM-PM Magistrate Court Hearings** Chaired by a magistrate, reconstructions of hearings take place for each syndicates’ investigation. Investigators are led through their findings before cross-examination by a lawyer in front of the rest of the cohort

### Course duration

5 days

# Internal Investigations

## Course concept

This follows a similar format to the previous course

## Investigation areas:

- Discipline and grievance
- Bullying and harassment
- Sex, race and age discrimination
- Accidents in the workplace
- Complaints

## Target audience

Managers and specialists who participate in and conduct internal investigations

## Aim

To provide delegates with the skills and techniques to conduct internal investigations

## Course content

- Legal powers, duties and responsibilities
- Investigation best practice
- Investigation planning
- Evidence gathering, evaluation and continuity
- Taking statements
- Investigative interviewing
- Investigation case file report
- Giving evidence in Formal Hearings

This will be achieved using customers' policies and procedures.

Formal hearings include:

- Employment Tribunal
- Civil Court (accident claim)
- Discipline and grievance hearings

### **Delivery method**

PowerPoint presentations, flipchart explanation, group discussion, individual tuition, case studies, syndicate work, interviews and practical exercises assist the interactive experiential learning process.

### **Learning how to investigate and conduct an investigation**

In syndicates, delegates conduct investigations after receiving packs covering different contraventions and containing details of previous events, records, pictures and statements. Tutors and actors offer syndicates support and feedback.

Interviews conducted with actors.

**Formal Hearings** are chaired by a magistrate/tribunal bench with reconstructions of hearings for each syndicates' investigation. Investigators are led through their findings before a lawyer cross-examines them in front of the rest of the cohort

### **Learning methods and syndicates**

Facilitated by tutors, delegates conduct exercises in groups of up to 4 to fully engage in the learning process and share existing experience and skills.

### **Delegate numbers**

Xact recommends a maximum of 16 delegates. This allows an optimal level of interaction between delegates and tutor

### **Course duration**

4 days

## Interview skills

### Aim

To plan and manage interviews and obtain and verify information that will progress an investigation

### Outcomes

On course completion, delegates should:

- Understand principles of ethical interviewing
- Establish objectives for an interview
- Prepare an interview plan
- Manage an interview
- Understand issues and agendas of both interviewer and interviewee
- Identify and explore points of law required to be proved relating to offences under investigation
- Recognise how to obtain information to establish “guilty knowledge” and intent (mens rea)
- Be able to divide an interview into topic areas for exploration
- Be able to explore interviewee explanations
- Gain awareness of possible defences in interviews and how to develop explanations to confirm, rebut, or further investigate them
- Have the ability to self-evaluate interview and personal performance

### Delivery method

Sessions will be delivered using PowerPoint presentations, flipchart explanation, group discussion, individual tuition, syndicate work and interviews with actors

### Delegate numbers

Xact recommends a maximum of 12 delegates. This allows an optimal level of interaction between delegates and tutor

### Course duration

2 days

## Level 1 Fire Investigation

### Target Audience

Crew and Watch Mangers – initial officers attending incidents

### Aim

Investigate the cause and spread of non-accidental FDR1 fires

### Course content

To enable delegates to have a basic understanding of:

- causes of burn patterns on building structure and contents
- how glass behaves in fire
- electricity as a cause of fire
- common indicators that may be present at a fire to determine origin and cause
- common signs of arson
- recognise when a Level 2 Fire Investigation is required
- scene preservation
- evidence gathering
- record-keeping
- roles and responsibilities of agencies that may be involved in a fire investigation

### Delivery method

Sessions will be delivered using PowerPoint presentations, flipchart explanation, group discussion, individual tuition, syndicate work and practical demonstrations

### Delegate numbers

Xact recommends a maximum of 20 delegates. This allows an optimal level of interaction between delegates and tutor

### Course duration

1 day

## RIPA – Authorisation + awareness

### Target audience

Authorising officers, applicants, monitoring officers, gatekeepers, designated officers, SPOCs and the Legal Services Department involved in RIPA activities

### Aim

To enable delegates involved in Directed Covert Surveillance, Covert Human Intelligence Sources and the Acquisition of Communications Data to comply with the Regulation of Investigatory Powers Act 2000 in their workplace activities

### Outcomes

To enable delegates to:

- Understand the relationship between RIPA, Human Rights Act 1998, Data Protection Act 1998 and Police & Criminal Evidence Act 1984
- Consider operational impact of current legislation, policies and procedures
- Understand the roles of those involved in RIPA namely applicant, SPOC, gatekeeper, monitoring officer, authorising officer and designated officer
- Complete the necessary RIPA forms appropriate to their role
- Evaluate the application process taking account of necessity, proportionality and collateral intrusion
- Monitor and review authorisations
- Discuss cancellation procedure
- Appreciate best practice, case law and the Codes of Practice
- Apply the correct criteria for authorisations in practical situations
- Understand the legislation relative to record keeping and management of RIPA products
- Gain an awareness of the different types of communication data available
- Understand the role of the Surveillance Commissioners Office and the Interception Commissioners Office

### Course duration and delegate numbers

1 day and a maximum of 20 delegates

## RIPA – Surveillance: arsonists and fire-setters

### Activity

The Crime and Disorder Act 1998 – a practical course for Fire Services to carry out covert surveillance on areas of repeat arsonist and fire-setter activity

### Target audience

Persons involved in directed surveillance activities as defined by Section 28 of the Regulation of Investigatory Powers Act 2000 including:

- Investigators who conduct directed surveillance (applicants)
- Managers who authorise investigators' surveillance activity
- Managers who coordinate and audit directed surveillance activity

### Aim

To enable delegates to comply with the Regulation of Investigatory Powers Act 2000 when conducting directed covert surveillance

### Outcomes

To enable delegates to:

- Understand the relationship between RIPA and the Human Rights Act 1998
- Describe the roles of applicant, authorising officer and monitoring officer
- Describe directed surveillance, intrusive surveillance, private and confidential information
- To apply the application and authorisation process
- To complete feasibility and risk assessment
- Describe and understand "necessary", "proportionate", "collateral intrusion" and "less intrusive"
- Monitor, review and cancel authorised activity
- Manage and store forms and "surveillance product" in compliance with RIPA, DPA & CPIA
- Apply the correct criteria for authorisations in practical situations
- Understand the role of the Office of the Surveillance Commissioners
- Be aware of relevant case law and prepared for OSC inspections
- Manage "surveillance products" to a standard acceptable as evidence in a court or hearing

**Course programme**

	09.00	10.45	11.00	12.45	13.30	15.15	15.30	17.00
1	Introduction ----- DPA HRA PACE	RIPA: scope, definitions + officers roles	Records Justification	Surveillance Overt tactics CCTV CHIS	Policy logs Risk assessment	Surveillance exercise Part 1: Site survey		RIPA application ----- Exercise de-brief
2	Surveillance Logs + note taking	Practical issues Technical devices Cameras	Surveillance exercise Part 2: The surveillance		Exercise de-brief ----- Course de-brief	RIPA review + cancellation RIPA products	DPA + privacy Evidence continuity GPMS Intelligence	Use in Court Case Law ----- Course de-brief

Learning

Practice

Debrief

Exercise will be based on a fire service activity (threat of arson) which has been previously assessed and will include intelligence logs

**Delegate numbers**

Xact recommends a maximum of 12 delegates. This allows an optimal level of interaction between delegates and tutor

**Course duration**

2 days

## In house course costs

Please note that costs are based on customer provision of teaching facilities as outlined in Appendix K

Appendix	Course	Duration	Cost <sup>1</sup>
A	Regulatory Reform (Fire Safety) Order 2005	2 days	£2,600
B	Fire Safety Order Breaches - evidence collection	1 day	£1,300
C	Investigating Fire Safety Order contraventions	5 days	£12,500
D	Internal investigations	4 days	£8,900
E	Interview skills	2 days	£3,300
F	Level 1 Fire Investigation	1 day	£1,300
G	RIPA Authorisation and awareness	1 day	£1,300
H	RIPA - Surveillance: arsonists + fire-setters	2 days	£2,600

### Notes <sup>1</sup>:

**Note 1:** Inclusive cost e.g.

Travelling and accommodation for actors, magistrate, lawyer and tutors  
PACE interview machines, tapes, labels, tape transcriptions, etc

**Note 2:** VAT will be added at the current rate

**Note 3:** Payment terms: Within 30 days of invoice date

## Course support information

Find out here how courses conform to national standards; qualifications offered; continuing professional development hours and professional recognition.

Learn also what customers can expect from Xact in terms of course support.

Our delivery method - when, where, how - is also described, along with information about our team of tutors/facilitators, background and experience:

### National Occupational Standards and IPDS modules

Courses are designed to cross-map with the relevant National Occupational Standard for Investigators, Managers, Crew managers, Watch Managers, Station Managers and Group Managers

### BTEC Qualifications – Level 4 Certificate

Xact is to offer a BTEC Level 4 certificate for the 5 day course: Investigating Fire Safety Order Contraventions (Appendix C)

### Continual Professional Development

Xact is a member of the Continual Professional Development (CPD) Certification



Service. Courses are independently assessed by the CPD Certification Service and comply with their professional standards. CPD Certification Service branded certificates are issued to delegates for 6-7 hours per day

### Courses

Courses consist of three phases:

- Learning – acquiring knowledge, understanding and skills
- Practising learning – using real-life reconstructions designed to replicate workplace activities of delegates
- Comprehensive debrief – to consolidate learning

### Delivery method

Sessions will be delivered using PowerPoint presentations, flipchart explanation, group discussion, individual tuition, practical examples and plan-based exercises to reinforce outcomes

### Delegate numbers

Xact restricts delegate numbers to allow an optimal level of interaction between delegates and tutor. This provides delegates with the best learning opportunity to achieve learning outcomes

Maximum course numbers vary between 12 – 20 and are listed for each course

### Assessment

All courses can be assessed, if required.

Assessment standards are based on delegates' National Occupational Standard workplace roles

### Xact provision

On courses, Xact provides:

- Tutor with experience and expertise of course subject areas
- Specialist teaching staff such as lawyers, magistrates and trained actors
- Course design
- Comprehensive delegate manuals
- Delegate exercises to practise learning outcomes
- Specialist equipment
- Course assessment
- Course evaluation and report

### Additional provision

In addition, Xact will provide, upon customer request:

- Training venues
- Meals and refreshments
- Delegate accommodation
- Joining instructions

### Customer provision

Costs are based on customer providing teaching facilities as outlined in Appendix K

### Location

At a location to suit customer

### Dates

To suit customer. Please call to confirm dates

### Tutors/facilitators

With a highly experienced and authoritative teaching force, Xact has provided training to over 45 Fire Services in the UK and Ireland.

Each member of our team is available to provide dedicated training services to our customers. Their work is informed by extensive experience at operational level, combined with higher educational and teaching qualifications.

They provide investigation and enforcement training to both private and public sectors and recognise the knowledge, understanding and skills investigators require to function in the workplace and to ensure competency.

Tutors come from a range of backgrounds offering a wide range of skills in this area. They include Fire Service investigators, police detectives, magistrates and employment tribunal panellists, lawyers and actors for interview role play

### Qualifications - Tutors/facilitators

Qualifications of tutors relevant to investigation include:

- Bachelor of Law
- Diploma in Legal Practice
- Advanced Award in Investigative Practice
- Tier 5 interview trainer (Police qualification)
- Chair of Magistrates Court
- Graduate and Members of the IFE
- Fire investigation
- Fire safety & fire risk assessment (NIFSP)

- NEBOSH Fire Safety & Risk Management Certificate
- NEBOSH General Certificate in Health & Safety
- NVQ Assessors
- A range of teaching qualifications

### Enquiries

Please call us on 08545 0941 885 or complete enquiry form (Appendix L) and fax, email or post form to Xact

## Teaching facilities for courses

### All courses:

Require a main teaching room with following facilities:

- Delegate chairs and desks (minimum 0.75m x 0.75m per delegate)
- Tutor table and chair
- Whiteboard, dry marker pens and eraser (or flipchart)
- Data projector for PowerPoint with either:
  - Computer which can upload PowerPoint from a memory stick, *or*
  - Connection for laptop
- Projection screen for data projector
- 240v electrical supply for laptop
- Tutor and teaching staff refreshments during teaching day

### Additional requirements for specific courses:

#### Investigating Fire Safety Order Contraventions

- Broadband internet access to upload interview audio files (mp3 format) onto a secure website for transcribing
- Access to duplex printer for printing of transcribed interviews and delegate investigation reports, either by memory stick, or laptop connected to printer
- Break-out room for each syndicate of 4, each with:
  - 6 chairs
  - Table
  - 240v supply for PACE interview machines and laptop

#### Internal investigations

- Access to duplex printer for printing of transcribed interviews and delegate investigation reports, either by memory stick, or laptop connected to printer
- Break-out room for each syndicate of 4, each with:
  - 6 chairs
  - Table

**Interviewing skills**

- Access to duplex printer for printing of transcribed interviews and delegate investigation reports, either by memory stick, or laptop connected to printer
- Break-out room for each syndicate of 4, each with:
  - 6 chairs
  - Table
  - 240v supply for PACE interview machines

**RIPA – Surveillance: arsonists and fire-setters**

- Venue for practical surveillance exercises

## Enquiry form

**Your contact details:**

Fire Service:

Name:

Role:

Telephone:

Email address:

**Course details:**

Course subjects:

Require training designed to meet a specific need? Please state subject areas:

How many delegates for each course?

Preferred training dates?

Message:

Please complete and:

- Fax to 0845 0941 887, *or*
- Scan and email to [courses@xact.org.uk](mailto:courses@xact.org.uk), *or*
- Post to Xact Consultancy & Training Limited, PO Box 42, Chipping Campden, Gloucestershire GL55 6WL

## Xact Consultancy and Training Limited

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Email: [info@xact.org.uk](mailto:info@xact.org.uk)

### Insurance

Xact are insured for:  
  
Public and Employers Liability  
Professional Indemnity

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