

Local Authority Regulators

Investigation training courses



Contents

Introduction	1
1 Conducting investigations	3
2 Witness and suspect interviews	4
3 Evidence and exhibit management	6
4 CPIA Disclosure	7
5.1-5.3 RIPA, Awareness, Surveillance, CHIS, Communications Data	8
6 Internet open source	11
7 PACE: Police & Criminal Evidence Act	12
8 Witness statements	13
9 Case paper preparation	14
10 Intelligence officer	15
11 NIM: National Intelligence Model	16
12 PIDA: Whistleblowers	17
13 Fraud investigations	18
14 Document and identity verification	19
15 Social network investigations	20
16 BTEC: Core skills for investigators - full investigation	21
Appendix A – In house course summary	24
Appendix B – Course support information	25
Appendix C – Teaching facilities for courses	28
Appendix D – Enquiry form	30
Appendix E – Company details	31

Introduction

Introduction

This document is designed to help Local Authority Regulators inform their training procurement decisions by presenting an outline of the standard courses Xact offers, their content and our flexible methods of delivery.

Our aim is to offer training that is fit for purpose, meeting specific criteria required. This means we are happy to adapt any aspect of our courses to meet customer requirements in terms of duration, content, assessment, venue, delivery and date.

National Occupational Standards (NOS)

Courses are designed to cross-map with the Policing and Law Enforcement National Occupational Standard (NOS)

Training for Local Authority Regulators

We are able to offer training in all areas of investigation relevant to Local Authorities. Our core courses are listed in this brochure.

If you require training in subjects not listed please contact us and we will design a course to suit your specific requirements. We are happy to conduct a free training needs analysis and supply an obligation-free quote

Qualifications

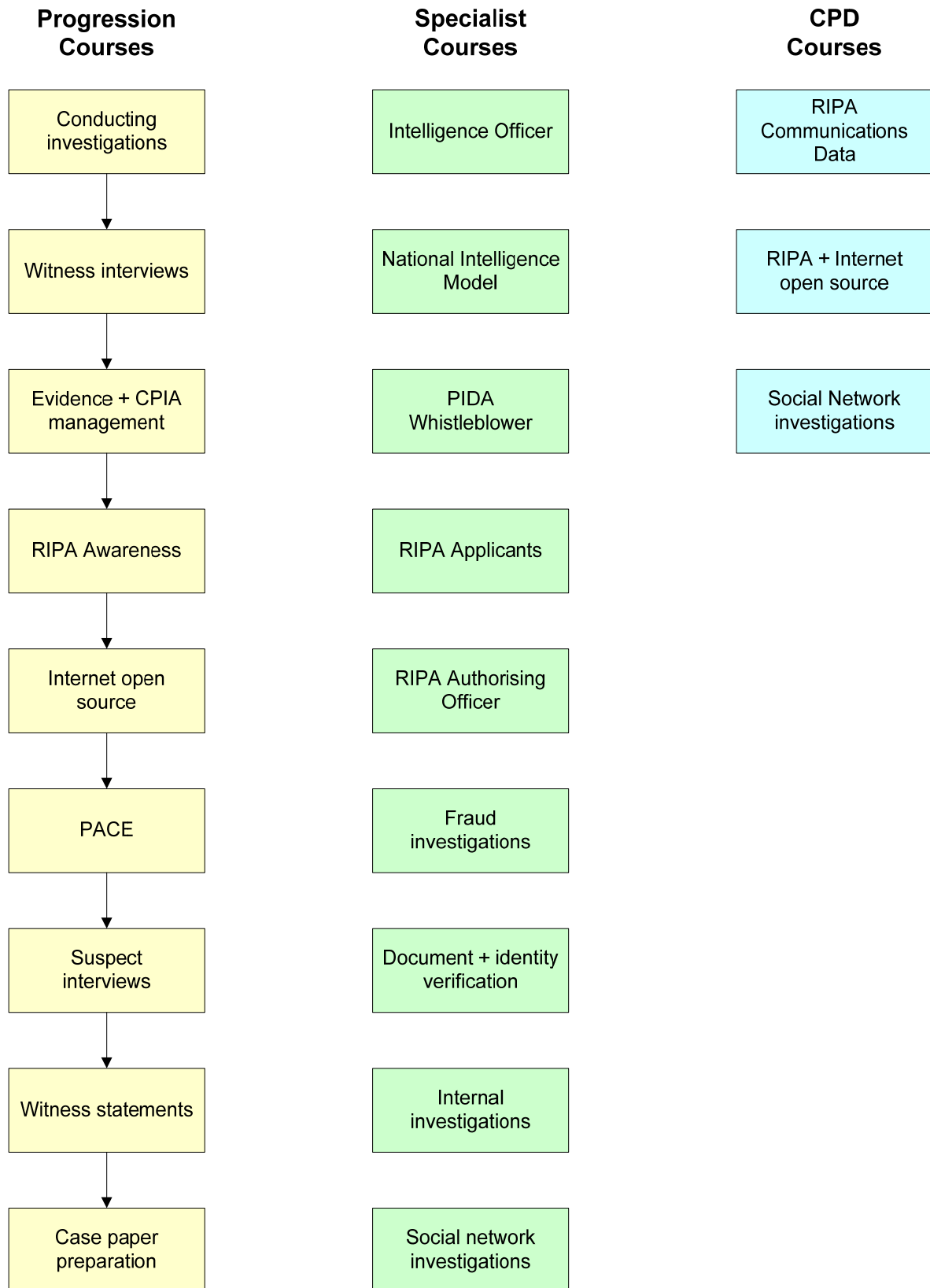
Qualifications are available for some courses

Customer service

Please register your interest by completing and submitting our enquiry form (see Appendix D), or contact us to arrange an obligation-free discussion about your particular requirements.

Course Structure

Courses stand alone, building on the previous one. Overlap and duplication are avoided to make learning as smooth-running and cost-effective as possible.



Conducting investigations

Aim

To enable delegates to investigate in line with the appropriate disciplines, associated codes and legislation

Outcomes

Delegates should be able to:

- risk assess and evaluate referrals and allegations
- conduct a preliminary investigation
- identify type of investigation, associated legislation and best practice
- manage investigation effectively
- understand and manage whistleblowers and confidential sources
- review an investigation and identify required course of action
- use relevant legislation and statutory powers to acquire information appropriately (PACE, DPA, CPIA, RIPA, etc)
- use appropriate investigation and interview methods
- identify and secure evidence
- compile a witness statement
- compile a case report

Delivery

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

Delegate numbers

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

Course duration

2 days

Witness and suspect interviews

We offer a wide variety of courses for interviewers. Formal interviews are broadly categorised under the following headings reflecting different procedural aspects and skills. We welcome the chance to work with customers to develop training programmes to suit specific needs.

1. Interview under Caution (PACE)

- Compliance with PACE (Police & Criminal Evidence Act 1984) including use of recording media
- The caution explained: Why and when to caution
- What constitutes an interview?
- Dealing with solicitors and pre-interview disclosure
- Dealing with third parties e.g. appropriate adults, union representatives
- PEACE model: Plan & prepare; engage & explain; account; closure; evaluation
- Communication skills
- Questioning skills
- Managing exhibits and critical incidents such as comments outside interview
- Understand Sections 72 and 76 PACE challenges to admissibility of evidence obtained
- Interview summaries

2. Investigative Interviews

- What constitutes an interview?
- Dealing with third parties e.g. solicitors, appropriate adults, union representatives
- PEACE model: Plan & prepare; engage & explain; account; closure; evaluation
- Communication skills
- Questioning skills
- Interview note-taking

3. Witness Interviews

- Dealing with victims and vulnerable persons
- Cognitive interviewing
- Communication skills
- Questioning skills
- Interview note-taking
- Witness statement-writing
- Hearsay evidence

2: Witness and suspect interviews

Delivery

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

Delegate numbers

Xact recommends a maximum of 12-16 delegates. This allows an optimal level of interaction between delegates and tutor

Course duration

1-2 days

Evidence and exhibit management

Target Audience

All who gather evidence during investigation, enforcement and inspection

Aim

To provide practical guidance in the management of exhibits and evidence

Outcomes

To enable delegates to:

- understand if a power exists to seize documentation or other items
- explain the process for introducing business documents and database information as evidence
- consider Human Rights implications relating to searches of offices, desks, lockers and homes
- define a plan for thorough search and seizure
- apply sound exhibit identification, packaging and storage practice
- identify forensic opportunities in relation to exhibits
- describe handling of exhibits during interviews and exhibiting in statements of evidence
- discuss seizure of IT evidence, e.g. hard drives, portable memory and storage devices and "seize and sift" guidelines
- apply best practice in relation to production of photographs for evidence from digital storage such as memory cards
- understand privacy issues and the management of personal information in relation to the Data Protection Act (1998) when considering exhibiting or further disseminating exhibits and images

Delivery

PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies

Delegate numbers

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

Course duration

1 day

CPIA Disclosure

Target audience

Those involved in criminal investigations

Aim

To enable delegates to comply with disclosure in accordance with CPIA 1996

Outcomes

To enable delegates to understand:

- when provisions of legislation apply
- use of sensitive disclosure to prevent sensitive information and investigation methodology being disclosed
- disclosure process to prosecutor and defence
- ongoing responsibilities of a disclosure officer
- PII (Public Interest Immunity) procedure

Also to:

- define roles within disclosure process
- apply "3Rs": record, retain, reveal
- distinguish between sensitive and non-sensitive material
- describe how to complete relevant forms and disclosure officer statement
- explain the relationship of CPIA with PII (Public Interest Immunity)

Delivery method

PowerPoint presentation, flipchart explanation, group discussion, individual tuition and practical exercises

Delegate numbers

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

Course duration

1 day

RIPA: Awareness

Target audience

Those involved in enforcement and regulation

Aim

Provide an overview of RIPA legislation and codes so delegates understand when legislation applies to particular functions of delegates

Course content

Delegates should be able to:

- consider RIPA in context of Human Rights and related legislation
- understand what each part of RIPA applies to, relevant codes, "statutory instruments" and "grounds for necessity"
- understand when RIPA might or might not apply to particular circumstances
- identify risks of non-compliance
- describe the meaning of "necessary", "proportionate", "collateral intrusion", "less intrusive" in context
- discuss RIPA and disciplinary investigations
- define confidential information and the required level of authorisation
- describe directed surveillance, intrusive surveillance, private information
- discuss covert and overt operations, use of CCTV cameras and listening devices
- describe practical implications e.g. objectives, risk assessment, health and safety
- describe what constitutes a CHIS (Covert Human Intelligence Source): and relevant management issues
- describe what constitutes a 'frequent contact' or 'confidential source' and relevant management issues
- explain the management of surveillance products such as images in relation to RIPA, Data Protection and CPIA
- be able to present a report with a view to making an application for RIPA surveillance
- be aware of relevant case law and potential challenges

Delivery

The sessions will be delivered using a mix of PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies to reinforce learning

Course duration

1 day

RIPA: Surveillance and CHIS – Applicants & Authorisers

Target audience

Those involved in the gathering of intelligence and evidence by surveillance

Aim

To ensure Directed Covert Surveillance is applied for, authorised, and monitored in accordance with RIPA legislation, best practice and related case law

Outcomes

Delegates should be able to:

- consider RIPA in context of Human Rights and related legislation
- understand what each part of RIPA applies to, relevant codes, "statutory instruments" and "grounds for necessity"
- explain role of Office of Surveillance Commissioner and how that function is carried out
- identify roles and individuals that are applicants, authorising officers and monitoring officers within participating organisations
- identify risks of non-compliance
- describe the meaning of "necessary", "proportionate", "collateral intrusion", "less intrusive" in context
- discuss RIPA and disciplinary investigations
- define confidential information and the required level of authorisation
- describe directed surveillance, intrusive surveillance, private information
- discuss covert and overt operations, use of CCTV cameras and listening devices
- describe practical implications e.g. objectives risk assessment; health and safety
- describe what constitutes a CHIS (Covert Human Intelligence Source): and discuss relevant management issues
- define the roles of authorising and monitoring officers
- describe authorisation considerations, review and cancellation processes
- explain retention and storage of forms and "product of surveillance"
- be aware of relevant case law
- be prepared for OSC inspections and identify common inspection issues

Delivery

The sessions will be delivered using a mix of PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies to reinforce learning

Course duration

1-3 days

RIPA: Communications Data - Investigators

It is recommended this course is undertaken in conjunction with the 'Internet Open Source Investigations' course

Target audience

Those involved in gathering intelligence and evidence during investigation and enforcement

Aim

To enable delegates to use communications data and RIPA during investigations

Course content

Delegates should be able to:

- Demonstrate use of search engines and other sources to identify phone numbers, email addresses and IP addresses
- Demonstrate research of websites, online blogs, and advertisers in order to identify IP addresses, email addresses, and telephone numbers
- Research telephone numbers, email addresses, and IP Addresses in order to identify Communications Service Providers and subscribers
- Awareness of RIPA Communications Data legislation and processes
- Understand data available under RIPA Sec 21(4)(a-c) and retention periods
- Demonstrate how acquired data can assist as intelligence and evidence during investigations
- Demonstrate completion of RIPA application form for acquisition of communications data
- Demonstrate completion of RIPA schedule for consequential subscriber data acquisition
- Demonstrate the interaction between open source internet research and RIPA acquisition of communications data
- Manage CPIA disclosure relating to communications data

Delivery

The sessions will be delivered using a mix of PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies to reinforce learning

Course duration

1-3 days

Internet open source

Target audience

Those involved in gathering intelligence and evidence during investigation and enforcement

Aim

To enable delegates to effectively source information from the internet

Course content

Delegates should be able to:

- describe internet and email terms, processes and connectivity
- effectively use search engines
- explain implications of Article 8 Human Rights, RIPA and Lawful Business Practice Regulations
- devise strategies to search the internet effectively
- demonstrate use of open source websites to establish links to other information, intelligence or evidence
- demonstrate research of individuals, organisations, phone numbers, websites and online blogs
- research social networking sites e.g. Facebook, Bebo
- identify range of freely available sources of information and intelligence on internet
- demonstrate how to open full headers on emails using email software to identify sender or recipient ISP, IP address and/or website
- interpret spoof email headers and how to trace sender
- explain audit trail and CPIA disclosure issues relating to internet research
- describe IP number allocation and apparatus identification

Delivery

PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies to reinforce learning

Delegate numbers

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

Course duration

1-4 days

PACE: Police and Criminal Evidence Act

Target audience

Those involved in investigations and interviews of suspected criminal activity

Aim

To enable delegates to comply with the PACE Codes of Practice

Outcomes

To enable delegates to:

- describe PACE and its impact in relation to Human Rights, particularly Article 6, right to a fair trial
- discuss the circumstances in which and to whom PACE applies
- describe the caution and its purpose
- define when a caution is necessary and the possible consequence of failing to caution appropriately
- describe what constitutes an interview
- apply the process to ensure PACE interviews are conducted correctly
- explain how to deal with solicitors and third parties
- identify and manage vulnerable people
- respond correctly to comments outside interview and other critical incidents
- manage pre-interview disclosure appropriately and with regard to the interview plan
- describe Section 72 and 76 PACE challenges to admissibility of evidence
- explain summary and transcript of interview completion

Delivery method

PowerPoint presentations, flipchart explanation, group discussion, individual tuition and practical exercises

Delegate numbers

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

Course duration

1 day

Witness statements

Target Audience

All those who are required to provide statements of evidence in the course of investigation and inspection

Aim

To ensure delegates prepare accurate evidential witness statements to a professional standard

Outcomes

To enable delegates to:

- understand the difference between information and opinion and what constitutes evidence
- identify evidence that must be included in a witness statement
- describe Section 9 Witness Statement Process
- identify the difference between a Civil Procedure Rules statement and Criminal Procedure Rules statement
- define hearsay evidence and how and why it can be introduced
- explain the term "corroboration"
- define the terms "best evidence" and "secondary evidence"
- construct a structured statement including production of exhibits, interviews and surveillance
- consider best method for introducing business documents as evidence and terms of statement
- explain use of witness statements and original notes by witnesses at hearings

Delivery

PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies

Delegate numbers

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

Course duration

1 day

Case paper preparation

Target Audience

Those responsible for case paper preparation for all types of hearing or sanction

Aim

To enable delegates to produce well-structured case files containing all relevant evidence and information

Outcomes

To enable delegates to:

- identify principle content and structure of an evidential file
- understand evidence and potential challenges to evidence
- identify points to prove and required evidence to support a particular offence or allegation
- describe relevant legislation and rules in relation to service and admissibility of witness and exhibit evidence (Sec 9 CJA 1967 etc)
- understand material that constitutes evidence required to prove offences and material that forms the unused material section in accordance with disclosure CPIA 1990
- describe completion of sensitive and non-sensitive schedules and disclosure officer report and lawful obligations in relation to disclosure - CPIA
- compile a case summary and summary of comments and observations
- construct an organised, well-structured file
- appraise a case file (not ascertain guilt)

Delivery

PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies

Delegate numbers

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

Course duration

1 day

Intelligence officer

Aim

Provide delegates with the core skills deployed within an intelligence management environment

Course content

Delegates should be able to:

- Explain the terms 'information', 'intelligence' and 'evidence'
- Recognise key components of the Intelligence Cycle
- Understand the impact of relevant legislation within an intelligence environment
- Explain the principles of the National Intelligence Model and describe four key intelligence products
- Demonstrate 5 x 5 x 5 evaluation process
- Describe processes utilised in relation to information security
- Identify sensitive intelligence and how it is managed
- Demonstrate sanitisation and parallel processing in relation to sensitive intelligence
- Identify the various intelligence research sources available
- Produce assessed intelligence products
- Explain risk assessment and prioritisation
- Demonstrate effective briefing techniques
- Outline CPIA & PII in relation to the intelligence environment
- Explain intelligence officer evidence in court

Delivery

PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies

Delegate numbers

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

Course duration

3 days

NIM: National Intelligence Model

Course information

This course provides practical education in relation to structure and function of the National Intelligence Model. It offers core skill training to intelligence personnel

Course content

Delegates should be able to:

- describe the NIM as a risk management model
- adapt the NIM to an organisation
- describe the difference between information and intelligence
- define components of The Intelligence Cycle
- describe information collection methods and legislation e.g. RIPA, DPA
- demonstrate the "5x5x5" evaluation process
- prepare sanitised intelligence reports
- describe and apply handling codes and risk assessments
- identify legislation relating to recording, retention & information dissemination
- apply Government Protective Marking Scheme
- demonstrate compilation and administration of control strategies
- describe how intelligence is used to educate decision-making
- demonstrate tactical and strategic tasking & coordinating meeting management
- describe the role of analysis: Identifying intelligence gaps, strengths & weaknesses
- describe the four intelligence products
- demonstrate briefing procedures
- understand security requirements relating to intelligence

Delivery

PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies

Delegate numbers

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

Course duration

3 days

PIDA: Whistleblowers

PIDA - Public Interest Disclosure Act 1998

Target audience

Investigators and managers involved in internal investigations

Aim

Enable delegates to comply lawfully and ethically with whistle-blower management

Outcomes

To enable delegates to:

- describe whistle-blowing and define of a whistle-blower
- identify key elements of effective arrangements
- identify risks of ineffective arrangements
- understand the difference between whistle-blowing, witness and grievance
- consider confidentiality issues, data protection and information security
- define anonymity and whistle-blower entitlement
- understand interview arrangements, corroboration and hearsay
- establish a process and designated persons for whistle-blower contact
- risk assessment in relation to whistle-blowing incidents
- assessment of and reaction to whistle-blower demands/requests
- management of the whistle-blower after the investigation is concluded
- respond effectively to the whistle-blower with an ulterior motive

Delivery method

The sessions will be delivered using PowerPoint presentations, flipchart explanation, group discussion, individual tuition and practical exercises to reinforce the course outcomes

Delegate numbers

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

Course duration

1 day

Fraud investigations

Fraud Act 2006

Target audience

Those involved in investigations of fraud and fraudulent business activity

Aim

To enable delegates to identify and prove offences under the Act

Course content

Delegates should be able to:

- understand what legislation the Act repeals and what remains
- describe offences set out in the Act
- understand the meaning of terms used within the Act
- discuss "dishonesty" and understand R v Ghosh application
- describe potential applications of the Act to their own field
- identify "points to prove" in fraud offences
- identify key activities such as preparation, commission and after-event actions that prove "guilty state of mind"
- explain penalties

Delivery

PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies

Delegate numbers

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

Course duration

1-2 days

Document and identity verification

Target audience

Individuals involved in examining identity documents working for, organisations that rely on document verification of customers, account holders and claimants

Aim

To enable delegates to examine documents using appropriate methods and equipment and to identify specific security features using reference publications and web sites

Course content

Delegates should be able to:

- describe documents that support identity
- identify security features within particular documents
- examine passports, identity cards, driving licences, birth certificates & other documents
- use equipment such as ultra violet lamps etc to examine documents
- recognise common methods of creating completely false documents and altering details within genuine documents
- adopt a document scrutiny procedure and checklist
- recognise counterfeit and false documents
- use available reference documents and online guidance relating to verification of particular documents

Delivery

Flipchart for group discussions, PowerPoint to explain security features within particular documents and also to display examples of case studies of forged and counterfeit documents, highlighting how examination of the security features reveals these issues.

Ultra violet lamps, magnifying glasses, and plain white light will be used during practical exercises for the delegates to examine false and genuine documents.

Presentation and demonstration of online resources forms part of the course

Delegate numbers

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

Course duration

1 day

Social networks investigations

Target audience

Those involved in investigations

Aim

To enable delegates to conduct effective and ethical internet investigations of individuals

Outcomes

Delegates should be able to:

- Understand what information is available
- Use search engines and network site query tools effectively
- Evaluate, develop and manage information obtained
- Understand Human Rights Articles 6 & 8, and record and discuss privacy issues, necessity and proportionality
- Understand what is 'freely available' and what might constitute surveillance
- Comply with RIPA surveillance and CHIS authorisation where appropriate
- Handle personal information in accordance with Data Protection Act
- Develop information to an evidential standard suitable for evidence to be used in interviews and hearings
- Use CPIA sensitive and non-sensitive disclosure process in criminal investigations to manage methodology and acquired information

Delivery

PowerPoint presentation, flipchart explanation, group discussion, practical examples and case studies

Delegate numbers

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

Course duration

1 day

BTEC: Core skills for investigators - Full investigation

Target audience

Investigators

Delegates are guided through a complete investigation of a breach of legislation they enforce from identification of the breach to prosecution and cross-examination in court

Aim

To investigate contraventions of the legislation

Main topic areas

- Conducting investigations
- Interview witnesses and suspects
- Prepare, submit and present investigation findings

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

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)

BTEC Level 4 Professional Award

Level 4 Professional Award in Core Skills for Investigators consists of 40 guided learning hours

16: BTEC: Full investigation

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	Feedback ----- De-brief
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	Lawyers perspective of investigation process		Magistrate Court Hearing		Magistrate Court Hearing		Magistrate Court Hearing	De-brief ----- Feedback

Learning	Practice	Debrief
----------	----------	---------

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.

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.

16: BTEC: Full investigation

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 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

Delivery method

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

Delegate numbers

12 - 16

Course duration

5 days

In house course summary

Course	Duration
1 Conducting investigations	2 days
2 Witness and suspect interviews	1-2 days
3 Evidence and exhibit management	1 day
4 CPIA Disclosure	1 day
5.1 RIPA: Awareness	1 day
5.2 RIPA: Surveillance and CHIS	1-3 days
5.3 RIPA: Communications Data	1-3 days
6 Internet open source	1-4 days
7 PACE: Police and Criminal Evidence Act	1 day
8 Witness statements	1 day
9 Case paper preparation	1 day
10 Intelligence officer	3 days
11 NIM: National Intelligence Model	3 days
12 PIDA: Whistleblowers	1 day
13 Fraud investigations	1-2 days
14 Document and identity verification	1 day
15 Social network investigations	1 day
16 BTEC: Core skills for investigators - full investigation	5 days

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

Courses are designed to cross-map with the relevant National Occupational Standard for criminal and civil investigators such as:

- Local Authority Regulators: Trading Standards, Environmental Health, Licensing, Fire Service, Housing Benefits, Planning
- Government Regulators: Ministry of Defence, Charity Commission, HMRC, Companies House, HM Customs and Coastguard, Border Agencies
- Police
- Health and Safety investigations
- Employment: discipline, grievance, bullying, harassment, race, equality, sex, age etc;
- Company: credit card, insurance, mortgage and mobile phone fraud, auditors; and
- Internal: complaints, audit

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, case studies, work related examples, interviews and practical 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 – 16 and are listed for each course

Assessment

Courses can be assessed, as 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 such as interview recording machines
- Transcription of interviews
- Assessments
- Course evaluation and report

Additional provision

In addition, Xact will provide, upon customer request:

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

Location

At a location to suit customer

Dates

To suit customer. Please call to discuss dates

Tutors/facilitators

With a highly experienced and authoritative teaching force, Xact has provided training to organisations 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
- 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 and fax, email or post 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:

Organisation:

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, *or*
- Post to Xact Consultancy & Training Limited, PO Box 42, Chipping Campden, Gloucestershire GL55 6WL

Xact Consultancy and Training Limited

Company Registration No: 05295715
VAT Registration No: 855 4570 04
Web site: www.xact.org.uk
Email: info@xact.org.uk

Insurance

Xact are insured for: Public and Employers Liability
Professional Indemnity

Office

Telephone: 0845 0941 885
Fax: 0845 0941 887
Address: PO Box 42
Chipping Campden
Gloucestershire
GL55 6WL

Contact

Steve Morris: 0845 0941 885
Email: steve.morris@xact.org.uk