



# INVESTIGATORS INDUCTION TRAINING COURSE

## THE INSIDE TRACK



The Induction programme is designed for those Investigators who wish to quickly acquire the skills and knowledge to become an effective Investigator. It is offered as an alternative to the fuller programme of training in investigation skills that RMH provide, but without the benefit of accreditation which the full programme offers.

## WHAT RMH PROVIDES

RMH provides a high quality training course, designed to develop the Investigators knowledge, practical skills and abilities in relation to all aspects of the investigative process.

These include evidence gathering, interviewing suspects, customers and witnesses to establish the reliable truth, the preparation of a case and its presentation at Court.

All elements of the programme are placed in the context of the relevant legislation, especially the law relating to Human Rights.



## COURSE FORMAT

The course employs practical exercises, group discussion and syndicate work utilising principles of adult student centred learning which supplement trainer led theoretical sessions.

In particular, experienced role players are used to provide realistic scenarios for CCTV interview sessions, and barristers/solicitors are used in the role of Defence Counsel in a real Courtroom for the presentation of evidence exercises.

*we provide regular update support  
and refresher training as required*



# INVESTIGATORS INDUCTION TRAINING COURSE

## CONTENT

### LEGISLATION

- ▶ A range of legislation under which prosecutions or sanctions can be taken
- ▶ Types of offences
- ▶ Procedures in Civil / Criminal Law which can assist an investigation
- ▶ Police and Criminal Evidence Act 1984
- ▶ Human Rights Act 1998
- ▶ Data Protection Act 1998

### INTELLIGENCE

- ▶ Sources of evidence
- ▶ Intelligence and Information Technology
- ▶ Organisation and planning of investigations
- ▶ Recording information
- ▶ Liaison and professional conduct
- ▶ Objective setting
- ▶ Data analysis and statistics

### RULES OF DISCLOSURE

- ▶ Criminal Procedure and Investigations Act 1996
- ▶ The disclosure process
- ▶ The roles created by the code
- ▶ The completion of disclosure schedules
- ▶ Continuity of evidence
- ▶ Exhibits

### INVESTIGATIVE INTERVIEWING

- ▶ Communication skills including active listening, questioning techniques and non verbal communication
- ▶ Preparing and planning an interview
- ▶ The PEACE model
- ▶ Use of tape recording equipment
- ▶ Structuring an interview
- ▶ Controlling an interview
- ▶ Handling third parties
- ▶ Techniques for eliciting information
- ▶ Silence and environmental factors

- ▶ Handling aggressive behaviour
- ▶ Recognising and dealing with stress
- ▶ Taped transcripts and summaries

### COURT PROCEDURES

- ▶ Court layout
- ▶ Dress standards and etiquette
- ▶ The role of Officers of the Court
- ▶ The progress of criminal cases through the Court
- ▶ The role of witnesses
- ▶ Swearing out warrants
- ▶ Professional conduct when giving evidence and when being cross-examined

## METHODOLOGY

- ▶ Trainer led sessions
- ▶ Syndicate work
- ▶ Group discussion
- ▶ Practical exercises
- ▶ Knowledge test and assessment
- ▶ Pre-course reading package to be completed prior to attendance
- ▶ Video
- ▶ Interview role playing using CCTV
- ▶ Court room role playing
- ▶ Evidence presentation including 'Cross-examination' exercise led by a Barrister/Solicitor

## DURATION

Normally 10 days but tailored to the particular needs of the customer

## NUMBER OF STUDENTS

8 per event

## TARGET AUDIENCE

Foundation training for Counter Fraud Officers

*Specialist Skills Training by Professionals*



# INVESTIGATORS INDUCTION TRAINING COURSE

## LEARNING OUTCOMES

*you will be able to:*

### LEGISLATION

- ▶ Describe relevant pieces of legislation directly linked to your role.
- ▶ Understand legislation related to fraud under which proceedings or sanctions can be taken.
- ▶ State evidential requirements of offences i.e. points to prove.
- ▶ Explain case law and precedent.
- ▶ Explain words and terminology used in legislation.
- ▶ Understand the impact of Articles 6-8 of the Human Rights Act 1998 on the investigation process.

### INTELLIGENCE

- ▶ Effectively record information and intelligence to assist the investigation process.
- ▶ Analyse data and statistics.
- ▶ Successfully plan and structure an investigation.
- ▶ Set relevant operational objectives based on analysis of recorded information/intelligence.

### RULES OF DISCLOSURE

- ▶ State the roles created by the Criminal Procedure and Investigations Act 1996.
- ▶ Define a criminal investigation.
- ▶ Describe your responsibilities under the Act.
- ▶ State the process for deciding what must be disclosed.

### INVESTIGATIVE INTERVIEWING

- ▶ Prepare mentally and physically for the interview.
- ▶ Effectively prepare and plan an interview within the PEACE interview model guidelines.
- ▶ Demonstrate improved communication skills.
- ▶ Implement enhanced questioning and listening skills.

- ▶ Understand and apply various techniques for eliciting information.
- ▶ Demonstrate the correct operation of tape recording equipment.
- ▶ Correctly demonstrate a successful taped interview within the constraints of the legislation, applying PACE, Codes of Practice up to and including tape sealing procedures.
- ▶ Logically structure an interview.
- ▶ Recognise stress and handle emotions.
- ▶ Recognise and employ strategies to deal with resistance (third party, lies, aggression, silence) during an investigative interview within the legal constraints.
- ▶ Apply 'the learning cycle' to evaluate information and performance after each interview.

### COURT PROCEDURES

- ▶ Describe the Court layout, procedures and etiquette and the various roles of Officers of the Court.
- ▶ Be committed to preparing carefully before attending Court.
- ▶ Define accurately your role in Court.
- ▶ Confidently give accurate and factual testimony in Court.

## PLEASE NOTE

As this event takes place in a court room attendees should dress appropriately

THIS COURSE WILL BE CUSTOMISED TO TAKE INTO ACCOUNT DIFFERENCES IN LEGISLATION AND PROCEDURES REQUIRED BY INDIVIDUAL CLIENTS

*Specialist Skills Training by Professionals*