



## **SERVICES : PRIVATE SECTOR**

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Some of these training areas are stand alone courses whilst the other areas may be compiled with others to create unique courses to suit the customer's needs.

### **INVESTIGATION/LEGISLATION**

***Regulation Of Investigatory Powers Act***  
***Fraud awareness***  
***Document verification***  
***Investigation process overview***  
***Investigation techniques***  
***Common fraud offence training***  
***Data protection***  
***Human rights***  
***RIPA training***  
***CPIA (Disclosure) training***  
***PACE and taped interview procedure***  
***Search training***  
***Operational planning & policy for investigations***  
***Ethical discipline and internal investigations***  
***Dealing with conflict***  
***Statement taking & prosecution case preparation***

### **INTERVIEWING**

***Dealing with conflict***  
***Telephone interviewing***  
***General interviewing and communication skills***  
***PACE and taped interview procedure***  
***Refresher/advanced interview skills 2/3 days***  
***Investigative interviewing course 5 days***

### **SURVEILLANCE...**

As the workload increases and the methods deployed against us are constantly changing are you getting the most out of your resources? Use modern techniques to become intelligence led with regard to your investigations.

### **INTELLIGENCE...**

Due to the specialised nature of this training all learning outcomes and course design carried out following a full training needs analysis.  
All surveillance trainers are nationally trained and hold the National Surveillance Certificate.



## **FRAUD AWARENESS TRAINING**

**Duration - 1 Day**

**Target Audience**

Persons involved in any aspect of the investigation process dealing with application forms whether directly or indirectly, such as support staff and housing staff providing referrals.

**Course Aim**

To acquaint staff with an understanding of how fraud is committed, by whom and the best methods of prevention and detection.

**Topics covered**

- Different methods of committing fraud
- How the fraudster operates
- What motivates a fraudster?
- Preventing fraud
- Scrutiny of information in application forms
- Effective communication skills to elicit information

**Specific learning outcomes will be written to suit the customers needs.**

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## **DOCUMENT VERIFICATION TRAINING**

**Duration -** Half Day / 1 Day

### **Target Audience**

All persons involved in the scrutiny of original or photocopies of identity documents, which are used as proof of identity.

### **Course Aim**

To provide the opportunity to critically examine and assess a range of documentation to establish the potential for discovering forged and counterfeit documents.

### **Topics covered**

- The impact of identity documents against a persons profile
- Perception and its impact
- The different techniques available for use in document scrutiny
- Driving licence identification
- Passport identification
- Utility bills identification
- Other document identification

**Specific learning outcomes will be written to suit the customers needs.**

(TOP^)

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## **INVESTIGATION PROCESS OVERVIEW**

**Duration - 1 Day**

**Target Audience**

Persons involved in any aspect of the investigation process whether directly or indirectly, such as support staff and housing staff providing referrals.

**Course Aim**

To acquaint staff with an understanding of the whole investigation process and to examine how their current role and daily activities impact on the legal and social aspect of the investigation.

**Topics covered**

- Examination delegates role within the whole investigation process of their respective department or organisation
- The difference between evidence and intelligence
- Scrutiny of information
- Planning for the collection of information
- Legislation and its impact
- Best practice with regards to note taking and their handling of certain documents.
- The potential for them to become witnesses
- The witness process

**Specific learning outcomes will be written to suit the customers needs.**

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## **INVESTIGATION TECHNIQUES**

**Duration - 1 Day**

**Target Audience**

All persons involved in investigations and the management of investigations.

**Course Aim**

To provide the opportunity to examine the different stages of an investigation with regard to identifying direction, evidence collection, investigation procedures and policy.

**Topics covered**

- The investigation cycle and its general impact upon investigations
- Direction during an investigation
- Policy during an investigation
- Collection of information
- Evaluation of information
- Analysis of information
- Dissemination of information
- Impact of the various pieces of legislation throughout an investigation

**Specific learning outcomes will be written to suit the customers needs.**

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## **COMMON FRAUD OFFENCES, Including Social Security Act Offences Where Required**

**Duration - 1 Day**

**Target Audience**

Persons involved the investigation and gathering of evidence relating to fraud offences.

**Course Aim**

To acquaint staff with an understanding of the criminal offences associated with fraud and the necessary points to prove for each offence.

**Topics Covered**

- Theft Act and its component sections
- How to prove dishonesty
- All aspects of the deception offences under the Theft Acts
- Forgery and Counterfeiting
- False Accounting
- Conspiracy
- Criminal attempts
- Points to prove for all the relevant offences
- How the circumstances and methods used by fraudsters can affect more than one offence
- Where required offences under the Social Security legislation

**Specific learning outcomes will be written to suit the customers needs.**

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## **DATA PROTECTION ACT 1998**

**Duration - Half Day**

**Target Audience**

All persons involved in the collection storage or handling of data for investigations.

**Course Aim**

To provide the opportunity to thoroughly examine this legislation, and how it impacts upon all aspects of the investigation process.

**Topics covered**

- Data Protection Act and Human Rights
- Personal and sensitive personal data
- Processing data
- Eight Data Protection principles
- Individuals rights
- Exemptions under the Data Protection Act
- Offences against the act

**Specific learning outcomes will be written to suit the customers needs.**

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## **HUMAN RIGHTS ACT 1998**

**Duration - Half Day**

**Target Audience**

All persons involved in dealing with members of the public whose duties may impact upon the rights of those individuals.

**Course Aim**

To provide the opportunity to thoroughly examine this legislation, and how it impacts upon the delegates duties.

**Topics covered**

- How Human Rights have evolved in the U.K.
- The central articles of the act
- Absolute and qualified rights
- How other U.K. legislation directly impacts upon Human Rights
- What is mean by a public authority?
- Three tests for interference with individuals rights:
  1. prescribed by law
  2. legitimate objectives
  3. proportionality
- Human Rights on the investigation process
- The remedies open to an individual whose rights have been breached

**Specific learning outcomes will be written to suit the customers needs.**

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## **REGULATION OF INVESTIGATORY POWERS ACT**

**Duration - 1 Day**

**Target Audience**

Persons involved in the investigation process, which may require them to apply for, authorise or gather covert evidence.

**Course Aim**

To provide the opportunity in a safe learning environment for the delegates to explore the legislation and develop best practice through case examinations.

**Topics covered**

- RIPA and its relationship with the Human Rights Act
- Role of the Surveillance Commissioners |Office
- Policy and Procedure
- Different sorts of surveillance
- What constitutes surveillance?
- How to carry out a risk assessment to comply with RIPA
- Collateral intrusion and how to reduce it
- What constitutes a Cover Human Intelligence Source (CHIS)
- The application, review, renewal and cancellation procedure
- How to complete the forms

**Specific learning outcomes will be written to suit the customers needs.**

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## **DISCLOSURE OF INFORMATION (CRIMINAL PROCEDURES INVESTIGATION ACT 1996)**

**Duration - 1 Day**

**Target Audience**

All persons involved in any investigation functions from the management to support staff.

**Course Aim**

To provide the opportunity to thoroughly examine this legislation, and how it impacts upon all aspects of the investigation process from the commencement of a case through to the court procedure.

**Topics covered**

- CPIA and its impact on Human Rights
- What constitutes an investigation and the importance of policy
- The Responsibilities of Officer in charge, Investigating Officer and the Disclosure Officer.
- The procedures regarding the Record, Retain, and Reveal functions
- The difference between Primary Prosecution Disclosure,, Secondary Prosecution Disclosure and a Defence Statement.
- Sensitive and non-sensitive material
- Completion of the disclosure forms
- Disclosure officer's certificate
- Time scales for the retention of material in an investigation.

**Specific learning outcomes will be written to suit the customers needs.**

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## **POLICE AND CRIMINAL EVIDENCE ACT TRAINING FOR INTERVIEWING**

[PACE Training](#) | [Taped Interview Training](#)

**Duration - 1 Day**

**Target Audience**

All persons involved in conducting interviews with suspects whether by the use of tape recording equipment or written notes.

**Course Aim**

To provide the opportunity to build delegates confidence and identify best practice by thoroughly examining all the relevant PACE codes of practice, and the implications with regards to human rights.

**Topics covered**

- PACE and its impact on Human Rights
- What constitutes an interview
- When and how to caution
- Vulnerable people
- Comments made outside of the interview
- Recording of interviews whether written or tape recorded
- Role of a solicitor
- How to deal with any third party during the interview process
- Disclosure of evidence prior to interview

**Specific learning outcomes will be written to suit the customers needs.**

(TOP^)

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## **SEARCH PROCEDURES AND SEIZURE OF EVIDENCE**

**Duration - 1 Day**

**Target Audience**

All persons involved in any investigation function that require them to search for, and seize exhibits.

**Course Aim**

To provide the opportunity to identify best practice and to thoroughly examine the search and seizure of exhibits in an ethical and fair manner.

**Topics Covered**

- Procedures under PACE for searching
- Preparation for a search
- Risk assessment
- Health and Safety
- Briefing techniques
- Search techniques
- The recovery of exhibits and the correct procedure at the point of search
- Storage and continuity of the exhibits
- Production for evidence purposes

**Specific learning outcomes will be written to suit the customers needs.**

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## **OPERATIONAL PLANNING & POLICY FOR INVESTIGATIONS**

This training event will be constructed for the customer dependant on a training needs analysis and consultation with PHF Training. Please [contact us](#) for further information.

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## **ETHICAL DISCIPLINE AND INTERNAL INVESTIGATIONS**

This training event will be constructed for the customer dependant on a training needs analysis and consultation with PHF Training. Please [contact us](#) for further information.

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## **DEALING WITH CONFLICT**

**Duration - 1 Day**

**Target Audience**

All persons who deal with members of the public as claimants or otherwise, either face to face or via telephone calls.

**Course Aim**

To provide the opportunity to identify the causes of conflict, and to examine the best approaches to reducing any such conflict.

**Topics covered**

- The impact of attitude on the communication process
- Listening skills
- The different states of mind and their impact on communication (transactional analysis)
- Questioning skills
- Planning for a difficult situation
- A model or process to assist with handling difficult situations
- Diffusing difficult situations
- Evaluation of an incident

**Specific learning outcomes will be written to suit the customers needs.**

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## **STATEMENT WRITING AND CASE PREPARATION**

**Duration - 1 to 2 Days**

**Target Audience**

Any person who is required to undertake any form of investigation which requires them to complete any form of witness statements, case preparation and presentation of evidence for court or tribunal hearings.

**Course Aim**

To provide the opportunity to explore the requirements needed for professional presentation of the evidence and facts contained within witness statements and case files.

**Topics covered**

- The court system for England and Wales
- Rules of evidence regarding witness statements
- Construction of witness statements
- Exhibiting exhibits
- CPIA Disclosure
- The different prosecutions files
- Construction of a prosecution file

**Specific learning outcomes will be written to suit the customers needs.**

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## **DEALING WITH CONFLICT**

**Duration - 1 Day**

**Target Audience**

All persons who deal with members of the public as claimants or otherwise, either face to face or via telephone calls.

**Course Aim**

To provide the opportunity to identify the causes of conflict, and to examine the best approaches to reducing any such conflict.

**Topics Covered**

- The impact of attitude on the communication process
- Listening skills
- The different states of mind and their impact on communication (transactional analysis)
- Questioning skills
- Planning for a difficult situation
- A model or process to assist with handling difficult situations
- Diffusing difficult situations
- Evaluation of an incident

**Specific learning outcomes will be written to suit the customers needs.**

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## **TELEPHONE INTERVIEWING**

**Duration - Half Day**

### **Target Audience**

All persons involved in dealing with interviews via a telephone.

### **Course Aim**

To provide the opportunity to identify and develop effective communication skills to manage telephone interviews.

### **Topics Covered**

- Attitude and the communication process
- Issues of tone of voice
- Using effective listening skills
- Questioning skills
- Conversation management
- Planning and setting objectives
- Diffusing difficult situations
- The PEACE model for interviewing

**Specific learning outcomes will be written to suit the customers needs.**

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## **COMMUNICATION SKILLS**

**Duration - 1 Day**

### **Target Audience**

All persons involved with dealing with other people on a regular basis where communication skills can affect their daily functions.

### **Course Aim**

To provide the opportunity to identify and develop effective communication skills to manage any interview situation.

### **Topics Covered**

- Attitude and the communication process
- Issues of body language
- Using effective listening skills
- Questioning skills
- Conversation management
- Anger and its impact
- Diffusing difficult situations
- Prepare and plan for difficult situations

**Specific learning outcomes will be written to suit the customers needs.**

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## **POLICE AND CRIMINAL EVIDENCE ACT TRAINING FOR INTERVIEWING**

**Duration - 1 Day**

**Target Audience**

All persons involved in conducting interviews with suspects whether by the use of tape recording equipment or written notes.

**Course Aim**

To provide the opportunity to build delegates confidence and identify best practice by thoroughly examining all the relevant PACE codes of practice, and the implications with regards to human rights.

**Topics Covered**

- PACE and its impact on Human Rights
- What constitutes an interview
- When and how to caution
- Vulnerable people
- Comments made outside of the interview
- Recording of interviews whether written or tape recorded
- Role of a solicitor
- How to deal with any third party during the interview process
- Disclosure of evidence prior to interview

**Specific learning outcomes will be written to suit the customers needs**

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## **ADVANCED & REFRESHER INTERVIEW SKILLS**

Duration - 2 / 3 Days

### **Target Audience**

All persons that have been involved in interviewing of witnesses and suspects and have already received training or have experience in this area, and relevant legislation.

### **Course Aim**

To provide the opportunity to identify and explore the psychological aspects of interviewing, and to develop a range of questioning skills to maximise the gathering of evidence and information from both witnesses and suspects.

### **Topics Covered**

- Skills of an interviewer
- Psychology and interviewing
- Refresher re PEACE model
- Listening skills
- Questioning skills
- Questioning techniques to assist with gathering g evidence
- Conversation management
- Cognitive interviewing

**Specific learning outcomes will be written to suit the customers needs.**

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## **INVESTIGATIVE INTERVIEW COURSE**

Duration - 5 Days

### **Target Audience**

All persons that are involved in interviewing of witnesses and suspects.

### **Course Aim**

To provide the opportunity to be legally compliant and identify and develop a full range of questioning skills to interview both witnesses and suspects.

### **Topics Covered**

- Principles of Investigative Interviewing
- Skills of an interviewer
- Psychology and interviewing
- Listening skills
- Questioning skills
- Questioning techniques to assist with gathering g evidence
- The PEACE model of interviewing
- Conversation management
- Cognitive interviewing is dealt with in detail
- Interviewing of witnesses
- Interviewing of suspects
- All aspects of PACE that impact on interviewing

**Specific learning outcomes will be written to suit the customers needs.**

**(TOP^)**



## **INTELLIGENCE**

As the workload increases and the methods deployed against us are constantly changing are you getting the most out of your resources? Use modern techniques to become intelligence led with regard to your investigations.

**All course details and learning outcomes will be structured to suit the customer/organisations specific needs.**

### **1 day overview course**

Designed to provide staff with a basic overview as to how intelligence can be used to enhance the performance of organisations within an investigating capacity.

### **3 day awareness course**

Designed to provide staff with a detailed overview of the best use of intelligence and to equip them with basic intelligence handling skills.

### **5 day intelligence development course**

Designed to train personnel to work as intelligence operatives covering all the aspects of intelligence work. Full learning outcomes for each course will be written specifically to suit your individual needs.

### **Intelligence consultancy work**

Are you intelligence driven and if so is it being used to its full potential?

Are you following best practice of the National Intelligence Model?

Are you legally compliant with regard to the collection, storing and dissemination of intelligence material?

Would you know how to record, and protect sensitive sources of information from the time of the initial contact through to a Public Interest Immunity hearing at court?

These are just some of the issues which can be professionally dealt with to provide operatives and management with confidence when dealing with intelligence.

All consultancy work is designed and provided on an individual basis, dependant on the needs of the organisation.

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## **SURVEILLANCE**

Due to the specialised nature of this training all learning outcomes and course design carried out following a full training needs analysis.

All surveillance trainers are nationally trained and hold the National Surveillance Certificate.

**Covert photography** : One quality photograph can make all the difference in Court or tribunals saving substantial legal costs. Capture that difficult photograph and let the evidence speak for itself.

**Rural appreciation course** : Have confidence and know your limitations to operating as a surveillance operative in a rural environment.

**Rural surveillance** : A specialised course for operatives already trained with regard to mobile, foot and covert photography.

**Mobile surveillance** : A full mobile surveillance course designed to equip operatives to operate against suspects.

**Foot and public transport** : (London area) A quote from an investigator "you can't follow people on the underground". A quote from PHF training "Do you want a bet".

Become professionally skilled to operate with confidence with all the demanding aspects of conducting foot surveillance in London.

**Foot and public transport** : outside London.

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## **AWARENESS TRAINING FOR REGULATION OF INVESTIGATORY POWERS ACT**

Duration        Half Day

### **Target Audience**

Managers who hold responsibility for organisations or departments whose staff undertake surveillance activities that fall within the guidelines for the Regulation of Investigatory Powers Act.

### **Course Aim**

To provide the opportunity for the delegates to explore the legislation, its association with Human Rights and to be aware of best practice, thus reducing the risks to their organisation.

### **Learning Outcomes**

At the conclusion of the course the delegates should be able to:

- Assess the relationship between R.I.P.A. and Human Rights Act
- Recognise the impact of RIPA across the whole organisation
- Explain the level's of authority
- Identify what constitutes Covert and Intrusive Surveillance and Covert Human Intelligence sources
- Recognise situations where private and confidential information may be obtained
- Assess the need for good policy and procedures
- Explain the role of the surveillance commissionaires office
- Evaluate the risks of non compliance

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