

PROFESSIONAL TRAINING IN INVESTIGATIVE PRACTICE

A range of comprehensive training courses and qualifications designed specifically for personnel with investigative roles to enable them to carry out their work to best practice standards.

ABOUT BOND SOLON

Bond Solon is the UK's leading legal training organisation for non-lawyers. Since 1992 over 250,000 delegates have attended our training programmes. We work with a broad range of public and commercial organisations helping them to ensure that their personnel are able to work to best practice standards with confidence and that they are aware of the legal framework in which they operate. Bond Solon delivers training throughout the UK and worldwide.

WHY DO PROFESSIONAL TRAINING IN INVESTIGATIVE PRACTICE?

Numerous organisations employ investigators to carry out a range of civil, criminal and/or regulatory investigations. Investigations can be both costly and time consuming and it is essential that they are carried out to the required standard.

Bond Solon has developed a series of competency-based courses, designed to ensure that those with an investigative role have the knowledge, skills and confidence to competently gather, secure, and present evidence to best practice standards.

Areas of training include:

- Law, Evidence, Procedure & Best Practice
- Statement/Report Writing
- Courtroom Skills/Giving Evidence
- Investigative Interviewing
- Case File Preparation
- Employment Investigations
- Investigatory Powers [RIPA and IPA]
- Data Protection
- Open Source Internet Investigations
- Collecting Electronic/Digital Evidence
- Advocacy
- Conflict Management
- Cross Examination
- Digital Photographs as Admissible Evidence

PROFESSIONAL TRAINING IN INVESTIGATIVE PRACTICE WILL:

- Equip delegates with the necessary skills, knowledge and procedures to carry out investigations to best practice standards
- Reduce the risks when conducting investigations
- Instil confidence in investigators
- Reduce costs and create a standardised approach to conducting investigations across your organisation
- Provide a structured development path for all investigators, giving them the necessary competencies to carry out their work effectively and to best practice standards
- Compliment and enhance existing skills

PUBLIC AND IN-HOUSE COURSES

Public courses are run throughout the year in Central London. If you have 5 or more colleagues we can come to you and deliver the training in-house at your organisation.



This is one of the most useful and relevant professional training packages investigators who I manage have ever attended. It was exactly what they needed in providing them with the key skills to be able to carry out their investigations with confidence. Many of my team say they wish they had done it years ago!

COLIN RUMFORD

Head of Regional Investigations
City of York Council
Trading Standards



Affinity Water was looking for a suitable legal training consultancy and through recommendation used Bond Solon. Together with Bond Solon we developed a tailored training programme to meet individual and corporate needs. Bond Solon delivered clear, concise and professional training in a way that we, non-lawyers could understand. The training has since proved to be extremely beneficial in assisting us to carry out our roles effectively.

MIKE WEBB
Water Quality Manager
Affinity Water

WHO SHOULD ATTEND THE TRAINING?

These training programmes have been successfully delivered to a wide variety of public and private organisations across the UK. The courses are suitable for any personnel with a regulatory, fact finding, investigative, enforcement and/or prosecution role within their organisation. The courses are suitable for both new and experienced investigators.

CAN THE TRAINING LEAD TO A RECOGNISED QUALIFICATION?

Yes. The Professional Training in Investigative Practice is made up of a number of 1 and 2 day courses. The courses can be run as stand alone training or together over a period of time leading to **nationally recognised BTEC qualifications awarded by Pearson** (formerly referred to as Edexcel) up to Level 7. These qualifications sit on Pearson's Self-Regulated Framework.

To date over 4,000 people have undertaken the qualification and today it is regarded as the leading qualification for investigators.

ADVANCED PROFESSIONAL CERTIFICATE IN INVESTIGATIVE PRACTICE (APCIP)

Delegates who undertake 8 days of training and successfully complete the assessments will be eligible for the Advanced Professional Certificate in Investigative Practice (APCIP).

This training is delivered in blocks of 2 days at a time and delegates must attend mandatory modules:

- Law, Evidence, Procedure & Best Practice
- Statement/Report Writing
- Courtroom Skills/Giving Evidence
- Investigative Interviewing
- Case File Preparation
- Employment Investigations

From the optional modules delegates must also attend at least one of the following:

A UNIQUE APPROACH IN BOTH THE DESIGN AND DELIVERY OF YOUR TRAINING NEEDS

Bond Solon will provide your organisation with the most up-to-date, relevant, useful and effective courses possible by working closely in partnership with you. Courses delivered in-house are tailored to ensure the training incorporates your organisation's policies, procedures, responsibilities, key legislation and relationships with other agencies/organisations.

The training we deliver is interactive and the delegates will receive feedback and support from their peers and trainers. Case studies are based on real practical examples with the learning focusing on delegate participation. Each course utilises a range of training approaches including: pre-course reading, case studies, exercises and role-play.

Unit 1 - Law, Evidence, Procedure and Best Practice (2 days)

The way evidence is gathered has a major impact on successful regulatory control or enforcement and/or prosecution.

This course equips delegates with regulatory, enforcement and/or prosecution responsibilities with essential knowledge of law, evidence and procedure for their day-to-day roles in conducting investigations. Delegates will learn how to gather evidence to best practice standards so that it is relevant, admissible and credible.

KEY LEARNING POINTS

- Understanding relevant legislation
- The Human Rights Act and related law
- Explaining and applying the Police and Criminal Evidence Act (PACE) and the Codes
- Recognising and obtaining different types of evidence including: oral, documentary, real and hearsay
- How to collect evidence and maintain continuity of exhibits
- Distinguishing between facts, assumptions and opinions
- Analysis and evaluation of evidence (case analysis)
- Best practice in record keeping, note taking and handling disclosure

Compulsory module for the Advanced Professional Certificate in Investigative Practice.

Unit 2 – Part 1 – Statement/Report Writing (1 day)

Written evidence is vital. Good written evidence promotes early settlement of civil cases and success at trial in criminal cases.

Delegates will learn how to improve the content, structure and style of their statements/reports. Too often statements/reports lack clarity, credibility and objectivity. Delegates will consider best practice in writing effective statements or reports for use in civil claims or criminal cases.

KEY LEARNING POINTS

- Identifying the issues and including facts that support these issues
- Identifying the source and weight of evidence
- Insulating written evidence against cross-examination
- Layout and formalities
- Use of exhibits/appendices/photos/plans/maps
- Using contemporaneous notes as the basis for the statements/reports
- Getting your message across
- Developing an objective and critical eye in relation to written evidence

Compulsory module for the Advanced Professional Certificate in Investigative Practice.



I have been commissioning Bond Solon to provide the Advanced Professional Certificate in Investigative Practice for my officers, first at Camden Council and more recently at London Borough of Islington. The feedback from the training has been consistently excellent, making it exceptional value for money and there has been a marked improvement on the quality of the investigations back in the workplace.

I would urge all investigators to consider Bond Solon's qualification.

KENNY WILKS

Head of Street Environment Services
London Borough of Islington

Unit 2 – Part 2 – Courtroom Skills/Giving Evidence (1 day)

Professionals may find themselves in the witness box giving evidence on behalf of their organisation. Often professional witnesses feel that they and their organisation are on trial. Doubt will be cast on the witness's experience, notes, method of investigation and the procedures followed by them and their organisation.

This training will provide delegates with the knowledge, skills and confidence to present evidence effectively. The procedures for giving evidence, the order of events, the roles of different people in the hearing and the process of giving evidence will be explained. In the afternoon delegates will be cross-examined by defence lawyers on a case study, statement or report from a completed case based on their own area of work and will receive feedback on how to improve evidence giving in the witness box.

KEY LEARNING POINTS

- The procedures and process of giving evidence
- The roles of the various people in court/tribunal
- Taking the oath or the affirmation with confidence
- Techniques lawyers use in cross-examination and how to handle them
- How to give clear, honest and impartial testimony
- How to prepare for giving evidence
- Role-play to gain experience in being cross-examined and receive detailed feedback

Compulsory module for the Advanced Professional Certificate in Investigative Practice.



The feedback from those who have undertaken the training and qualification has been excellent and it has enabled IFIG to support its members by providing them with the benchmark of occupational standards and core competencies to carry out insurance fraud investigations.

PAUL EWEN

Compliance Manager
IFIG (Insurance Fraud
Investigators Group)

Investigative Interviewing (2 days)

Many professionals are required to conduct interviews in situations where the information obtained may become vital evidence in later proceedings. Failure to conduct these interviews properly may result in evidence being inadmissible, unreliable or without weight and may adversely affect the fairness of the trial.

This course will provide delegates with the key skills to interview witnesses, obtain witness statements and interview suspects effectively and to best practice standards enabling them to maximise the evidence they gain during such interviews.

KEY LEARNING POINTS

- Effectively plan and prepare for different types of interviews
- Different questioning techniques and when to use them
- How to structure interviews
- Maximise the impact of disclosing evidence before and during the interview
- Different types of interviews, including dealing with suspects and non-suspects
- Deal effectively with solicitors, trade union representatives, silences and selective answering
- Handle inconsistencies in the account given by the interviewee and with other available evidence
- Balancing the investigator's powers with the individual's rights
- Role-play in relation to conducting fact finding, witness and/or suspect interviews

Bond Solon also provides training in how to conduct Cognitive Interviews.

Case File Preparation and Disclosure (2 days)

Investigators preparing cases to pass to advocates for presentation require the knowledge and skills to produce comprehensive case files containing all the relevant documentation and information required for hearings.

On this course delegates will learn the importance of compiling relevant case information. They will analyse the contents of a case file, including the summary of the case, schedules of witnesses and exhibits, details of witness availability and copies of witness statements or reports in order to ensure best practice in case file procedure.

KEY LEARNING POINTS

- Understand the principles of case file management
- Identify and manage the content required for a case file
- Formulate a strategy for completing all relevant documentation
- Exercise judgment in relation to appropriate disclosure of material
- Build a case file to enable either an in-house or independent advocate to prepare the case for presentation at a preliminary hearing or trial

Employment Investigations (2 days)

Failure to treat employees fairly and to carry out reasonable investigations may result in claims for wrongful dismissal, unfair dismissal or discrimination.

This course gives delegates a comprehensive understanding of how to carry out internal investigations in relation to both grievance and disciplinary processes, so that they are compliant with the legislation and achieve best practice in accordance with the Acas Code. The training also ensures that evidence collected during an internal investigation will be admissible and reliable if it is needed in a criminal court.

KEY LEARNING POINTS

- Understand the main contractual and statutory claims that an employee can make
- Interpret the relevant express and implied terms and consider gross and serious misconduct
- How to conduct a reasonable and adequate investigation to avoid a successful unfair dismissal claim in both conduct and capability investigations
- Consider and evaluate discrimination claims
- Plan and carry out an investigation in accordance with the Acas Code



The training I received with Bond Solon has already proved invaluable, having recently applied my new skills successfully to several investigations at work. The trainers, all experienced legal professionals, display a genuine interest in passing on their skills and not just reading from a script. It is the most useful training I have ever received and I would recommend your company to anyone.

STEVE LANE

National Cash Loss
Investigations Manager
Selfridges

Investigatory Powers [RIPA and IPA] (1 day)

Interception of communications, surveillance and use of Covert Human Intelligence Sources (CHIS) must be carried out in strict accordance with RIPA and the IPA. Failure to do so may be unlawful and result in evidence being inadmissible and may lead to civil actions for damages.

This course gives delegates a comprehensive understanding of the legal regime imposed under the legislation. Delegates will learn how to achieve legal compliance when planning, authorising and/or conducting investigative practices regulated by both RIPA and the provisions in the IPA currently in force.

KEY LEARNING POINTS

- Identify what conduct is governed by RIPA, IPA and the Human Rights Act
- Know how to lawfully plan and authorise investigations under the legislation
- Keeping sufficient and proper records to justify the conduct under RIPA
- How to carry out lawful and justified infringement of individuals' relevant human rights
- Applying to factual situations the principles of lawfulness, necessity and proportionality

Must be run as a 2 day course in conjunction with DPA or Cross-Examination if undertaking a qualification.

Data Protection (1 day)

Data protection and privacy law are complex and often misunderstood areas of modern professional life. The penalties for organisations and professionals who do not comply with legal requirements when handling personal information can be high, and increase with the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

This course provides attendees with a comprehensive awareness of the current data protection and privacy legislation, and how the GDPR and the Data Protection Act 2018 modify the legal framework.

Delegates will learn the key implications and requirements of the legislation, and how to apply these in their area of professional practice through a series of practical exercises and case studies.

KEY LEARNING POINTS

- Understand the key elements of the GDPR, Data Protection Act 2018 and FOI, and how to apply them in practice
- Identify when an exemption applies to data protection requirements, and apply it appropriately
- Deal with requests for personal information
- Establish what personal information can be shared and when
- Understand the changes in the legal requirements and the implications of these for your organisation

Must be run as a 2 day course in conjunction with RIPA or Cross-Examination if undertaking a qualification.

In my view there is Good, Very Good and then we come to Bond Solon. The model that you use is quite simply one of the best I have ever seen with real experts in their own field leading on different subject areas. Particularly impressive is the maintenance of the integrity of the course with no short-cuts. This is what training ought to always be like. I will have no hesitation in recommending Bond Solon to anyone who should ask in the future.

ALAN CONROY

Barrister



I consistently get feedback from my team to say that even where addressing technical or complex subjects the trainers are able to present it in a clear and logical manner with supporting examples and case studies. I know that through Bond Solon my team have not only gained the necessary knowledge but, crucially, will be able to apply it to their roles.

DAVID WALES

Investigation and Research Manager (Community Safety)
Kent Fire & Rescue Service

Open Source Internet Investigations (2 days)

The internet is an increasingly important tool in a wide range of investigations. When used effectively it enables organisations and investigators to save both a considerable amount of time and money. However, failure to research properly, monitor changes, capture data, and follow procedures or legislation could result in any evidence obtained being rendered inadmissible.

This course provides investigators with the core skills to use the internet as an investigative tool effectively, enabling them to quickly source information and gather evidence lawfully to further their investigations.

KEY LEARNING POINTS

- Planning for a successful internet investigation
- Investigative strategies
- Understanding the Internet, Web, social networks and web terminology
- Advanced web searching techniques/strategies and tools
- Conducting Internet investigations lawfully and safely
- Recording intelligence
- The transition between intelligence and evidence
- Complying with legislation and procedures
- Presentation of internet based evidence

Delegates are required to bring along a wireless enabled laptop to fully participate in this course.

Collecting Electronic/Digital Evidence (2 days)

Electronic/digital evidence is an integral part of many investigations. Investigators must know how to secure and preserve electronic evidence that will be admissible in court.

This 2-day course will give delegates an understanding of how to secure electronic/digital evidence so that it can be used in a court of law.

KEY LEARNING POINTS

- Explain and apply relevant legislation, legal requirements, procedures and Codes relating to the search and seizure of electronic/digital evidence
- Gaining a working knowledge of the Computer Misuse Act
- Plan and prepare for the search and seizure of electronic/digital evidence
- Collect electronic evidence using procedures that ensure the continuity of the evidence is preserved
- Comply with the ACPO (Association of Chief Police Officers) guidelines for dealing with computer-based evidence



All of my team that have attended the Bond Solon courses have commented on how valuable the training was, as well as complimenting the delivery and style of the trainer. One of the attendees has 42 years' experience and said of the course that it was the most outstanding training he had received during that time.

GERARD DAVIES

Head of Retail Security
William Hill

Advocacy (2 days)

A growing number of professionals now assist in preparing cases for court or appear in courts and tribunals taking the role of the advocate, questioning witnesses and making speeches at the hearing. This can be a daunting responsibility and cases can be won or lost on the basis of the advocacy.

Delegates on this course will gain the necessary skills and knowledge to carry out this role and will gain a greater understanding of how cases must be prepared.

KEY LEARNING POINTS

- Identifying the relevant law, issues, facts, evidence and case theory
- Preparing to present a case
- Procedures and practices at hearings
- Making effective use of documents and oral evidence
- Questioning techniques in examination-in-chief and cross-examination
- Opening and closing speeches
- Content, structure, delivery and persuasion
- Role play and feedback to improve skills

Conflict Management (2 days)

This training is designed to give practical guidance to those who face situations of conflict and aggression as part of their professional role. It will assist them to deal more effectively with situations of conflict and to instil in them the confidence and ability to manage and minimise the risk of conflict effectively and avoid having to resort to hands-on physical restraint.

KEY LEARNING POINTS

- Devise and implement management strategies to avoid risk to personal safety
- Analyse behaviour and communication triggers to conflict and adopt risk assessment and arrangement techniques to avoid, diminish or remove conflict in others
- Detect behaviour indicative of possible conflict or aggressive behaviour
- Manage conflict and insults in both private and public scenarios
- Rationalise and utilise psychology in the management of conflict
- Implement lawful and effective conflict management strategies and collate learning from incidents of conflict



The skills and tools provided by Bond Solon Training are without doubt the best that I have seen, our team now has more confidence in themselves after completing the course and this in itself leads to a standardised approach which shows our professionalism in all the investigations. I strongly recommend this course to all investigators.

MICHAEL KEEBER

Economic Crime, Fraud & Legal Assurance
Manager - Great Western Railway

Cross-Examination Day (1 day)

This course is a follow on from the Courtroom Skills/Giving Evidence course. Delegates will have in-depth cross-examination on a full statement/report and gain mastery of delivery of their evidence.

This 1-day course will enhance delegates' presentation skills and enable them to practice justifying decision-making, policies, procedures and how to make full use of supporting documents and exhibits.

Each delegate will be videoed in the witness box.

KEY LEARNING POINTS

- Getting across the essence of a complex dispute and communicating clearly with decision makers
- Analyse areas most likely to be subject to scrutiny under cross-examination
- Handling difficult cross-examination techniques confidently
- Justifying both the individual's and their organisation's practices, procedures and decisions
- Analyse and evaluate strengths and weaknesses in the evidence

Must be run as a 2 day course in conjunction with RIPA or DPA if undertaking a qualification.

Digital Photographs as Admissible Evidence (1 day)

It is essential that investigators using digital cameras secure evidence that will be admissible in court.

The course will cover the rules of evidence and the ACPO guidelines, and delegates will be made aware of the rules relating to digital images. Through a practical session the training will cover the process of the taking of a digital image, the production of the image as an exhibit and awareness of the approved devices available for data storage and transfer that will ensure the process is lawful.

KEY LEARNING POINTS

- Explaining and applying relevant legislation and processes to ensure digital images remain admissible as evidence
- Familiarisation with the photographic equipment used for preserving evidence
- Familiarisation with the WORM process to ensure correct policy and procedures in the workplace
- Storing data and producing evidentially lawful working copies

Currently this course is not part of the qualification.

A SELECTION OF OUR CLIENTS...

COMPANIES

Adidas, Argos, Aviva, AXA, B&Q, Bank of America Merrill Lynch, Barclays, Betfair, Biffa, British Gas, BSkyB, BT, CCL Forensics, Dwr Cymru Welsh Water, Ernst & Young, Great Western Railway, G4S, GAP, Gatwick Airport, Homebase, HSBC, John Lewis, KPMG, Lloyds Banking Group, London Luton Airport, LV=, Marks & Spencer, Microsoft, National Express Group, National Grid, Northern Ireland Water, PwC, O2, Orange, Royal Bank of Scotland, Santander, Serco, Severn Trent Water, Siemens, South West Trains, Staples, Tesco, TNT Express, Translink, Veolia Water, Virgin Trains, Vodafone, Welcome Break, William Hill

CENTRAL GOVERNMENT

Air Accident Investigation Branch, BIS, Environment Agency, Drinking Water Inspectorate, DSTL, Gambling Commission, HM Revenue and Customs, Health and Care Professions Council, Home Office, Information Commissioner's Office, Insolvency Service, Insurance Fraud Bureau, Maritime & Coastguard Agency, MHRA, MOD, Office of the Public Guardian, Office of Rail and Road, Ofgem, Ofsted, Parliamentary & Health Service Ombudsman, Pensions Regulator, Public Service Ombudsman for Wales, Rural Payments Agency, Scottish Legal Complaints Commission, Scottish Public Service Ombudsman, Security Industry Authority, Serious Fraud Office, SOCA, TfL

LOCAL AUTHORITIES

Aberdeenshire, Birmingham, Blaenau Gwent, Bournemouth, Brent, Buckinghamshire, Cambridge City, Camden, Cardiff, Chelsea & Kensington, Chiltern, City of London, Conwy, Denbighshire, Devon, East Cambridgeshire, East Lindsey, East Sussex, Enfield, Glasgow, Greenwich, Hammersmith & Fulham, Hampshire, Hillingdon, Islington, Kirklees, Lambeth, Leicester, Liverpool, Luton, Manchester, Newcastle, Northumberland, Poole, Reading & Cleveland, Sefton, Sheffield, Slough, South Lanarkshire, Southwark, Staffordshire, Swansea, Thanet, Torfaen, Tower Hamlets, Vale of Glamorgan, Westminster, West Sussex, Wycombe, York

FIRE BRIGADES

Avon, Buckinghamshire, CFOA, Cheshire, Cumbria, Derbyshire, Devon and Somerset, Dorset, East Sussex, Essex, Greater Manchester, Hampshire, Herefordshire & Worcestershire, Humberside, Kent, Lancashire, Leicestershire, Lincolnshire, London, Merseyside, Mid & West Wales, Norfolk, Northamptonshire, Northern Ireland, North Yorkshire, Nottinghamshire, Oxfordshire, Shropshire, South Yorkshire, South Wales, Surrey, Warwickshire, West Midlands, West Yorkshire, Wiltshire

LAW FIRMS

Addleshaw Goddard, Allen & Overy, Baker & McKenzie, Berwin Leighton Paisner, Bird & Bird, Clifford Chance, Clyde & Co, CMS Cameron McKenna, Dechert, Dentons, DLA Piper, Eversheds, Freshfields Bruckhaus Deringer, Herbert Smith Freehills, Hill Dickinson, Hogan Lovells, Holman Fenwick Willan, Ince & Co, Kingsley Napley, Lewis Silkin, Linklaters, Mayer Brown, Mills & Reeve, Mishcon de Reya, Nabarro, Norton Rose Fulbright, Olswang, Payne Hicks Beach, Pinsent Masons, Reed Smith, Reynold Porter Chamberlain, Rosenblatt, Simmons & Simmons, Skadden Arps Slate Meagher & Flom, Slaughter & May, Stephenson Harwood, Weil Gotshal & Manges, WilmerHale, Withers

PROFESSIONAL/AWARDING BODIES, INSTITUTES, ASSOCIATIONS

ACCA, AQA, Association of Accounting Technicians, Bar Standards Board, CIEH, CIPFA, City and Guilds, Federation Against Copyright Theft, F3, IMarEST, IMechE, Insurance Fraud Investigators' Group, Keep Britain Tidy, LAIOG, North East Fraud Forum, OCR, Retail Loss Prevention Fashion Forum, RICS, Society of Operation Engineers, Solicitors Regulatory Authority, Telecommunications Fraud Forum, The Law Society

POLICE

Avon and Somerset, BTP, Cambridgeshire, City of London, Cheshire, College of Policing, Devon and Cornwall, Durham, Dyfed-Powys, Essex, Greater Manchester, Hampshire, Hertfordshire, Humberside, Kent, Lancashire, Leicestershire, Merseyside, Metropolitan, National Crime Agency, Norfolk, Northumbria, North Yorkshire, Nottinghamshire, Police Service of Northern Ireland, South Wales, South Yorkshire, Surrey, Thames Valley, West Midlands

Bond Solon

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