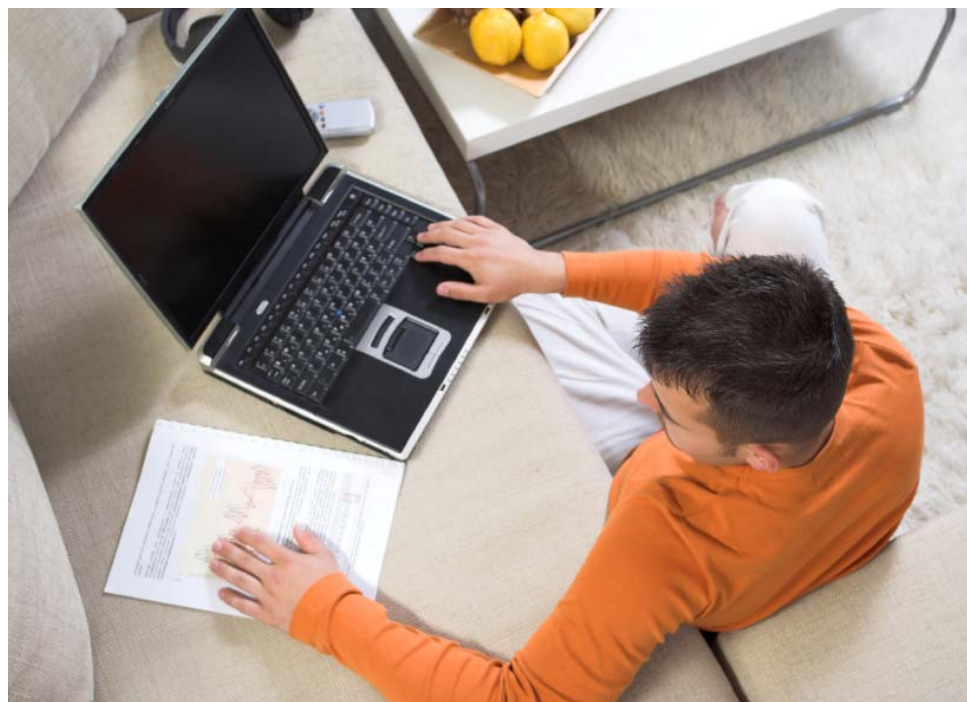




Course Structure & Program



1. *Investigative Skills Course*

Investigative Skills Course

The Investigation Skills Course (ISC) provides the skills and knowledge to conduct an investigation to the same standard as expected by law enforcement organisations. The ISC is a highly relevant professional development initiative designed to complement the current abilities of those already employed within government or non-government agencies with a statutory regulatory responsibility.

The investigative skills course consists of a five day seminar/workshop. The course consists of 5 days of lectures, interview skills and scenario based investigation activities. An indicative timetable is shown below.

ICETS schedules training in most state capitals twice a year. To check the next available dates for face to face training visit <http://training.icets.com.au/>

Successful completion of this course will result in course participants developing the competencies of;

- Transportable investigation skills which can be used to undertake any level of administrative, regulatory or criminal investigation.
- Identify the differences between a criminal, administrative and disciplinary investigation
- Plan and develop case management processes for compliance monitoring
- Investigate alleged or suspected breaches of legislation, policies and procedures within the context of their organisation
- Report on investigation or compliance monitoring outcomes and recommend action.
- The ability to prepare a brief of evidence to the standard of a criminal investigation and develop the skills to present evidence

Costs

Course fee \$1,650.00 (attendance at **Five day ISC** only)

- Statement of attendance. Five Day Investigative Skills Course
- Statement of Attainment for Exercise regulatory Powers, Investigate Non-compliance, Gather & Manage Evidence and Use Advance Workplace Communication Strategies.

Groups of 5 or more attract a **10% discount for all courses**

In House delivery

Training packages for groups of 10 or more can be delivered as contextualized 'in house' courses around the client agency's policy procedure and legislation. This package requires the client agency to provide training facilities and catering. **This delivery method attracts a discount of 10%**

Indicative Timetable

| | 9.00 - 10.30 | | 10.45 - 12.30 | | 1.00-2.30 | | 2.45-4.30 | |
|-------|---|--|--|--|---|--|--|--|
| | Session 1 | | Session 2 | | Session 3 | | Session 4 | |
| Day 1 | 1.0 Course Introduction | | 2.0 Principles of Investigation. 2.1 Scenario Activity | | 3.0 Introduction to the Law 3.1 Scenario Activity | | 4.0 Case File 5.0 Notes 4.1 Scenario Introduction | |
| Day 2 | 6.0 Incident and Complaint Management | | 6.1 Scenario Activity | | 7.0 Elementising offences 7.1 Scenario Activity | | 8.0 Investigation Planning | |
| Day 3 | 9.0 Gather and Manage Evidence | | 10.Scenario Activity | | 11. Scenario Activity | | 12. Statements & records of Interview | |
| Day 4 | Interviewing Skills 13.1 PEACE (Plan, Engage, Account) | | Interviewing Skills 13.1 PEACE (Closure, Evaluation) | | Interviewing Skills 13.2 Scenario Activity | | 14.0 Interview Plans 14.1 Scenario Activity | |
| Day 5 | 15.0 Formal Record of Interview Scenario Activity | | 16.0 Investigators Statement 16.1 Investigation Report | | 17.0 The Brief of Evidence 18.Presenting Evidence | | Course Review | |
| | Morning Tea | | Lunch | | Afternoon Tea | | | |

Indicative Content for Five day Investigative Skills Course

| | |
|-------------------------------------|---|
| Principles of Investigation: | Introduction to investigations, the role of the investigator, knowledge, skills, and attributes, fundamental principles, natural justice and procedural fairness. |
| Introduction to the law: | How to read an Act, enabling legislation, powers, responsibilities, offences, defences, relationship of other legislation. |
| Case Management: | Principles of case management, managing information, administrative decision making. |
| First Response: | Responding to intelligence, allegations, incidents, prioritising, objectives and scope |
| Investigation Planning: | Elementising offences, evidence matrix, investigation plan. |
| Introduction to Evidence: | Law of evidence, rules of evidence burden of proof, standard of proof |
| Investigation Management: | Issues and common problems in investigations, troubleshooting, |
| Reporting: | Reporting procedures, investigation report, brief of evidence. |
| Investigative Interviewing: | Statements and records of interview, dealing with deception, conversation management |
| The PEACE Model: | Planning, engage and explain, account clarification and challenge, closure and evaluation. |
| Interview exercise: | Role play activity where participants apply investigative interviewing techniques |

Scenario Activities

Students are provided with a piece of 'sample' legislation and, from information provided are required to step through the investigation process. Each activity is discussed and a case file created. Activity culminates in preparation of a brief of evidence. For in-house programs, the scenario based investigation is contextualised around client agency legislation, policy & procedures and a investigation scenario which reflects the regulatory role of the client agency.

Customisation

We work with government agencies and other regulatory bodies that expect more than a 'standard investigation course'. Our clients expect the delivery of investigation and compliance monitoring skills to their staff which not only meet nationally accredited standards but can be effectively applied to their working environment.

ICETS delivers training packages designed to **integrate the legislation, policy & procedures of your own working environment with the investigation and compliance monitoring skills** delivered through our courses. Through our complimentary consultancy session we take the time to get to know your organisation before we recommend a training solution. Depending on the nature of your training needs, ICETS work with client agencies to contextualizes the training packages based on the following processes;

| Topic area | Description | Contextualization |
|--------------------------|---|---|
| Introduction to the law | How to read an Act, enabling legislation, powers, responsibilities, offences, defences, relationship of other legislation | Utilization of client agency enabling legislation |
| Complaint management | Responding to intelligence, allegations, incidents, prioritising, objectives and scope | Delivered in context of client agency policy and procedure in respect to complaint management |
| Investigation Planning | Elementising offences, evidence matrix, investigation plan | Case study investigation planning focuses on breach under client agency legislation |
| Investigation Management | Issues and common problems in investigations, troubleshooting, evidence management | Activities and assessments delivered during programs are built around investigation management and evidence collection surrounding client agency case study |
| Reporting | Reporting procedures, investigation report, brief of evidence | Reporting outcomes of the case study investigation are designed to meet client agency expectations |

The contextualisation of our course programs is done through continued consultation between ICETS course developers and nominated subject matter experts with your agency. Our wide exposure to regulatory issues with the compliance sector makes ICETS one of the foremost training partners in this specialty area.

Please note time frames for contextualisation of packages vary from agency to agency and range between 3 to 5 days. Contextualisation is completed by ICETS at \$1,500 a day.