

Course Title	Enquiry Skills	Duration	Two days	Civil Enquiries
Aim	<p>When you work in an area where resources need to be allocated to the right people, you've got to be sure that the decisions you make are based on the right information, and when systems are abused, you are able to investigate and deal with it effectively.</p> <p>Book this course if you'd like to be able to carry out a civil enquiry to the highest standard. Know how to conduct a proper investigative enquiry and how to record what you find. Don't get let down by incomplete or poor quality information again.</p>			
Prerequisite	None			
<i>NB : This course forms part of a BTEC qualification and includes delegate assessment during the course.</i>				
Outcome		Content		
Know when and how to start an enquiry		<ul style="list-style-type: none"> ◆ Quality referrals ◆ Investigation principles ◆ Starting an enquiry 		
Understand how the law affects an enquiry and the responsibilities of an officer.		<ul style="list-style-type: none"> ◆ Human Rights Act ◆ Criminal Procedure & Investigations Act ◆ Confidentiality ◆ Freedom of Information Act ◆ Data Protection Act ◆ Keeping file records 		
To know how to carry out a risk assessment and intelligence grading		<ul style="list-style-type: none"> ◆ The 5 x 5 system ◆ Case Selection ◆ Risk Assessment 		
Know how to plan and carry out an enquiry and stay within the law		<ul style="list-style-type: none"> ◆ Enquiry planning procedure ◆ Identifying sources of information ◆ Evaluating evidential strength ◆ Data protection exemptions ◆ Personal safety 		
Book this course now :				
Cost	Price Code D			
To book this event	ITS Training (UK) Ltd, Highfield House, Bishop Norton Road, Glentham. LN8 2EU Tel: 08454 300 262 e-mail: bookings@its-training-uk.com			