

# *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.

**Bond  
Solon**

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# Overview

## About Bond Solon

Bond Solon is the UK's leading legal and investigative training organisation for non-lawyers. Since 1992, over 250,000 delegates in the UK and worldwide, have attended our training programmes. We work with a broad range of public and commercial organisations, helping them to ensure that those who have an investigative role adhere to best practice standards. We want delegates to have the skills and knowledge required to collect, write and (if necessary) present effective evidence in legal proceedings.

## A unique approach in both the design and delivery of your training needs

Our training courses blend both theory and practical application. Delegates will acquire the necessary knowledge and then have the opportunity to practically apply the skills on the course, enabling them to 'learn by doing'. All of our in-house courses are specifically tailored to meet the needs of the delegates and the business objectives of the organisation. We will devise relevant case study materials for use in practical exercises on the courses.

## How we deliver

**Public courses:** Courses available on a public basis are delivered through virtual classrooms.

**In-house courses:** If you have 5 or more colleagues we can deliver closed courses for your organisation either through virtual classrooms (where appropriate) or face-to-face.

“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

## 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.

### 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

### Who should attend the training?

These training programmes are specifically designed for any investigator who has the knowledge of their investigative sector, but is looking to improve and learn the practical skills that will enable them to conduct investigations to a higher standard.

These courses 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
- New investigators
- Experienced investigators

“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  
Three Verulam Buildings

## Can the training lead to a recognised qualification?

Yes. The Professional Training in Investigative Practice is made up of a number of one and two day courses. The courses can be run as stand alone training or together over a period of time, leading to nationally recognised qualification awarded by the **International Compliance Association (ICA)**, in association with **The University of Manchester Alliance Manchester Business School (AMBS)**. To date over 7,000 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 two days at a time and delegates must attend the following mandatory modules:

- **Law, Evidence, Procedure & Best Practice**
- **Statement/Report Writing and Courtroom Skills/Giving Evidence**

Delegates must then pick one of the following modules (each runs for two days):

- **Investigative Interviewing**
- **Case File Preparation and Disclosure**
- **Employment Law & Investigations**
- **Advocacy**
- **Open Source Internet Investigations**
- **Collecting Electronic and Digital Evidence**



## Courses

### Law, Evidence, Procedure and Best Practice (2 Days)

#### Public and in-house delivery

The way evidence is gathered has a major impact on the success of an investigation.

This course equips delegates 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.

**Compulsory course for APCIP**

#### Key learning points

- Understanding relevant legislation
- 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)
- Explaining and applying the Police and Criminal Evidence Act (PACE) and the Codes
- Best practice in record keeping, note taking and handling disclosure

### Statement/Report Writing (1 day)

#### Public and in-house delivery

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.

**Compulsory course for APCIP**

#### Key learning points

- Identifying the issues and including facts that support them
- Identifying the source and weight of evidence
- Getting your message across
- Using notes as the basis for the statement/report
- Insulating written evidence against scrutiny
- Layout and formalities including use of exhibits and appendices

## Courtroom Skills/Giving Evidence (1 day)



### Public and in-house delivery

Professionals may find themselves in the witness box giving evidence on behalf of their organisation.

This training will provide delegates with the knowledge, skills and confidence to present evidence effectively.

**Compulsory course for APCIP**

### Key learning points

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

## Investigative Interviewing (2 days)



### Public and in-house delivery

Many professionals are required to conduct interviews in situations where the information obtained may become vital evidence in proceedings.

This course will enable delegates to interview witnesses, obtain witness statements and interview suspects effectively and to best practice standards.

### Key learning points

- Effectively planning and preparing for different types of interviews
- Understanding different types of interviews, including dealing with suspects
- How to structure interviews
- Different questioning techniques and when to use them
- Dealing effectively with solicitors, trade union representatives, silences and selective answering
- Handling inconsistencies in the account
- Maximising the impact of disclosing evidence before and during the interview
- Role-play in relation to conducting fact finding, witness and/or suspect interviews

## Case File Preparation and Disclosure (2 days)

### Public and in-house delivery

Investigators preparing criminal cases to pass to advocates for presentation require knowledge and skills to produce comprehensive files containing relevant documents and information.

On this course delegates will learn the importance of compiling relevant case information to ensure best practice in case file procedure.

### Key learning points

- Understanding the principles of case file management
- Identifying and managing the content required for a case file
- Formulating a strategy for completing all relevant documentation
- Exercising judgment in relation to appropriate disclosure of material
- Building a case file to enable either an in-house or independent advocate to prepare the case for presentation at a preliminary hearing or trial

## Open Source Internet Investigations (2 days)

### Public and in-house delivery

The internet is an increasingly important tool in a wide range of investigations. When used effectively, it enables organisations and investigators to save a considerable amount of time and money.

The Open Source Internet Investigations course will provide you with the core skills to use the internet effectively as an investigative tool. It will enable you to quickly source information and gather evidence lawfully to further your investigations.

### Key learning points

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



## Employment Law & Investigations (2 days)

### Public and in-house delivery

Treating employees fairly when carrying out investigations can avoid 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.

### Key learning points

- Understanding the main contractual and statutory claims that an employee can make
- Interpreting the relevant express and implied terms and consider gross and serious misconduct
- Learning how to conduct a reasonable and adequate investigation to avoid a successful unfair dismissal claim – in both conduct and capability investigations
- Considering and evaluating discrimination claims
- Planning and carrying out an investigation in accordance with the Acas Code

## RIPA (1 day)

### Public and in-house delivery

Interception of communications, surveillance and use of Covert Human Intelligence Sources (CHIS) must be carried out in strict accordance with RIPA and the IPA.

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 RIPA.

### Key learning points

- Identifying what conduct is governed by RIPA, IPA and the Human Rights Act
- Knowing how to lawfully plan and authorise investigations under the legislation
- Knowing how to carry out lawful and justified infringement of individuals' relevant human rights
- Applying to factual situations the principles of lawfulness, necessity and proportionality
- Learning how to complete RIPA/review applications

## Data Protection Act (1 day)

### In-house delivery

This course provides delegates with a comprehensive awareness of the current data protection and privacy legislation.

Delegates will learn the key 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

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

## Collecting Electronic/Digital Evidence (2 days)

### Public and in-house delivery

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

This course will give delegates an understanding of how to secure electronic/digital evidence so that it can be used.

### Key learning points

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- Explaining and applying 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
- Planning and preparing for the search and seizure of electronic/digital evidence
- Collecting electronic/digital evidence using procedures that ensure the continuity of the evidence is preserved
- Complying with the ACPO (Association of Chief Police Officers) guidelines for dealing with computer based evidence

## Advocacy (2 days)

### Public and in-house delivery

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 course is designed to provide delegates with the knowledge and skills to prepare and present cases effectively.

### Key learning points

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

## Conflict Management (2 days)

### In-house delivery

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 help them to more effectively deal with situations of conflict and to instil in them the confidence and ability to manage and minimise the risk of conflict. Avoiding having to resort to hands-on physical restraint.

### Key learning points

- Devising and implementing management strategies to avoid risk to personal safety
- Analysing behaviour and communication triggers to conflict
- Adopting risk assessment and arrangement techniques to avoid, diminish or remove conflict in others
- Detecting behaviour indicative of possible conflict or aggressive behaviour
- Managing conflict and insults in both private and public scenarios
- Rationalising and utilising psychology in the management of conflict
- Implementing lawful and effective conflict management strategies
- Collating learning from incidents of conflict

## Cross-Examination Day (1 day)

### In-house delivery

This course is a follow on day from the Courtroom Skills/Giving Evidence training.

Each delegate will experience in-depth cross examination on a full statement or report to enable them to handle difficult cross-examination techniques.

This course will enhance delegates' presentation skills and enable them to practice justifying decision-making, policies and procedures.

### Key learning points

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

## Digital Photographs as Admissible Evidence (1 day)

### In-house delivery

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, relating to digital images.

Through practical sessions the training will cover the production of the digital images, exhibits and 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 digital equipment used for evidence
- Familiarisation with the WORM process to ensure correct policy and procedures in the workplace
- Storing data and producing evidentially lawful working copies

## A selection of our clients...





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