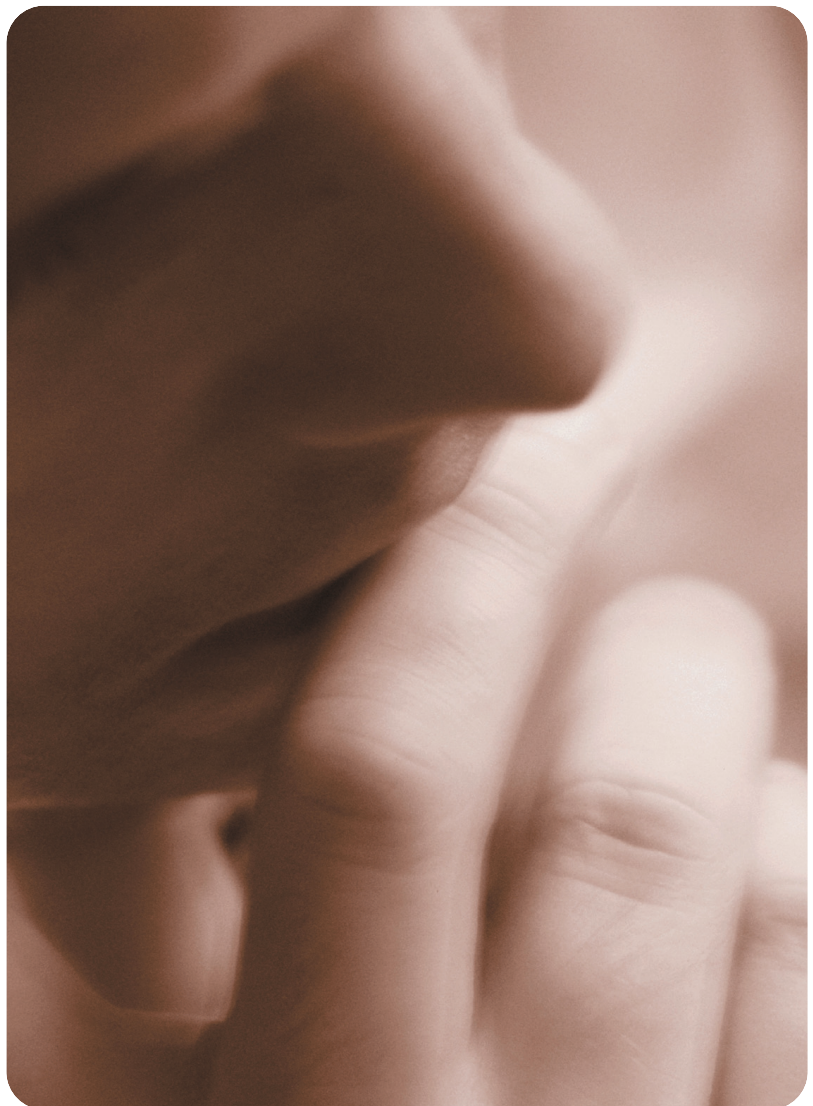


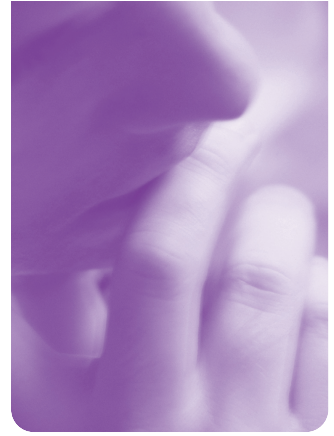
safecall

A Law Debenture Company

Training Prospectus



A Law Debenture
Company



Safecall Investigative Training.

Safecall Training is a widely respected company with a reputation for delivering Investigator Training of the highest quality.

Since 1999 Safecall Training has been working closely with businesses in the private sector and public sector bodies to design and deliver bespoke training programmes to meet organisational and individual training needs.

Our investigator training courses are designed to ensure that ethical and transparent investigations are carried out at all times. This approach is essential to ensure an investigations integrity and to protect the reputation and image of the organisation and the investigator.

The company is based in the North East of England and provides training from its on-site Learning Centre. Training can also be delivered at alternative training venues throughout the UK and Europe, or at client's premises.

Safecall Training is committed to providing a level of service which meets the needs and expectations of its clients by designing and delivering high quality training programmes which improve knowledge, skill, and competence.

The Company's operating principles are:

Integrity – *We do the right thing*

Professionalism – *We set the highest standards*

Service – *We listen and respond*

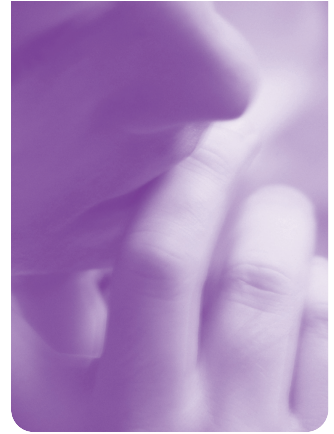
Teamwork – *We work together*

Who provides the training?

Training is provided by experienced investigators who are highly qualified and have proven training ability and specialised knowledge.

Each of our lead trainers has:

- a proven ability to manage investigations at the highest levels
- a wealth of experience of criminal and discipline investigations
- acted as specialist interview advisors or performed the role of Senior Investigation Officer (SIO)
- an outstanding level of knowledge of legislation, practice, and procedure
- excellent communication and facilitation skills
- training and assessment qualifications



What training is available?

Safecall Training offers a range of practical and innovative training courses to enable understanding and application in the workplace.

Safecall is an Institute of Leadership and Management (ILM) recognised provider and is able to provide ILM development awards for all investigation courses.

Courses can be designed to include particular client requirements, however, our most popular training courses are:

- The Investigator Training Programme:
 - 1 day – *The Investigation Process*
 - 2 day – *Investigation for Business Professionals*
 - 3 day – *Investigation for Managers*

The courses are designed for a minimum of eight delegates and a maximum of twelve.

Quotes from previous delegates

“I learnt more in one day than I could in five years doing the job.”

“As an HR specialist I thought I knew it all – this course has taught me otherwise.”

“A brilliant way to learn.”

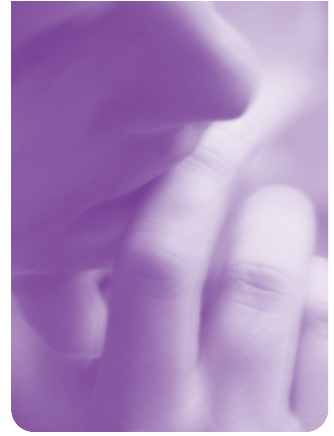
“The interview techniques training provided by Safecall was a huge success, the instructors credentials coupled with excellent delivery ensured that a class of very experienced forensic accountants described it as the most worthwhile course they had ever attended.”

“I would be prepared to do this course in my own time – it was excellent.”

“This course has made me realise how much I have been flying by the seat of my pants – every manager and supervisor should get it.”

“Practical, realistic, and relevant.”

“Knowing the law is not enough, it does not tell you how to do an investigation – this course has filled the gap.”



One Day Course – The Investigation Process

Aim

To introduce the principles and best practice guidance for conducting interviews and investigations

Learning Outcomes

By the end of the course delegates will be able to:

- Explain and demonstrate how to plan and prepare an interview
- State the legislation and guidance which affects the conduct of investigations
- Explain the role and responsibilities of the legal advisor or other representative assisting the interviewee
- Explain the PEACE model
- Explain the need to take accurate notes during an interview
- Have an awareness of requirements for presenting evidence

Content

The course covers:

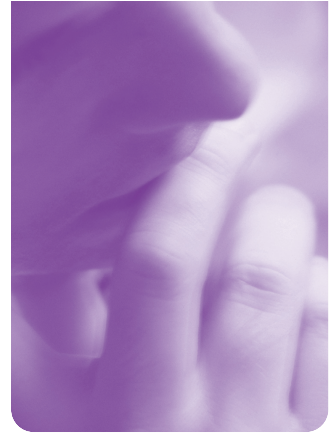
- The role and the responsibilities of the investigator
- Developing a structured approach to investigations
- Basic principles and legal fundamentals
- Cognitive Interviewing and Conversational Management
- Preserving and disclosing evidence
- Record keeping
- Evidence presentation

Who Should Attend?

The course is designed for employees who may be required to carry out a workplace investigation on behalf of the employer.

Venue

This training can be delivered at Safecall's Learning Centre in Sunderland, at your training centre, or at any other suitable local venue.



Two Day Course – Investigation for Business Professionals

Aim

The aim of this course is to:

- Examine the theoretical concepts, legislation, and procedures affecting the investigative process
- Develop a basic level of knowledge and understanding to carry out a workplace investigation

Learning Outcomes

By the end of the course delegates will be able to:

- Describe the action to be taken to preserve and secure evidence
- Demonstrate how to conduct an effective interview with a witness or suspect
- Explain how to conduct an ethical and transparent investigation
- Carry out a simple investigation
- Explain the role of the legal advisor or other representative assisting the interviewee or suspect
- Explain the need to make accurate notes
- Select an appropriate investigative strategy to achieve specified outcomes
- Explain the PEACE model
- Explain the legal and ACAS guidance requirements for carrying out an interview with an employee

Content

The course covers:

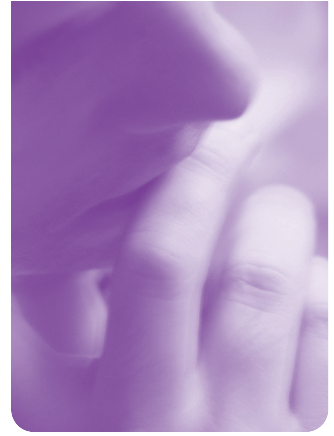
- The role and responsibilities of the investigator
- The legal framework
- The importance of ethical and transparent investigations
- Disclosure
- Decision making, record keeping and terms of reference
- Gathering, securing, and preserving evidence
- Investigative strategy and policy
- Practical exercises and case studies

Who Should Attend?

The course is designed for employees who may be called upon to carry out a workplace investigation on behalf of the employer.

Venue

This training can be delivered at Safecall's Learning Centre in Sunderland, at your training centre, or at any other suitable local venue.



Three Day Course – Investigation for Managers

Aim

The aim of this course is to:

- Outline the relevant legislation and guidance affecting investigations
- Improve skills, confidence and ability
- Enable a better understanding of issues relating to procedural fairness and disclosure

Learning Outcomes

By the end of the course delegates will be able to:

- Apply a logical and structured approach when carrying out an investigation or interview
- Explain the relevant legislation and best practice guidance
- Select an appropriate strategy to achieve specified outcomes
- Prepare an investigative strategy
- Apply the relevant law and procedures to the interview process
- Explain the PEACE interviewing model
- Demonstrate the ability to interview witnesses and suspects
- Explain the difference between conversation management and cognitive interviewing
- Demonstrate the ability to take accurate notes of interview
- Explain how to conduct an ethical and transparent investigation

Content

The course covers:

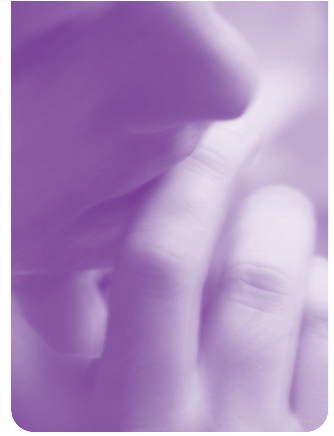
- The role and responsibilities of the investigator
- The legal framework
- The importance of ethical and transparent investigations
- Disclosure
- Decision making, record keeping and terms of reference
- Gathering, securing, and preserving evidence
- Investigative strategy and policy
- Practical exercises and case studies

Who Should Attend?

This training course has been specifically designed and developed for senior managers, managers, HR professionals, and any person who may be required to carry out interviews or investigations on behalf of their organisation.

Venue

This training can be delivered at Safecall's Learning Centre in Sunderland, at your training centre, or at any other suitable local venue.



Other training courses

In addition to the courses outlined Safecall Training can deliver the following training courses:

- Refresher Investigative Interviewing
- Investigation Management
- Awareness training of legislation and guidance affecting interviews
- Communication skills
- Violence in the Workplace and Conflict Management
- Effective note taking and tape recording for discipline investigations
- Statement writing and file preparation
- Witness Skills – Preparing for giving evidence
- Drugs awareness

To discuss your training needs, to book a course, or to request further information on any of our popular and sought after training courses, please contact Safecall Training on 0191 5166395, or email training@safecall.co.uk