

Counter Fraud Pathways

INTQUAL PRO

Level 4 Certificate in Fraud Investigation

As the UK's largest provider of regulated qualifications to the Fraud and Investigative sectors development of the new Level 4 qualification in Fraud Investigation has allowed us to continue building formal recognition for professionals working and progressing within the sector, increasing opportunities and mobility for our colleagues across a range of investigative roles. This qualification offers a comprehensive learning framework that covers the breadth of competencies required to work within fraud investigation, yet we work in collaboration with employers to ensure that the specifics of the programme are tailored to the sector and specific organisational requirements for those on programme.

As well as teaching to the core fraud investigation framework we bring our experience in the delivery of similar level 4 qualifications and to develop additional practical and soft skills in line with the knowledge requirements of this framework. Giving exposure to activities such as interviewing victims, witness and suspects, familiarity within real courtroom environments, but also the development of an investigative mindset, effective communication, influencing and analytical skills to help to build confident and well-rounded investigators that add significant value to investigation teams and employers.

What will this qualification give me?

- An understanding of the breadth of knowledge and applied skills relevant to fraud investigation
- Assessment and assurance through feedback and coaching to develop personal confidence and professionalism as a fraud investigator
- The framework and confidence to develop a mindset of continuous personal development and self-improvement in Fraud Investigation
- A formally regulated qualification to act as proof of professional capability and competence



Content

Fraud Investigation covers the key components of an investigation. Key is understanding current legislation, gathering suitable evidence, information and intelligence, being able plan and effectively interview victims, witnesses and possible perpetrators, whilst ensuring full compliance with PACE 1984 and CPIA 1996. All these areas are fundamental when working in fraud investigations.

The programme focuses on the following areas:

- The evolution and scale of Fraud across sectors
- Impact of Fraud on individuals, organisations, and society
- How motivational theories can be used detect and prevent Fraud
- Fraud and financial crime types and key enablers
- Money Laundering Motivational theories for committing Fraud
- The role of company structures in the facilitation of fraud and money laundering
- Disclosure in Civil and Criminal investigations
- Civil and Criminal Legislation, Regulations and case law relating to Fraud Investigation
- Fraud Indicators
- The Role of the Fraud Investigator
- The Investigative mindset
- Fair and Ethical Investigations
- Internal Fraud Investigation
- Intelligence Gathering
- Principles of Fraud Investigation
- Working with Partner Organisations in Fraud Investigations
- Undertaking witness and suspect interviews in Fraud Investigations (PEACE Model)
- Fraud Investigation Planning and Process
- Fraud Investigation Reporting and Closure
- Court attendance and delivery of evidence

Delivery Model

Whilst all of Intqual-pro's delivery models are flexible and based on client and sector needs, the proposed model for delivery of the qualification is as below. The programme is available for classroom delivery on one of our sites or at client site yet also available via virtual classroom. Assignments issued between sessions are completed using our in house e-learning platform and an assessor will be allocated to provide guidance for the duration of the programme.

Time Frame:

Nine mandatory days of training over 5/6 months

Mandatory Sessions:

Day 1 – Understanding Fraud and Fraudsters

Day 2 – Role of the Fraud Investigator

Day 3 – Understanding Fraud Legislation

Day 4 – Principles of Fraud Investigation

Day 5 – Information and Intelligence Requirements Planning and Gathering

Day 6/7 – Principles of Interviewing
(theory, planning, interviewing offenders, witnesses, victims)

Day 8 – Planning and Process

Day 9 – Reporting and Closure

Additional Elective Training:

- Internet Research and Investigation
- Understanding Disclosure (detailed disclosure specific programme)
- Structured analytical techniques
- Recognition of cognitive bias

Level 4 Certificate in Fraud Prevention

With the year to year increase in cost to the economy of fraud, the growth and professional competence of those working in fraud prevention is an increasing priority for all organisations. The new Level 4 in Fraud Prevention is the first regulated qualification that provides a holistic framework of competencies for Fraud Prevention professionals to work to and demonstrate competence. With our successful intelligence and cyber security for business programmes, delivered to over 200,000 learners in over 30 countries, we are well placed to understand employer needs relating to fraud prevention strategy and will work with employers to ensure that the specific content of the programme is role relevant.

What will this qualification give me?

- An understanding of the breadth of knowledge and applied skills relevant to fraud investigation
- Assessment and assurance through feedback and coaching to develop personal confidence and professionalism as a fraud investigator
- The framework and confidence to develop a mindset of continuous personal development and self-improvement in Fraud Investigation
- A formally regulated qualification to act as proof of professional capability and competence



Content

Fraud Prevention enables delegates to understand and assess risk of fraud that their organisation could face. Delegates will understand, develop, and communicate fraud prevention strategies that cover fraud prevention campaigns and effective use of technology. The programme focuses on 6 key areas:

- Understanding Fraud and Fraudsters
- Deterring Fraud in Organisations
- Protecting Individuals from Fraud
- Fraud Prevention Campaigns
- Use of Technology to Prevent Fraud



Delivery Model

Whilst all of Intqual-pro's delivery models are flexible and based on client and sector needs, the proposed model for delivery of the qualification is as below. The programme is available for classroom delivery on one of our sites or at client site yet also available via virtual classroom. Assignments issued between sessions are completed using our in house e-learning platform and an assessor will be allocated to provide guidance for the duration of the programme.

Time frame:

6 mandatory days of training over 3 months

Mandatory Sessions:

Day 1 – Understand Fraud and Fraudsters

Day 2 – Deterring Fraud and Introduction to Fraud Risk Management

Day 3 – Policies and Procedures (Counter Fraud Policies, Response Plans, Prevention Programmes, Protecting to Organisation and the Individual)

Day 4 – Prevention and Disruption of Fraud

Day 5 – Fraud Prevention and Reduction Programmes – plan, develop, deliver

Day 6 – Use of Technology in Fraud Detection and Prevention

Additional Elective Training:

- Internet Research and Investigation
- Understanding Disclosure (detailed disclosure specific programme)
- Structured analytical techniques
- Recognition of cognitive bias

Level 3 Award for Professional Investigators

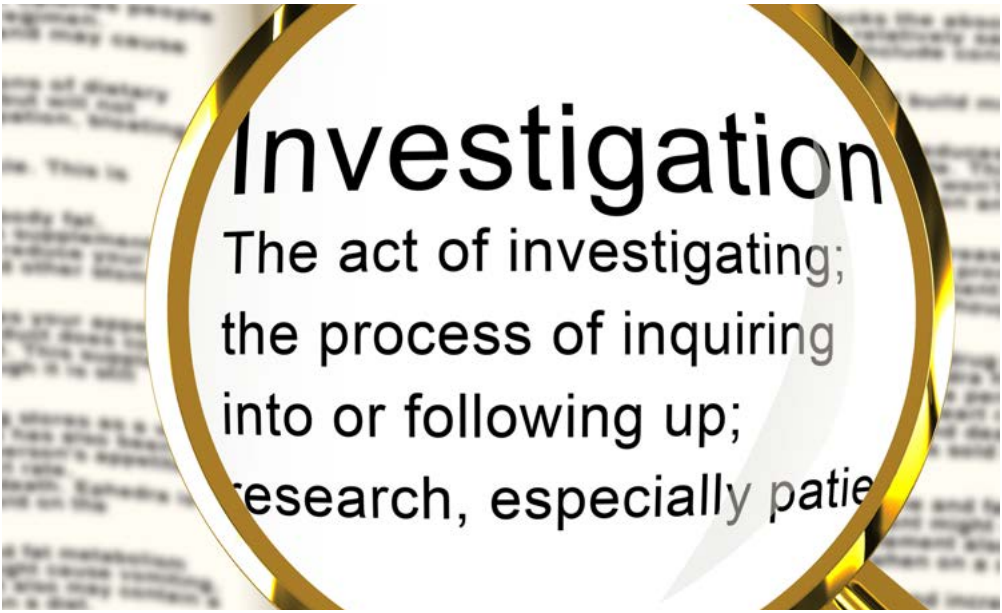
The government commissioned the Levenson Enquiry and The Parliamentary Home Affairs Select Committee (PHASC) to look at both the culture of the media but also the practices of investigators in the private sector. Both Inquiries found in favour of PI licensing. The PHASC recommended that licensing include that investigators have sufficient training and hold the "approved qualification". The role out of licensing was proposed for 2015 and is likely to come into fruition in the short term.

What will this qualification give me?

- An understanding of the legislation associated with investigation and the role of the Investigator
- How to plan an investigation, including the main points for consideration
- Understanding about information sources when used as evidence and being aware of Disclosure

Content

The SFJ AWARDS Level 3 Award for Professional Investigators is a qualification for individuals who work or would like to work as professional investigators. It focuses on how to research information from various sources; gather information through interviews; and have an overview of surveillance operations, both overt and covert; on gathering information in support of an investigation; planning and reporting investigations. This includes identifying the objectives of the investigation; dealing with conflicts of interest; and how to report and present the findings on the investigation. The qualification also deals with maintaining the security and confidentiality of all information during the investigation. Throughout, there is also the requirement of knowing and complying with the laws and regulations relevant to carrying out investigations. This qualification is based on the SIA Specification for Learning and Qualifications for Private Investigators and Pre-Cognition activities.



Delivery Model

Whilst all of Intqual-pro's delivery models are flexible and based on client and sector needs, the proposed model for delivery of the qualification is as below. The 3-day programme is available for classroom delivery on one of our sites or at client site yet also available via virtual classroom.

Day 1

- Legislation
- PACE, CPIA, Human Rights Act, Fraud Act, Bribery Act, Computer Misuse Act, Case law – overview and points to prove
- Adherence to legislation and spirit of the law to avoid reputational damage by the Human Rights Act or Disclosure failings
- Role of the Fraud Investigator (First Party Fraud focus)

Day 2

- Investigation planning
- Rationale and overview
- Main points for consideration
- PEACE (cognitive interviewing – victims, witnesses, suspects and interpreters) theory and practical

Day 3

- Evidence Gathering and Disclosure – follow on from CPIA giving context and the importance of Disclosure in theory and practice
- Continuity evidence – documentary, digital, integrity, gathering and storage, audit trails and logs (internal policy and process), retention