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**Mark H Durkan MLA  
Minister of the Environment  
Goodwood House, 44 - 58 May Street,  
Town Parks, Belfast BT1 4NN**

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**Lord Morrow MLA  
Northern Ireland Assembly  
Parliament Buildings  
Ballymiscaw  
Stormont**

**AQW 28487/11-15**

**Lord Morrow has asked:**

**To ask the Minister of the Environment pursuant to AQW 27716/11-15, to provide a copy of the relevant training module in respect of Driver and Vehicle Agency enforcement staff carrying out duties to detect illegal activities of taxi operators**

**ANSWER**

The accredited 'Advanced Certificate in Investigative Practice' is designed to give staff, with an investigative role, the necessary knowledge and skills to competently carrying out their duties.

The certificate is modular based and the modules entitled 'Law, Evidence, Procedure and Best Practice' and 'Advanced Statement/Report writing' provide formal training to enforcement officers in gathering and submitting evidence to support investigations.

A copy of the brochure detailing the 'Advanced Certificate in Investigative Practice' has been placed in the Assembly Library.

**Signed:**

*Mark Durkan*

**Mark H Durkan MLA**

**Date:**

*01/12/13*

# 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.





*“As a Principal Officer it is essential that my team has the necessary skills and competencies to carry out their work professionally. This training has not only given me but also my colleagues the confidence and ability to carry out our work to best practice standards. I attended the first programme we ran 7 years ago and am still putting into practice on a day-to-day basis the techniques learned on the courses.”*

**Leigh Kirby**  
**Principal Enforcement Officer**  
**Cardiff County Council**

## 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.

Bond Solon has developed a series of competency-based courses, designed to ensure that those with an investigative role have the knowledge, skills and confidence to competently gather, secure, and present evidence to best practice standards. The training provides a structured development path for all investigators, giving them the necessary competencies to carry out their work effectively. Areas of training include:

- Law, Evidence, Procedure & Best Practice
- Advanced Statement/Report Writing
- Courtroom Skills/Giving Evidence Training
- Advanced Investigative Interviewing
- Case File Preparation
- Employment Investigations
- RIPA (Regulation of Investigatory Powers Act)
- DPA (Data Protection Act)
- Collecting Electronic/Digital Evidence
- Advocacy
- Conflict Management
- ADR - Negotiation / Mediation
- Cross Examination
- The Effective and Lawful Use of the Internet in Investigations
- Digital Photographs as Admissible Evidence

## 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 risk of 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

## Can the training lead to a recognised qualification?

**Yes.** The Professional Training in Investigative Practice is made up of a number of 1 and 2 day courses. The courses can be run as stand alone training or together over a period of time leading to nationally recognised BTEC qualifications awarded by Edexcel up to level 7.

To date over 3,500 people have undertaken the qualifications and today it is regarded as the leading qualification for investigators.



## Professional Awards

Delegates that undertake 2 days of training and successfully complete the assessments will be eligible for a Professional BTEC Award accredited by Edexcel.

## Advanced Professional Certificate in Investigative Practice

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 2 days at a time and delegates must attend mandatory modules:

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

From the optional modules delegates must also attend at least one of the following:

- Advanced Investigative Interviewing
- Case File Preparation
- Employment Investigations

## Post Graduate Certificate in Investigative Practice

Teesside University Business School, in partnership with Bond Solon, has created the Post Graduate Certificate in Advanced Investigative Practice. This unique Award is the first post-graduate qualification of its kind offered in the UK. The PgCert consists of the 8-day Advanced Professional Certificate in Investigative Practice, plus an extra 2-day Reflective Practice module delivered by Teesside University Business School.

## Public and in-house courses

Public courses are run throughout the year in central London. If you have 5 or more colleagues we can come to you and deliver the training in-house at your organisation.

## Who should attend the training?

These training programmes 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. The courses are suitable for both new and experienced investigators.

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

Bond Solon will provide your organisation with the most up-to-date, relevant, useful and effective courses possible by working closely in partnership with you. Courses delivered in-house are tailored to meet your organisation's specific needs. Bond Solon will work with key personnel to ensure the training incorporates your organisation's policies, procedures, responsibilities, key legislation and relationships with other agencies /organisations.

As a dedicated training company, Bond Solon is fully aware that delegates require a range of learning styles on each course to ensure everyone acquires the necessary knowledge and skills. The training we deliver is interactive and the delegates will learn by doing and receive feedback and support from their peers and trainers. Case studies are based on real practical examples with the learning focusing on delegate participation. Each course utilises a range of training approaches including: pre-course reading, case studies, exercises and role-play.



*“Veolia 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  
Veolia Water



*“I have been commissioning Bond Solon to provide the Advanced Professional Certificate in Investigative Practice for my officers, first at Camden Council and more recently at London Borough of Islington. The feedback from the training has been consistently excellent, making it exceptional value for money and there has been a marked improvement on the quality of the investigations back in the workplace. I would urge all investigators to consider Bond Solon’s qualification.”*

**Kenny Wilks**  
**Head of Street**  
**Environment Services**  
**London Borough of Islington**

### **Unit 1 – Law Evidence Procedure and Best Practice (2 days)**

The way evidence is gathered has a major impact on successful regulatory control or enforcement and/or prosecution.

This course equips delegates with regulatory, enforcement and/or prosecution responsibilities 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.

#### KEY LEARNING POINTS

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

### **Unit 2 – Part 1 – Advanced Statement/Report Writing (1 day)**

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. Too often statements/reports lack clarity, credibility and objectivity. Delegates will consider best practice in writing effective statements or reports for use in civil claims or criminal cases.

#### KEY LEARNING POINTS

- Identifying the issues and including facts that support these issues
- Identifying the source and weight of evidence
- Insulating written evidence against cross-examination
- Layout and formalities
- Use of exhibits/appendices/photos/plans/maps
- Using contemporaneous notes as the basis for the statements/reports
- Getting your message across
- Developing an objective and critical eye in relation to written evidence

**Compulsory module for the Advanced Professional Certificate in Investigative Practice**

**Compulsory module for the Advanced Professional Certificate in Investigative Practice**



## Unit 2 – Part 2 – Courtroom Skills/Giving Evidence (1 day)

Professionals may find themselves in the witness box giving evidence on behalf of their organisation. Often professional witnesses feel that they and their organisation are on trial. Doubt will be cast on the witness's experience, notes, method of investigation and the procedures followed by them and their organisation.

This training will provide delegates with the knowledge, skills and confidence to present evidence effectively. The procedures for giving evidence, the order of events, the roles of different people in the hearing and the process of giving evidence will be explained. In the afternoon delegates will be cross-examined by defence lawyers on a case study, statement or report from a completed case based on their own area of work and will receive feedback on how to survive in the witness box.

### KEY LEARNING POINTS

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

Compulsory module for the Advanced Professional Certificate in Investigative Practice

## Advanced Investigative Interviewing (2 days)

Many professionals are required to conduct interviews in situations where the information obtained may become vital evidence in later proceedings. Failure to conduct these interviews properly may result in evidence being inadmissible, unreliable or without weight and may adversely affect the fairness of the trial.

This course will provide delegates with the key skills to interview witnesses, obtain witness statements and interview suspects effectively and to best practice standards enabling them to maximise the evidence they gain during such interviews.

### KEY LEARNING POINTS

- Effectively plan and prepare for different types of interviews
- Different questioning techniques and when to use them
- How to structure interviews
- Maximise the impact of disclosing evidence before and during the interview
- Different types of interviews, including dealing with suspects and non-suspects
- Deal effectively with solicitors, trade union representatives, silences and selective answering
- Handle inconsistencies in the account given by the interviewee and with other available evidence
- Balancing the investigator's powers with the individual's rights
- Role-play in relation to conducting fact finding, witness and/or suspect interviews

*The Insurance Fraud Investigators Group (IFIG) began working with Bond Solon 2 years ago to develop an industry specific accredited investigative training programme and qualification for our members. This programme is now being rolled out across the country on both a public and in house basis. The feedback from those who have undertaken the training and qualification has been excellent and it has enabled IFIG to support its members by providing them with the benchmark of occupational standards and core competencies to carry out insurance fraud investigations.*

**Paul Ewen**  
Compliance Manager  
IFIG (Insurance Fraud Investigators Group)



*The training I received with Bond Solon has already proved invaluable, having recently applied my new skills successfully to several investigations at work. The trainers, all experienced legal professionals, display a genuine interest in passing on their skills and not just reading from a script. It is the most useful training I have ever received and I would recommend your company to anyone.*

**Steve Lane**  
**National Cash Loss**  
**Investigations Manager**  
**Selfridges**

*The skills and tools provided by Bond Solon Training are without doubt the best that I have seen, our team now has more confidence in themselves after completing the course and this in itself leads to a standardised approach which shows our professionalism in all the investigations. I strongly recommend this course to all investigators.*

**Michael Keeber**  
**Economic Crime and**  
**Fraud Manager**  
**First Great Western**

**Case File Preparation and Disclosure (2 days)**

Investigators preparing cases to pass to advocates for presentation require the knowledge and skills to produce comprehensive case files containing all the relevant documentation and information required for hearings.

On this course delegates will learn the importance of compiling relevant case information. They will analyse the contents of a case file, including the summary of the case, schedules of witnesses and exhibits, details of witness availability and copies of witness statements or reports in order to ensure best practice in case file procedure.

**KEY LEARNING POINTS**

- Understand the principles of case file management
- Identify and manage the content required for a case file
- Formulate a strategy for completing all relevant documentation
- Exercise judgment in relation to appropriate disclosure of material
- Build a case file to enable either an in-house or independent advocate to prepare the case for presentation at a preliminary hearing or trial

**Employment Investigations (2 days)**

Failure to treat employees fairly and to carry out reasonable investigations may result in 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. The training also ensures that evidence collected during an internal investigation will be admissible and reliable if it is needed in a criminal court.

**KEY LEARNING POINTS**

- Understand the main contractual and statutory claims that an employee can make
- Interpret the relevant express and implied terms and consider gross and serious misconduct
- How to conduct a reasonable and adequate investigation to avoid a successful unfair dismissal claim in both conduct and capability investigations
- Consider and evaluate discrimination claims
- Plan and carry out an investigation in accordance with the Acas Code





## Regulation of Investigatory Powers Act (RIPA) Training (1 day)

Interception of communications, surveillance and use of Covert Human Intelligence Sources (CHIS) must be carried out in strict accordance with RIPA. Failure to do so may be unlawful and result in evidence being inadmissible and may lead to civil actions for damages.

This course gives delegates a comprehensive understanding of the legal regime imposed under RIPA. Delegates will learn how to achieve legal compliance when planning, authorising and/or conducting investigative practices regulated by RIPA.

### KEY LEARNING POINTS

- Understanding the interception of communications, the different types of surveillance and CHIS under RIPA
- What evidence is needed to gain authorisation under RIPA
- Keeping sufficient and proper records to justify the conduct under RIPA
- How to carry out lawful and justified infringement of individuals' relevant human rights
- Applying to factual situations the principles of lawfulness, necessity and proportionality

Must be run as a 2 day course in conjunction with DPA or Cross-Examination if undertaking a qualification

## Data Protection Act (DPA) Training (1 day)

Organisations are required to give access to personal data that is gathered, stored or processed. It is necessary to understand how this information must be collated and stored and under what circumstances you can legally refuse access to it.

This course puts the acquisition, use and disclosure of personal data into a practical context. Delegates will learn the steps that need to be taken to ensure legal compliance when processing personal data and how to lawfully share data with other organisations and the impact of the Freedom of Information Act (FOIA).

### KEY LEARNING POINTS

- Understanding the 8 DPA principles
- Processing data in accordance with the principles
- Knowing how to respond to requests for data and how to refuse access to data
- Setting up and operating DPA compliant systems
- Data sharing
- The impact of the Freedom of Information Act

Must be run as a 2 day course in conjunction with RIPA or Cross-Examination if undertaking a qualification

*All of my team that have attended the Bond Solon courses have commented on how valuable the training was, as well as complimenting the delivery and style of the trainer. One of the attendees has 42 years' experience and said of the course that it was the most outstanding training he had received during that time.*

**Gerard Davies**  
Head of Retail Security  
William Hill

*In my view there is Good, Very Good and then we come to Bond Solon. The model that you use is quite simply one of the best I have ever seen with real experts in their own field leading on different subject areas. Particularly impressive is the maintenance of the integrity of the course with no short-cuts. This is what training ought to always be like. I will have no hesitation in recommending Bond Solon to anyone who should ask in the future.*

**Alan Conroy**  
Barrister



*Kent Fire and Rescue Service has been using Bond Solon to provide a bespoke investigative training package for the past 8 years to ensure that team members have a sound knowledge of the legal system. The whole process - from the initial consultation and design through to the delivery of the training programmes has been excellent and I have no hesitation in recommending them to others or continuing to use them ourselves. I consistently get feedback from my team to say that even where addressing technical or complex subjects the trainers are able to present it in a clear and logical manner with supporting examples and case studies. I know that through Bond Solon my team have not only gained the necessary knowledge but, crucially, will be able to apply it to their roles.*

**David Wales**  
**Investigation and Research**  
**Manager (Community Safety)**  
**Kent Fire & Rescue Service**

## Collecting Electronic/Digital Evidence (2 days)

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

This 2-day course will give delegates an understanding of how to secure electronic/digital evidence so that it can be used in a court of law.

### KEY LEARNING POINTS

- Explain and apply 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
- Plan and prepare for the search and seizure of electronic/digital evidence
- Collect electronic evidence using procedures that ensure the continuity of the evidence is preserved
- Comply with the ACPO (Association of Chief Police Officers) guidelines for dealing with computer-based evidence

## Advocacy (2 days)

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 can be a daunting responsibility and cases can be won or lost on the basis of the advocacy.

Delegates on this course will gain the necessary skills and knowledge to carry out this role and will gain a greater understanding of how cases must be prepared.

### KEY LEARNING POINTS

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



## Conflict Management (2 days)

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

### KEY LEARNING POINTS

- Devise and implement management strategies to avoid risk to personal safety
- Analyse behaviour and communication triggers to conflict and adopt risk assessment and arrangement techniques to avoid, diminish or remove conflict in others
- Detect behaviour indicative of possible conflict or aggressive behaviour
- Manage conflict and insults in both private and public scenarios
- Rationalise and utilise psychology in the management of conflict
- Implement lawful and effective conflict management strategies and collate learning from incidents of conflict

## Alternative Dispute Resolution (ADR) (2 days)

Early and amicable resolution of disputes saves both time and money and also avoids the destructive impact of litigation, enforcement or prosecution.

### Day 1 - Negotiation

This course will enable delegates to negotiate effectively and understand the principles behind successful negotiation.

#### KEY LEARNING POINTS

- Preparing for a negotiation by identifying clear objectives and analysing issues, facts, opinions, strategy and style
- Developing a structure and strategy in negotiation including the use of concessions, opening bids, resistance points and variables
- Refine listening, questioning and response skills
- Analysis of own and other party's strengths and weaknesses
- Formulating a binding written agreement and maintain an ongoing relationship

### Day 2 - Mediation

Delegates on this course will learn the key skills of how to effectively mediate a settlement between two parties and the advantage in doing so.

#### KEY LEARNING POINTS

- How to mediate an agreement
- Identifying clear objectives, strategy and style
- Defusing a situation and handling conflict and aggression
- Remaining impartial
- Shuttle diplomacy
- The advantages of mediating a settlement that is tailored to the parties

Each day may be taken separately, but must be run as a 2 day course if undertaking a qualification.

*I have attended a number of Bond Solon training courses over the past 3 years and have found them invaluable in providing me with the core competencies to enable me to carry out my investigations to a professional standard. The training has underpinned and complemented my existing skills and I will be looking to Bond Solon again in the very near future to further enhance them.*

**Andy Savery**  
Fraud Investigations Officer  
Prudential

*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 Environmental Health  
and Trading Standards  
City of York Council



### Cross-Examination Day (1 day)

This course is a follow on from the Courtroom Skills/Giving Evidence course. Delegates will have in-depth cross-examination on a full statement/report and gain mastery of delivery of their evidence.

This 1-day course will enhance delegates' presentation skills and enable them to practice justifying decision-making, policies, procedures and how to make full use of supporting documents and exhibits.

Each delegate will be videoed in the witness box.

#### KEY LEARNING POINTS

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

Must be run as a 2 day course in conjunction with RIPA or DPA if undertaking a qualification



### The Effective and Lawful Use of the Internet in Investigations (2 days)

The internet is an increasingly important tool in a wide range of investigations. When used effectively it enables organisations and investigators to save both a considerable amount of time and money. However, failure to research properly, monitor changes, capture data, and follow procedures or legislation could result in any evidence obtained being rendered inadmissible.

This course provides investigators with the core skills to use the internet as an investigative tool effectively, enabling them to quickly source information and gather evidence lawfully to further their investigations.

#### KEY LEARNING POINTS

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

Currently this course is not part of the qualification. Delegates are required to bring along a wireless enabled laptop to fully participate in this course.



### Digital Photographs as Admissible Evidence (1 day)

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, and delegates will be made aware of the rules relating to digital images. Through a practical session the training will cover the process of the taking of a digital image, the production of the image as an exhibit and awareness of the 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 photographic equipment used for preserving evidence
- Familiarisation with the WORM process to ensure correct policy and procedures in the workplace
- Storing data and producing evidentially lawful working copies

Currently this course is not part of the qualification



## A selection of our clients...

### COMPANIES

Adidas, Argos, Aviva, AXA, B&Q, Barclays, Betfair, Biffa, British Gas, BSKyB, BT, CCL Forensics, Dŵr Cymru Welsh Water, Ernst & Young, First Great Western, G4S Cash Solutions, GAP, Gatwick Airport, HBOS, Homebase, HSBC, John Lewis, KPMG, London Luton Airport, Marks & Spencer, Microsoft, Mothercare, National Express Group, National Grid, Northern Ireland Water, PricewaterhouseCoopers, O2, Orange, Royal Bank of Scotland, Serco, Severn Trent Water, South West Trains, Staples, Tesco, TNT Express, Translink, Veolia Water, Virgin Trains, Vodafone, Welcome Break, William Hill

### CENTRAL GOVERNMENT

Air Accident Investigation Branch, BIS, Environment Agency, Drinking Water Inspectorate, DSTL, Gambling Commission, Health Protection Agency, HM Revenue and Customs, Home Office, Information Commissioner's Office, Insolvency Service, Maritime & Coastguard Agency, MOD, Office of Fair Trading, Office of Rail Regulation, Ofgem, Ofsted, Parliamentary & Health Service Ombudsman, Pensions Regulator, Public Service Ombudsman for Wales, Rural Payments Agency, Scottish Legal Complaints Commission, Scottish Public Service Ombudsman, Serious Fraud Office, SOCA, Transport for London

### LOCAL AUTHORITIES

Aberdeenshire, Birmingham, Blaenau Gwent, Bournemouth, Brent, Buckinghamshire, Cambridge City, Camden, Cardiff, Chelsea & Kensington, Chiltern, City of London, Conwy, Denbighshire, Devon, East Cambridgeshire, East Lindsey, East Sussex, Enfield, Glasgow, Greenwich, Hammersmith & Fulham, Hampshire, Hillingdon, Islington, Kirklees, Lambeth, Leicester, Liverpool, Luton, Manchester, Newcastle, Northumberland, Poole, Reading & Cleveland, Sefton, Sheffield, Slough, South Lanarkshire, Southwark, Staffordshire, Swansea, Thanet, Torfaen, Tower Hamlets, Vale of Glamorgan, Westminster, West Sussex, Wycombe, York

## About Bond Solon

Bond Solon is the UK's leading legal training organisation for non-lawyers. Over the past 20 years over 250,000 delegates have attended our training programmes. We work with a broad range of public and commercial organisations helping them to ensure that personnel are able to work to best practice standards with confidence and that they are aware of the legal framework in which they operate. Bond Solon delivers training throughout the UK and worldwide.

### FIRE BRIGADES

Avon, Buckinghamshire, Cheshire, Cumbria, Derbyshire, Devon and Somerset, Dorset, East Sussex, Essex, Greater Manchester, Hampshire, Herefordshire & Worcestershire, Humberside, Kent, Lancashire, Leicestershire, Lincolnshire, London, Merseyside, Mid & West Wales, Norfolk, Northamptonshire, Northern Ireland, North Yorkshire, Nottinghamshire, Oxfordshire, Shropshire, South Yorkshire, South Wales, Surrey, Warwickshire, West Midlands, West Yorkshire, Wiltshire

### LAW FIRMS

Addleshaw Goddard, Allen & Overy, Ashurst, Berwin Leighton Paisner, Charles Russell, Clifford Chance, Clyde & Co, CMS Cameron McKenna, Eversheds, Freshfields Bruckhaus Deringer, Herbert Smith, Hogan Lovells, Holman Fenwick Willan, Ince & Co, Lewis Silkin, Linklaters, Mishcon de Reya, Nabarro, Norton Rose, Pinsent Masons, Reed Smith, S J Berwin, Stephenson Harwood, Slaughter and May, Stewarts Law, Taylor Wessing, Withers

### PROFESSIONAL/AWARDING BODIES, INSTITUTES, ASSOCIATIONS

ACCA, Association of Accounting Technicians, CIEH, CIPFA, City and Guilds, Federation Against Copyright Theft, F3, IMarEST, IMechE, Insurance Fraud Investigators' Group, Keep Britain Tidy, LAIOG, North East Fraud Forum, Retail Loss Prevention Fashion Forum, RICS, Society of Operation Engineers, Solicitors Regulatory Authority, Telecommunications Fraud Forum, The Law Society

### POLICE

Avon and Somerset, BTP, Cambridgeshire, Central Scotland, Cheshire, Devon and Cornwall, Durham, Dyfed-Powys, Essex, GMP, Greater Manchester, Guernsey, Hampshire, Hertfordshire, Humberside, Kent, Lancashire, Leicestershire, Merseyside Police, Met, Norfolk, Northumbria, North Yorkshire, Nottinghamshire, NPIA, PSNI, SOCA, South Wales, South Yorkshire, Surrey, Thames Valley



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