

INVESTIGATION SKILLS DEVELOPMENT COURSE



COURSE OBJECTIVE

The objective of this course to provide participants with the basic knowledge regarding Revenue Protection and Infrastructure related crime investigations with relation to meter tampering, infrastructure crimes, theft, fraud, corruption and cybercrimes. It also focuses on how to analyze such crimes, identify the suspects, gather evidence, identifying the suspects, recommend remedial actions and measures to prevent such crimes, in order to effectively minimize revenue losses within their Utility.

CONTENTS

1. INTRODUCTION AND COURSE OBJECTIVES

An overview of the Revenue Protection and Infrastructure crime concepts and highlights the importance of the investigation processes in order to minimize revenue losses effectively.

2. RESPONSIBILITIES OF THE DIFFERENT ROLE PLAYERS

This section highlights the different role players involved in an investigation and what each entities job description should indicate to make the process a success.

3. PROCESS OF ANALYSING INFORMATION

Explains the process of analysing the information found at a crime scene, or received through an informant or witness, to determine the next steps in the investigation process.

4. COMMUNICATION PROCESSES

Highlights the importance of a community education process as well as a the need for a hotline and a reward system to obtain intelligence.

5. EVIDENCE COLLECTION BEST PRACTICES

The skills to identify evidence on a crime scene is very important and the knowledge to collect, protect and present such evidence is very important.

6. IDENTIFICATION PROCESSES

This section highlights the process of identifying suspects and explains how to narrow down the possible guilty parties, to obtain successful prosecutions

7. REPORTING PROCESSES

A guideline to understanding which events need to be reported and highlights the reasons for doing so and also points out what can go wrong if not adhered to.

8. CORRECTIVE AND REMEDIAL RECOMMENDATIONS

All actions in an investigation process should focus on identifying the reason for the crime taking place and should also provide guidance on why it happened and a recommendation made on what should be done to prevent a recurrence.

9. ANNEXURES

Examples of documentation to be utilized in an investigation and a flow diagram of processes are provided that would assist in streamlining all processes.

WHO SHOULD ATTEND?

- 1) Revenue Protection Managers
- 2) Revenue Protection Supervisors
- 3) Investigators
- 4) Law Enforcement Officials
- 5) Legal advisors
- 6) Auditors

DURATION OF COURSE

- 1) Normal course – 3 days (one day practical)
- 2) Virtual course – 4 days of 3 hours a day