

*Robertson & Co*

Accredited and Bespoke Training



## ACCREDITED TRAINING

20 years of investigating and providing Counter Fraud solutions to the Insurance, Financial, Commercial and Public sectors make Robertson & Co the safe choice when choosing a supplier for the delivery of Training and Accredited Industry Qualifications.

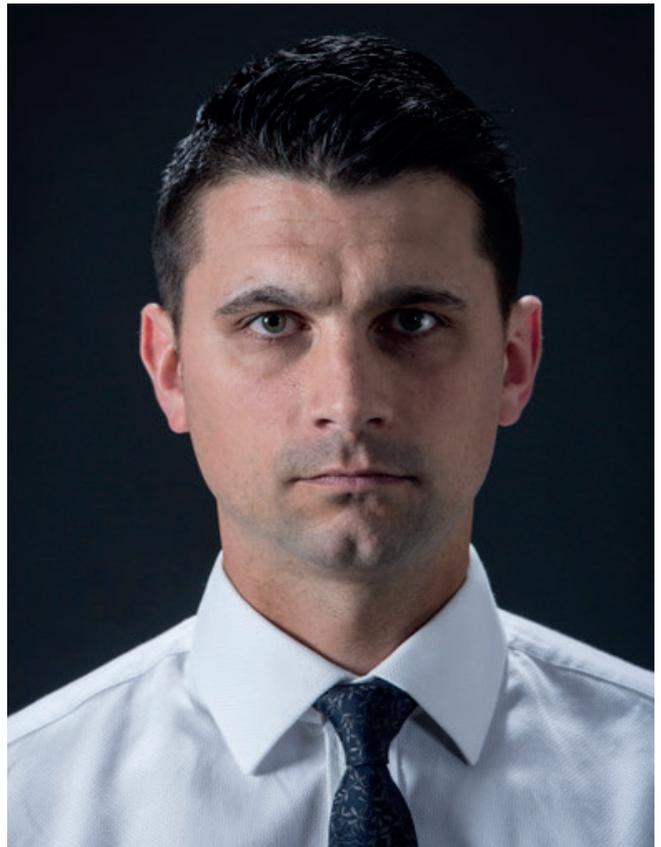
All of our courses have been developed to deliver benefit in day to day situations and can be delivered flexibly at our Client's offices or at one of our scheduled hosted courses around the UK by an Accredited Counter Fraud Trainer.

Robertson & Co's Head of Training Ben Owen has a wealth of practical Investigations, Surveillance and Intelligence experience gained in some of the world's most challenging environments.

Prior to joining Robertson & Co in 2017 he had been providing Counter Fraud, Open Source Intelligence and Operations Training to Commercial, Government, Police and Intelligence establishments around the globe. His background in Training and Development saw him head up a large British Intelligence Training Department during one of the largest recruitment drives in its history.

His face may be familiar to some as the Deputy Commander of Operations in the hit Channel 4 show Hunted in which he has featured since 2015, as an Open Source Intelligence expert on Celebrity Troll Hunters or for his commentary as a recognised Counter Terrorism Expert on ITV News and the BBC Worldwide Service.

Ben's teaching style and contemporary knowledge means that Robertson & Co training packages are delivered to the highest professional standards.



## Robertson & Co Accredited Counter Fraud Training

Here at Robertson & Co we offer both the Accredited Counter Fraud Technician (ACFT) course and the Accredited Counter Fraud Specialist (ACFS) course.

Our courses are accredited by the University of Portsmouth (UoP). A frequent question is: what are the Counter Fraud Professional Accreditation Board (CFPAB) awards worth? The CFPAB has set minimum credits for each of the following awards:

- **ACFS (Foundation) at least 40 Level 4 credits at a Higher Education Institution.**
- **ACFTech (Developing) at least 10 Level 4 credits at a Higher Education Institution.**

Please note Level 4 is the equivalent of the first year of an undergraduate degree, an NVQ Level 4 or a BTEC Level 4. In an undergraduate degree there are 120 credits in a level, so 40 credits is the equivalent of one third of the year.



## Accredited Counter Fraud Technician course (ACFT)

Our ACFT courses are over a 4-day period and can be delivered either in-house or by registering on our regular U.K. dates as advertised on our website.

You will receive comprehensive pre-course material to ensure you're fully prepared for the 4-day package.

### The modules covered are as follows:

- Offence Legislation (England and Wales)
- Liaison, Intelligence, Organisation and Planning
- Photographic and Video Evidence
- Investigative Interviewing

**ACFT scheduled dates 4-day programmes: £800+VAT per person**

**ACFT 4-day programme delivered in house: £960+VAT per person  
(minimum number of delegates required)**



## Accredited Counter Fraud Specialist Course (ACFS)

Our ACFS courses are over an 8-day period and can be delivered in house. We understand this is a large amount of time away from business, so we can break the course down into modules and deliver the training to suit your operational needs. You will receive comprehensive pre-course material to ensure you're fully prepared for the 8-day package.

### The modules covered are as follows:

- Offence Legislation (England and Wales)
- Liaison, Intelligence, Organisation and Planning
- Directed Surveillance
- Photographic and Video Evidence
- Investigative Interviewing
- Rules of Disclosure
- Court Procedures and Evolving Legislation

On completion of our fraud training courses you will have some coursework to complete.

Robertson & Co will be on hand at all times to support you through this and you will have direct communication access with our expert instructional team. With our ACFT course, you can convert this into the ACFS certification by completing the extra modules outlined.

We will liaise with you to arrange the delivery of additional training if this is something of interest to you.

**ACFS scheduled dates 8-day programmes: £1,600.00+VAT per person**

**ACFS 8-day programme delivered in house: £1,920.00+VAT per person**



# Open Source Intelligence (OSINT)

Our OSINT programmes can be delivered in two ways. Firstly, we have a 1-day OSINT awareness presentation covering all areas detailed below in a comprehensive presentational style delivery. You can have as many delegates as practicable.

Our 2-day programme includes contemporary modules that address the newest trends in using the Internet as an Investigative Tool. Information and intelligence is now the commodity of life, but how do we access rich information and intelligence?

We'll teach how to seamlessly navigate intricate spaces of the Internet, including untapped areas that can prove pivotal to the success of investigations and general research work. A Robertson & Co OSINT course allows a comprehensive oversight of amazing new techniques that are both valuable and bespoke to your area of business or interests.

## Day 1

- Advanced search engine's
- Planning your OSINT investigation
- Remaining anonymous and deploying ethical distraction tactics
- Social media intelligence
- Real time web monitoring
- Linking target associations, building networks and use of network charts
- Advanced tools and techniques

## Day 2

- Data mining and geolocation tools
- General Data Protection Regulations (GDPR) and online investigations
- How to use TOR and dark net intelligence
- The 'Internet of Things' and the Internet going forward
- How to keep up to date on OSINT techniques and tools
- OSINT exercise

We can deliver the training in-house or at a location to suit the requirements of the client.

We regularly advertise U.K. dates on our website too. This means individuals and small groups can book onto these courses.

**1-day OSINT awareness day delivered at your venue: £1,500.00 +VAT**

**2-day OSINT training course: £400+VAT per person for scheduled dates  
£480+VAT per person for in-house training (minimum of 6 delegates required)**



# Incident, Fraud and Claims Investigation

This accredited Level 4 Award delivers the knowledge, managerial skills and practical application required for all types of insurance field investigation. It is the qualification of choice for any existing or potential Investigator, Claims Handler or Investigation Manager and provides recognised learning of best practice in this type of investigation.

From almost 20 years of sector experience, Robertson & Co's industry professionals have acquired expertise and knowledge in the conduct and management of field investigation, which is shared with attendees on this course.

## **Each learner will be tutored in:**

- Basic insurance principles
- Controlling legislation
- Insurance fraud
- Administration and management of an investigation
- Interview preparation
- Recording indemnity statements
- Recording liability statements
- How to compile a meaningful report to a client
- Staged, induced and contrived accidents
- Liability investigations
- Conducting a locus examination and reporting the findings
- Understanding credit hire
- Understanding 'ghost broking'
- Motor theft investigation
- Burglary, theft and household loss
- Travel claims
- Creditor insurance fraud
- Public Liability claims (PL)
- Employers Liability claims (EL)

A total of 70 guided learner hours are delivered through pre-course reading, assignments and research, one to one discussion sessions, group tutorials, practical demonstration and application. 50 guided learner hours of the training will be delivered at one of our training centres or at a venue of your choice.

Please enquire for cost and delivery details.

# Management and Advanced Surveillance

This accredited Level 4 Award delivers the relevant knowledge, managerial skills and practical application required when conducting surveillance. It is an invaluable qualification for any operative, Claims Handler, or Investigation Manager and provides recognised learning of best practice involved in this significant method of investigation.

From many years of sector experience, Robertson & Co's industry professionals have developed expertise and knowledge in this invaluable investigative tool and are considered to be leading specialists across the industry. This accrued know-how is shared with attendees on this course.

## **In particular the learner will be tutored in:**

- Understanding advanced evidence gathering techniques
- Test purchases
- Handling evidence and exhibits
- Intelligence gathering
- Understanding multiple surveillance projects planning
- Delegation of tasks
- Consecutive projects
- Intelligence planning
- Instructing operatives
- Knowing the procedures for client management
- Continuity of evidence
- Conflict of interests
- Client liaison
- Client reports
- Law enforcement liaison
- Being able to use advanced surveillance techniques

A total of 65 guided learner hours are delivered through pre-course reading, assignments and research, one to one discussion sessions, planning projects, briefing role play clients, presenting plans, group tutorials, practical demonstration and application. 50 guided learner hours of the training will be delivered at one of our training centres or for group bookings at a venue of your choice.

Please enquire for cost and delivery details.

# Human Firewall

Regrettably it is more than often the case that the weakest link in a company's Cyber Security is human error. We offer a half day course aimed at educating your staff on the risks and mitigations essential in maintaining a strong Human Firewall.

Topics Covered include

- Password Management
- Viruses and Malware
- Mobile Data
- Protecting your Home Computer
- Identity Theft
- Physical Security
- Social Engineering
- Phishing, Spear Phishing, BEC
- Privacy & Legal Issues
- Acceptable Use Policies and Ethics

We can deliver this training in-house or at a location to suit the requirements of the Client.

**Half Day Human Firewall presentation in a comprehensive presentational style delivery with as many delegates as practical: £1500.00 + VAT**

## Bespoke Packages

Often our clients wish to have a bespoke package where they require a mixture of modules from a range of our offerings. This is achievable and we will liaise with you closely to build the perfect training course. Everything from course content, delegate size, course duration and location can be specifically tailored to perfectly match your requirements.

## Discounts

We do have a number of discount options available for our training packages, e.g. existing clients who have booked other courses will receive discounted rates for further bookings, large group booking discounts and multiple course booking discounts.

Please enquire regarding discounts available.





**'We don't just want to be good; we want to be the best'**

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