



The Institute of Internal Auditors
L'Institut des auditeurs internes
Canada
Saskatchewan Chapter

Investigations Training Suite

Feb 27th - Mar 3, 2017
Presented by the Workplace Institute

How to Investigate

The Institute of Internal Auditors, Saskatchewan Chapter, Inc. and the Saskatchewan Chapter of the Association of Certified Fraud Examiners have partnered with the Workplace Institute to offer IIA & ACFE members a discount on the following [Investigation Training Suite](#).

Day One is an overview of the **fundamentals of investigation**, covering everything from planning to report writing. It has segments on the building blocks of investigative interviewing, gathering digital and documentary evidence, as well as how to assess evidence. We use a lot of case studies throughout the day.

Day Two is dedicated to **investigative interviewing**. The course expands on the principles of interviewing covered in day one, with much more in-depth material, including scenarios based on real life cases. Lots of participation and exercises – but no role-plays – guaranteed!

Day Three is – **How to Use the Internet as an Investigative Tool Part 2 the world beyond social media**. This course introduces you to the proper techniques to navigate and recover information from the World Wide Web.

Day Four is– **How to Use the Internet as an Investigative Tool** focusing on using social media such as LinkedIn, YouTube, Twitter and Facebook and other social websites to find information.

Day Five is **How to Prepare for a Hearing, Adjudication or Trial**, a course designed to assist anyone who has a role in the process of adjudications, grievances, tribunals and hearings.

Just interested in interviewing? Then sign up for Day Two. Want to cover the fundamentals of investigation and also learn how to use the Internet as an investigative tool through social media? Register for Day One and Day Three.

TRAINING OPPORTUNITY

Investigations Training Suite
Presented by the



DATE

Feb 27 – Mar 3 2017

LOCATION

Regina, SK

TIME

Registration: 7:45 am
Course: 8:30AM to 4:00PM

FEES

IIA & ACFE Members:
\$455 per day 1 & 2 course
\$555 per day 3, 4 & 5 courses
All 5 courses - \$2375
Plus applicable taxes

Use discount code: 36342

REGISTRATION

Please register **as soon as possible** to avoid being disappointed.





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**IIA & ACFE Members Receive a \$40 discount per course.
Take all five courses and save an additional \$200 for a saving of \$400!**

For more information on the courses and/or to register, please click here: [Investigations Training Suite](#). When registering, please use discount code: 36342.

Instructors

Gareth Jones is a former Director of major investigations at the Department of National Defense and Canadian Forces (DND/CF) Ombudsman's Office. Prior to that he was an investigator with the Attorney General of the Province of Ontario, Special Investigations Unit (SIU). He conducted many workplace investigations as a senior manager.

Gareth has delivered investigative training courses for organizations across Canada and the world. He has created customized investigations courses for many public and private sector organizations, including Department of Justice War Crimes, Vancouver Coastal Health and the CBSA, as well as specialist workplace and harassment investigations courses, including for Exxon Mobil and the Public Service Commission of Canada.

He has provided training to many regulatory and oversight bodies, including the Law Society of Upper Canada, the Office of the Information Commissioner of Canada, the Ontario College of Teachers, IIROC, the Nova Scotia Department of Labour and Advanced Education and the BC Ministry of Health.

Gareth is the author of *Conducting Administrative, Oversight and Ombudsman Investigations*, published by Carswell in 2009, and *Undertaking Effective Investigations: A Guide for National Human Rights Institutions*, published by the Asia Pacific Forum in 2013. He is a former police sergeant with the Metropolitan Police, London, UK.

Andy Phillips was a member of the Royal Canadian Mounted Police (RCMP) for twenty-five years, over 20 years of which was spent investigating financial crimes. He retired from the RCMP in 1997 and spent two years working within the banking and insurance industry,

Andy's focus since 1999 has been the Internet and its use for investigations. In September 2008 he set up his own consulting business and now works and consults for various Federal and Provincial government agencies in Canada. He has testified in court in respect of evidence from the Internet, and in 2009 was qualified as an expert on Internet Open Source Collection in General Division Court in Montreal in a national security matter.





Andy has created and delivered courses on using the Internet as an investigative tool to administrative investigative agencies, regulators and law enforcement in Canada, the United States, Europe, the Middle East, Africa, Southeast Asia, Australia and Latin America.

Ian Scott is a graduate of the University of Toronto and University of Western Ontario Law School, and was called to the bar in 1983. After conducting research for Judges of the former High Court of Justice, he worked briefly at a downtown law firm, and joined the Criminal Law Division of the Ministry of the Attorney General in 1985. He has held numerous positions in that Division, including Chief Counsel - Justice Prosecutions, General Counsel, appellate counsel and head of the office's criminal trials unit. He has also spent time in private practice, where he represented police management in police disciplinary hearings, and appeals to the Ontario Civilian Commission on Police Services and Divisional Court. In October 2008, he began a five year term as Director of Ontario's Special Investigations Unit, a position which ended in October 2013. He is currently in private practice.

He is the editor of *Issues in Civilian Oversight of Policing in Canada*, published by Canada Law Book in 2014. As well, he is the author of the *Police Services Act of Ontario: an Annotated Guide* (3 ed), and the co-author of *Salhany's Police Manual of Arrest, Seizure & Interrogation* (11th ed).

Ian is adjunct professor at Western Law School teaching criminal procedure and a new course called 'Police Accountability and the Law'. He is investigative counsel for the Justice of the Peace Review Council and the Ontario Judicial Council

He is also a member of the Ontario Review Board.

When Ian was director of the SIU he reviewed over one thousand investigations of police officers involved in death, sexual assault and serious injury incidents.

Who should attend?

The course is designed to give anyone responsible for conducting, supervising or reviewing investigations or fact-finding **of any kind**, the tools required to ensure that they are done objectively, ethically and thoroughly. Previous participants have come from virtually every type of investigative area, including:

- **Audits**
- **Fraud**
- **Workplace / Human Resources**
- **Regulatory / Compliance**
- **Professional Conduct**





- **Healthcare**
- **Child / vulnerable person protection**
- **Law enforcement**
- **Inspections**
- **Insurance**
- **Labour relations**
- **Health and Safety**
- **Security/Loss Prevention**
- **Human Rights/Ethics/Integrity**
- **Administrative Fairness**

Participants in previous courses have come from the private sector, government at all levels, academia, healthcare, regulators and compliance folks of all kinds and many other areas. Check out the **testimonials** on our website to see the variety of people who have attended – and found the courses useful, relevant, practical and fun.

Day 1: How To Investigate: The Fundamentals Of Effective Fact-Finding

This course covers the **principles** of excellent investigation; how to **identify issues** and then **plan** an investigation; how to conduct thorough **witness interviews** – even if the witness is hostile or difficult; how to deal with whistleblowers, how to gather, organize and review **physical, digital and documentary** evidence; using the **Internet** as an investigative tool, how to **assess** evidence and how to write clear and convincing **reports**.

The course uses real life examples, with **targeted case** studies and recent court / tribunal cases. A great **refresher** for those already involved in investigations, as well as a **comprehensive introduction** into the world of investigations to those with little or no prior experience. The course will give anyone the confidence and capabilities necessary to **conduct, monitor or supervise** an investigation.

The course includes discussions on the importance of **ethics** in planning and conducting investigations.

Day 2: Investigative Interviewing

Speaking to people who have evidence relevant to whatever it is you are investigating is a very important part of most investigations. You have to know **how to ask the right person the right questions, in the right way, at the right time and in the right place**.

This course offers a structured approach to getting information from an interviewee as effectively and efficiently as possible, with a focus on interviewing in any investigative context – both formal and informal. We cover methodologies for ensuring that you obtain all the



information that any party has that may be relevant to your investigation, including from reluctant and evasive witnesses.

We discuss how to identify who you need to speak to, decide whether or not an interview is necessary, the general principles that underpin every good interview, how to put the interviewee at ease, how to structure the interview itself and best practices in recording the interview.

The course is hands-on and interactive as possible. It includes several group exercises and video footage of interviews done well – and not so well. We use a **scenario** throughout the day. It is based on a real life incident, with video footage of the incident being investigated. Participants are divided into small groups to brainstorm their ideas for preparing and conducting interviews of people involved in the incident, and to develop solutions to the challenges that the scenario presents. We then go through what actually happened. It's a very effective learning tool. No role-plays – other than by the instructor.

Day 3: Using the Internet as an Investigative Tool: Part 2 – the world beyond social media

This course introduces you to the proper techniques to navigate and recover information from the World Wide Web, beyond those discussed the previous day.

- **Search Techniques and Methodology**
Content includes **how to search the web smartly and strategically**. We cover the most effective and fruitful approaches and set out a **proven methodology**, using search strategies with web-based tools.
- **Search Engines and Directories**
This session teaches you **how to use the most popular web searching tools** to your advantage. We discuss the **world beyond Google** – those more **obscure tools** that may be the key to finding information relevant to your investigation – from **reverse search engines to public databases** that contain a cornucopia of information – if you know where and how to look.
- **Recovering Lost Sites**
This session deals with the **recovery of sites no longer operating**, from the numerous **major online archives** and various tools that **cache data**. We cover how to **think strategically** when **leveraging data**, with online exercises to reinforce the lessons learned.
- **Web Names (Domains)**
This session explains the **structure of site names**, how they are registered and what information on the **registrations is in the public realm**. Additional material focuses on how to **identify other sites on the same host computer IP** number, finding additional related sites to targets through thought process and online tools that allow person and entity name searches for web site registrations.
- **Invisible Web**

This session covers **how to access and recover data** from online data bases located across the world. Included is a **list of links to gateways of high-quality databases**. We address privacy concerns and ethics. We also provide an overview of business, corporate and property registrations systems.

You will be on-line throughout the day on both Internet days, learning the techniques by actually doing them. It's proactive, practical and fun.

Day 4: How To Use The Internet As An Investigative Tool: Part 1 Social Media

There is a lot of information on the Internet that potentially may be relevant to your investigation – whatever kind of investigation you do. The Internet has vastly increased the quantity and breadth of information available to investigators. It has made research much faster and easier. It can help identify possible witnesses. It can provide background information about those involved in an investigation. It may provide video or photographic evidence of what happened. Tweets, blogs and posted comments may shed light on something under investigation.

These courses teach how to access that information – efficiently and ethically.

The courses are very much hands-on, full of practical exercises and lots of take away information sheets. **We provide the computers and a very highly regarded and experienced instructor.** If the experience of participants on previous courses is anything to go by, you will be amazed by what you learn.

We have divided the courses into day three and day four. The day three focuses on **social media**. The day four covers **the broader Internet**, including how to find information smartly and strategically.

Here's what we will cover:

Twitter, Facebook, LinkedIn, YouTube– and many more. Social media contain a wealth of information that might be of use to you – if you know how and where to look for it. This **full-day course** will cover how to use Internet social networks to further your investigation. We will cover:

- how to **use search tools** associated with social media
- **strategic search** tools for finding people,
- how to **find information** on social media, including **specialized searches on tracking postings and photo searching**
- A session on searching to **identify individuals** associated with an **e-mail address**.

This is an **exercise-based course** – with practical examples and techniques that will have you digging deeper into the Internet as the day goes on. The course will give you the skills to mine



social media networks for information relevant to your investigation – **effectively, legally and ethically.**

Day 5 - How to Prepare for a Hearing, Adjudication or Trial

Investigations do not end after the interviews are completed and the report is written. In many situations, the investigation is the basis for a hearing, adjudication or trial. Investigators play a critical role in the presentation of an effective case to a judge, hearings officer or adjudicator by assisting the presenting lawyer and, in many cases, giving evidence as a witness.

This course is designed to assist anyone who has a role in the process, including **investigators, counsel, and human resources professionals** who may be involved in workplace related adjudications, tribunals and hearings.

We will cover:

- The role of the investigator in producing a brief for the presenting lawyer;
- An overview of a hearing, adjudication or trial – how the process works;
- How to most effectively assist the presenting lawyer;
- How to prepare to give evidence;
- How to prepare witnesses to give evidence;
- How to withstand cross-examination.

Participants will learn how to present the best case possible and to be more effective witnesses if and when they are called upon to testify. This is a hands-on course with lots of practical exercises.

This course contains 1 hour 10 minutes Professionalism Hours and is eligible for 5 hours and 25 minutes of Substantive Content.

Any questions regarding this course? Please contact the Workplace Institute at 1-877-610-0109 ext:210 or 416-704-3517 or contact them directly at: bjaworski@workplaceinstitute.org.

