

## **Abdab Ltd courses**

- Contingency planning / Risk Management
- Human Rights – effects on Public Authorities
- Human Rights Act – Audits to ensure policies, practices and procedures comply with the law
- Police and Criminal Evidence Act and Codes of Practice for Public Authority investigators
- Data Protection Act
- Investigative Skills – basic
- Investigative Skills – advanced
- Disclosure and file preparation for prosecutions staff and investigators
- Diversity issues in the organisation and equal opportunities for strategic managers
- Diversity issues in the organisation and equal opportunities for all staff
- Research skills for community projects
- Project Management for community projects
- Performance Management
- Team Building
- Presentation Skills
- Training Needs Analysis
- Data Gathering Methods
- The Practice and Design of Training

Personal safety and protection courses – Stand2

Note: All courses are of one day duration, but content can be tailored for shorter or longer courses following negotiation with clients.

<b>Course Title</b>	<b><i>Business Continuity, Contingency Planning &amp; Risk Management</i></b>
<b>Target Audience</b>	Middle and senior managers in private or public sector organisations
<b>Course Aims</b>	Explanation of the importance of contingency planning and risk management in the management of organisation critical incidents, public and sporting events by use of well-tried and tested planning techniques
<b>Learning Outcomes</b>	<ol style="list-style-type: none"> <li>1. Understand the regulatory licensing regimes relating to public safety</li> <li>2. Understand corporate and personal liability / accountability issues relating to public safety</li> <li>3. Understand the key issues relating to planning and managing critical incidents and public events including risk management</li> </ol>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Laws relating to critical incidents and public safety including Civil Contingencies Act.</li> <li>• Law relating to personal and corporate liability / accountability</li> <li>• Practical techniques for contingency planning</li> <li>• Techniques for planning and managing critical incidents and public events safely</li> <li>• How to manage critical incidents successfully by restoring normality working in partnership with other organisations / agencies.</li> </ul>

<b>Course Title</b>	<b><i>Human Rights – effects on Public Authorities</i></b>
<b>Target Audience</b>	Middle and senior managers in the public sector
<b>Course Aims</b>	For delegates to be able to understand the Human Rights Act 1998 and related legislation, and explain their impacts on public authorities
<b>Learning Outcomes</b>	<ol style="list-style-type: none"> <li>1. Understand the Human Rights Act 1998 (HRA) and the European Convention on Human Rights (ECHR) Articles</li> <li>2. Describe how UK law must be compatible with ECHR</li> <li>3. Identify the impacts of HRA on the work of public authorities</li> </ol>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• HRA – provisions and practical application</li> <li>• ECHR – Articles – provisions and practical applications</li> </ul>

	<ul style="list-style-type: none"> <li>• Case studies and decided cases of relevance to public authorities</li> <li>• Practical application of rights-based law</li> </ul>
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<b>Course Title</b>	<b><u>Human Rights Act – Audits to ensure policies, practices and procedures comply with the law</u></b>
<b>Target Audience</b>	Middle and senior managers in the public sector
<b>Course Aims</b>	For delegates to understand the Human Rights Act 1998 and the necessity to audit policies practices and procedures to ensure compliance with rights-based law
<b>Learning Outcomes</b>	<ol style="list-style-type: none"> <li>1. Understand the Human Rights Act 1998 (HRA) and the European Convention on Human Rights (ECHR) Articles</li> <li>2. Identify the impacts of HRA on the work of public authorities</li> <li>3. Understand how to audit public authority policies, practices and procedures to ensure ECHR compliance</li> </ol>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• HRA – provisions and practical application</li> <li>• ECHR – Articles – provisions and practical applications</li> <li>• Case studies and decided cases of relevance to public authorities</li> <li>• Practical application of auditing policies</li> </ul>

<b>Course Title</b>	<b><u>Police and Criminal Evidence Act and Codes of Practice for Public Authority investigators</u></b>
<b>Target Audience</b>	Managers and Investigators and staff involved in prosecutions in public authorities
<b>Course Aims</b>	To explain the law and practice when dealing with investigations, interviews and prosecutions
<b>Learning Outcomes</b>	<ol style="list-style-type: none"> <li>1. Understand the provisions of the Police and Criminal Evidence Act 1984 (PACE) relating to investigations and interviews</li> <li>2. Understand the provisions of the PACE Codes of Practice (CoP) relating to investigations and interviews</li> <li>3. Understand the legal and practical requirements of interviews with suspects (Regulation of Investigatory Powers Act 2000 [RIPA])</li> </ol>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• PACE provisions</li> <li>• CoP provisions</li> <li>• RIPA provisions - overview</li> </ul>

	<ul style="list-style-type: none"> <li>• Practical interviewing skills – PEACE</li> <li>• Evidential and practical requirements of prosecution files</li> </ul>
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<b>Course Title</b>	<b><i>Data Protection Act</i></b>
<b>Target Audience</b>	All managers and staff who have access to personal data in public and private sectors
<b>Course Aims</b>	To explain the principles of Data Protection law and the necessity to ensure that all staff understand law relevant to their role to keep personal data confidential
<b>Learning Outcomes</b>	<ol style="list-style-type: none"> <li>1. Understand the provisions of the Data Protection Act 1998</li> <li>2. Understand the practice of data protection and the information it refers to</li> <li>3. For staff to understand their role and responsibilities in relation to personal data and the need to keep it confidential</li> </ol>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• The principles of data protection and the rights of citizens</li> <li>• Confidentiality and the consequences of unlawful disclosure of data</li> <li>• The types of data within the records of the organisation</li> <li>• The special importance of 'personal data'</li> <li>• The responsibilities of individuals in the organisation towards the provisions of the Data Protection Act</li> <li>• The implications and aspects of data sharing protocols.</li> <li>• The Freedom of Information Act</li> </ul>

<b>Course Title</b>	<b><i>Investigative Skills – basic</i></b>
<b>Target Audience</b>	Members of staff in public authorities that have recently been appointed to undertake investigations and interview suspected offenders
<b>Course Aims</b>	For participants to understand basic investigative skills and increase their confidence in investigating suspected offences on behalf of public authorities
<b>Learning Outcomes</b>	<ol style="list-style-type: none"> <li>1. Understand basic investigative skills and obtaining evidence</li> <li>2. Understand the criminal law standard of proof</li> <li>3. Understand the system of criminal law and court officials</li> <li>4. Understand the process of investigations and the need to comply with relevant law</li> </ol>

<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Basic investigative skills and obtaining evidence</li> <li>• Criminal Law systems in the UK</li> <li>• Court Officials: Magistrates' Courts, Magistrates, Crown Prosecutions Service, Lawyers</li> <li>• Fair trial rights under the European Convention on Human Rights, standard of evidence, guilty knowledge (mens rea)</li> <li>• Process of investigations</li> <li>• Relevant law such as Police and Criminal Evidence Act and the Regulation of Investigatory Powers Act 2000 and the Criminal Procedures and Investigation Act</li> </ul>
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<b>Course Title</b>	<b><i>Investigative Skills – advanced</i></b>
<b>Target Audience</b>	Members of staff in public authorities that have experience in undertaking investigations and interviewing suspected offenders
<b>Course Aims</b>	For participants to understand advanced investigative skills and increase their confidence in investigating suspected offences on behalf of public authorities in complex cases
<b>Learning Outcomes</b>	<ol style="list-style-type: none"> <li>1. Understand advanced investigative skills and obtaining evidence in complex cases</li> <li>2. Understand advanced interviewing skills</li> <li>3. Understand obtaining evidence through the use of search, seizure, covert surveillance and covert human intelligence resources</li> <li>4. Understand the process of investigations and the need to comply with relevant law</li> <li>5. Understand how to give evidence in criminal courts</li> </ol>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Investigative skills and obtaining evidence in complex cases</li> <li>• Interviewing skills in complex cases – PEACE model</li> <li>• Fair trial rights under the European Convention on Human Rights, standard of evidence, guilty knowledge (mens rea)</li> <li>• Process of investigations</li> <li>• Relevant law such as Police and Criminal Evidence Act and the Regulation of Investigatory Powers Act 2000 and the Criminal Procedures and Investigation Act</li> <li>• How to give evidence in criminal courts</li> </ul>

<b>Course Title</b>	<b><u>Disclosure and file preparation for prosecutions staff and investigators</u></b>
<b>Target Audience</b>	Staff in Public Authorities that complete investigations or compile prosecution cases against suspected offenders
<b>Course Aims</b>	To ensure that prosecution files that are prepared on behalf of public authorities are correctly completed in terms of content, timeliness and accuracy.
<b>Learning Outcomes</b>	<ol style="list-style-type: none"> <li>1. Understand the provisions of relevant legislation</li> <li>2. Understand the system of criminal courts</li> <li>3. Understand the courts' requirements</li> <li>4. Understand the issues relating to evidence, witnesses and victims and defendants</li> </ol>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Criminal Procedures and Investigation Act (CPIA)</li> <li>• Lord Chancellors' requirements relating to prosecutions (JOPI)</li> <li>• Criminal Courts system in the UK</li> <li>• Evidential requirements and right to a fair trial</li> <li>• Participants in criminal trials – witnesses, victims, defendants</li> <li>• Requirements for prosecution files – relevant forms</li> </ul>

<b>Course Title</b>	<b><u>Diversity issues in the organisation and equal opportunities for Strategic Managers</u></b>
<b>Target Audience</b>	Strategic Managers in Public Authorities
<b>Course Aims</b>	To raise the awareness of participants to the need for managing diversity within the organisation and to identify the key issues regarding change management relating to diversity.
<b>Learning Outcomes</b>	<p>At the end of the lesson students will be able to:</p> <ol style="list-style-type: none"> <li>1. Identify resistors to change with regard to diversity within the organization</li> <li>2. Identify Drivers for change with regard to diversity within the organization</li> <li>3. State some benefits of managing diversity.</li> <li>4. State role and responsibilities of managers in reducing resisting factors</li> </ol>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Vision of the organisation regarding diversity - 'Organisation Culture' – Force Field Analysis</li> <li>• Stephen Lawrence Enquiry, Relevant legislation, National and local Policies,</li> <li>• Business Case and Best Value, Motivation, Cultural awareness, Cultural Audit, Fairness, Ethics</li> <li>• Role and responsibilities of managers particularly with regard to:</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify and tackle resistors to change,</li> <li>• Provide positive leadership,</li> <li>• Provide role model,</li> <li>• Champions</li> <li>• Fairness.</li> </ul>
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<b>Course Title</b>	<b><u>Diversity issues in the organisation and equal opportunities for all staff</u></b>
<b>Target Audience</b>	All staff in Public Authorities, from senior managers to the point of service delivery
<b>Course Aims</b>	To raise the general awareness of diversity related issues, and to enable students to relate them to their workplace, role and service delivery
<b>Learning Outcomes</b>	At the end of the lesson students will be able to: <ol style="list-style-type: none"> <li>1. Identify resistors to change with regard to diversity within the organization</li> <li>2. Identify Drivers for change with regard to diversity within the organization</li> <li>3. State some benefits of celebrating diversity.</li> <li>4. State role and responsibilities of managers in reducing resisting factors</li> </ol>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Vision of the organisation regarding diversity - 'Organisation Culture'</li> <li>• Stephen Lawrence Enquiry, Relevant legislation, National and local Policies,</li> <li>• Business Case and Best Value, Motivation, Cultural awareness, Cultural Audit, Fairness, Ethics</li> <li>• Role and responsibilities of all staff particularly with regard to challenges</li> </ul>

<b>Course Title</b>	<b><i>Research skills for community projects</i></b>
<b>Target Audience</b>	Members of staff in public authorities that are involved in community projects and need to use research skills
<b>Course Aims</b>	To give participants skills to carry out research for community projects and explain relevant issues when obtaining data from community sources
<b>Learning Outcomes</b>	Participants will: <ol style="list-style-type: none"> <li>1. Understand the need for cost-effectiveness and probity in research projects</li> <li>2. Understand the ethics of researching – openness, transparency, permission and confidentiality</li> <li>3. Understand some practical skills of researching:</li> </ol>

	<ul style="list-style-type: none"> <li>• Obtaining data</li> <li>• Interpreting data</li> <li>• Reporting on data</li> </ul>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Research – cost-effectiveness</li> <li>• Ethics of researching – confidentiality issues, permission, anonymising data</li> <li>• Different research methods – Surveys, questionnaires, interviews</li> <li>• Research samples (identification / confidentiality) and problems of ‘skew’, sensitivity of information</li> <li>• Interpreting the data</li> <li>• Reporting on the data</li> </ul>

<b>Course Title</b>	<b><i>Project Management for community projects</i></b>
<b>Target Audience</b>	Staff in public authorities and community safety partnerships who are involved in community projects
<b>Course Aims</b>	To advise participants on how to manage community projects in partnership with other organisations using basic project management skills
<b>Learning Outcomes</b>	Participants will understand: <ol style="list-style-type: none"> <li>1. The need for logical decision making based on sound practice</li> <li>2. Some problem solving techniques that can be used in community projects</li> <li>3. The issues relating to change management</li> <li>4. Basic techniques of project management</li> <li>5. The need for good teamworking in community projects</li> </ol>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Decision Making – recognised techniques and issues relating to decision making</li> <li>• Problem Solving – recognised techniques that can be used in community projects</li> <li>• Change Management – issues having an impact on the organisations</li> <li>• Objectives and Innovation – clear and measurable objectives linked to best value</li> <li>• Project Management – some basic project management skills and models of best practice</li> <li>• Teamwork – attributes of teams and balance of teams</li> </ul>

<b>Course Title</b>	<b>Performance Management</b>
<b>Target Audience</b>	All members of staff within organisations who use Performance Review/Appraisal.
<b>Course Aims</b>	To give participants an overview of performance management, motivation and poor and plateaued performance issues. To identify the importance of Performance Management at individual, team and

	organisational level.
<b>Learning Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• Describe the main constituents of Performance Management and the importance of Diversity issues.</li> <li>• Describe the theories of motivation and transfer them into the workplace</li> <li>• Deal with poor and plateaued performers</li> <li>• Set effective objectives</li> <li>• Set own and others' Personal Development Plans</li> <li>• Give and receive effective feedback</li> </ul>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Theory on the cycle of Individual performance management, the components of performance management, motivation and feedback.</li> <li>• Role-plays – poor/plateaued performer, the interview process/feedback.</li> <li>• Exercises in objective setting and personal development planning.</li> </ul>

<b>Course Title</b>	<b>Team Building</b>
<b>Target Audience</b>	All members of staff within organisations who work in teams to deliver team objectives
<b>Course Aims</b>	To give participants an insight in the factors that can contribute to effective team building
<b>Learning Outcomes</b>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>• Evaluate strengths and weaknesses of a team using Belbin.</li> <li>• Describe the importance of objectives for effective teamwork.</li> <li>• Explain the importance of identifying the stages through which teams typically develop.</li> <li>• Explore methods of dealing with conflict effectively.</li> </ul>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Theory on Belbin 'Building a high performance team'.</li> <li>• Exercises on strengths and weaknesses within teams.</li> <li>• Assess the stage of development of their own team.</li> <li>• Completion of Belbin's Team Inventory</li> </ul>

<b>Course Title</b>	<b>Presentation Skills</b>
<b>Target Audience</b>	Any staff in public authorities that need to make presentations to an audience
<b>Course Aims</b>	To examine some methods and techniques of presentation skills
<b>Learning Outcomes</b>	<p>Delegates will learn:</p> <ul style="list-style-type: none"> <li>• How to get your message across in the most</li> </ul>

	<p>professional way</p> <ul style="list-style-type: none"> <li>• To develop a structure and deliver a range of formal presentations</li> <li>• What makes a good presentation – some tips and ideas on techniques</li> <li>• The importance of preparation</li> <li>• How to use Visual Aids – select the right medium for the job in hand</li> <li>• How to overcome nerves when speaking in public</li> <li>• Ways of projecting yourself and your personality</li> <li>• The Do's and Don'ts of successful presentations</li> <li>• The art of presenting different material to different audiences</li> </ul>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Preparation and planning</li> <li>• Projecting the right image</li> <li>• Practical Presentations</li> <li>• Image and Style</li> <li>• Practice makes perfect</li> <li>• Tips and techniques</li> </ul>

<b>Course Title</b>	<b><i>Training Needs Analysis</i></b>
<b>Target Audience</b>	Any person involved in the training and development of staff or in an evaluation role who wishes to develop their skills in this area.
<b>Course Aims</b>	The course will equip participants to undertake a basic TNA within their organisation.
<b>Learning Outcomes</b>	<p>Delegates will be able to:</p> <ul style="list-style-type: none"> <li>• Analyse the 3 levels of training need</li> <li>• Create learner profiles</li> <li>• Identify and use various analytical tools</li> <li>• Create training objectives</li> <li>• Link business needs to training</li> </ul>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• How to analyse the 3 levels of training need</li> <li>• How to identify and link business needs to training</li> <li>• How to create learner profiles</li> <li>• The use of analytical tools</li> <li>• Task analysis</li> <li>• Using role descriptions and person specifications</li> <li>• Creating training objectives</li> </ul>

<b>Course Title</b>	<b><i>Data Gathering Methods</i></b>
<b>Target Audience</b>	Any person involved in, or identified to undertake research and evaluation programmes.
<b>Course Aims</b>	By the end of this workshop the delegates will have practical skills in identifying and using various data gathering methods.
<b>Learning Outcomes</b>	Delegates will be able to: <ul style="list-style-type: none"> <li>• Develop practical skills in data gathering methods</li> <li>• Design basic evaluation programmes</li> <li>• Understand how to turn data into information to present to sponsors and stakeholders</li> </ul>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Identify the strengths and weaknesses of the various methods of data gathering</li> <li>• Understand how to undertake desktop research</li> <li>• Develop skills in designing questionnaires / surveys</li> <li>• Develop skills in analysing and interpreting questionnaire responses</li> <li>• Develop structured and non structured one to one interview skills</li> <li>• Develop the use of focus group interviews</li> <li>• Develop skills in recording and analysing information from interviews</li> <li>• Learn how to interpret data turning it into information to form conclusions and recommendations</li> </ul>

<b>Course Title</b>	The Practice and Design of Training
<b>Target Audience</b>	Any person involved in, or identified to undertake design and evaluation of training programmes.
<b>Course Aims</b>	By the end of this workshop the delegates will have practical skills in designing training events.
<b>Learning Outcomes</b>	Delegates will be able to: <ul style="list-style-type: none"> <li>• Develop practical skills in designing training events</li> <li>• Apply appropriate training methodologies</li> <li>• Understand how to ensure successful design and delivery of training events</li> </ul>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>• Understand the nature of training</li> <li>• Understand the critical success factors involved in the delivery and design of a training event</li> </ul>

	<ul style="list-style-type: none"><li>• Identify stages in a systematic approach to training</li><li>• Undertake a range of analyses to ensure best fit for training</li><li>• Establish training criteria and standards</li><li>• Design training aims and objectives</li><li>• Understand the nature of training sequence and design</li><li>• Relate training objectives to relevant methodologies</li><li>• Understand how learning styles fit with the principles of course design</li><li>• Understand the benefits of specific methodologies</li><li>• To design specimen training programmes</li></ul>
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