INTRODUCTION

Business organizations constantly face external threats and internal threats leading to various security breaches that results in disruption of business operations and consequential financial losses. Appropriately addressing these situations becomes a crucial and important activity for custodial personnel in organizations.

To effectively address, these custodians (any employee who is tasked to carryout internal investigations) must possess appropriate skills, knowledge and abilities in handling the entire investigation process. Failing to handle the investigation process in a professional manner may lead to other unrelated problems that could have been avoided in the first place. Hence it is inevitable that custodians are equipped with the necessary investigative competencies before they proceed with an investigation process.
CONTENTS

INTRODUCTION TO INVESTIGATION
Investigation Preamble
  o Objectives of Investigation
  o Investigation Cycle
  o Key principles, procedures & constraints in Investigation

  ▪ Roles and functions of an investigator
    o Case reported, discovered or Detected
    o Identification and Visit at Scene of Incident
    o Incident Scene Management

  ▪ Characteristics of Good Investigator
    o Power of Memory
    o Ability to Interpret
    o Police Science
    o Criminal Behavior
    o Human Rights
    o Common Sense
    o Honesty & Integrity
    o Effective

  ▪ Incident Reporting
    o Technique of Reporting
    o Format
    o Exercise

  ▪ Classification of Cases
    o Rules and Regulations
    o Relevant Laws

  ▪ Special Powers
    o Power to Investigate
    o Power to search
    o Citizen Arrest

  ▪ Stages of Investigation
    o Preliminary Investigation
    o Follow-up Investigation

  ▪ Investigation Tools (Scientific)
    o Safety
    o Investigation
    o Detection

INVESTIGATION TECHNIQUES

  ▪ Sketch Plan
    o It's Importance & Relevant Laws
    o The techniques of sketching
    o Exercise

  ▪ Scene Photography & Video Taping
    o Types of photography
    o Techniques of Photography & Video Taping
    o Related Laws
    o Practical Demonstration

  ▪ Exhibit Handling
    o Importance & Types of Exhibit
    o Marking of Exhibits
    o Collection and Handing of Exhibits
    o Exhibit Storage
• Interview Techniques
  o Role of witnesses
  o Categories of Witnesses
  o Techniques & Questions of Interview
  o Role Play
• Recording Statement
  o Statement Format
  o Technique of Recording Statement
  o Practical
• Brief Facts of Case
  o The Purpose
  o Brief Facts Format
  o Exercise
• Investigation Diary Management
  o Importance of Investigation Diary
  o Diary Format
  o Exercise
• Investigation Report
  o Report Format
  o Characteristics of Good Report and its confidentiality
  o Exercise
• Case Studies – Group Discussion – Interpretations & Evaluations
  o Theft or Pilferage
  o Security Violations
  o Sexual Harassment
  o Vehicle Accident
  o Threat and Intimidation
  o Trespassing
  o Workplace Violence

INVESTIGATION PAPER & APPRAISAL
• Investigation Appraisal
  o Internal Investigation (Simulation)
  o Investigation Paper
  o Presentation
  o Best Practices

OBJECTIVES
Participants will be able to:
  o Learn the key principles of investigation
  o Learn the functions and roles of investigator
  o Know the characteristics of good investigator
  o Apply search principles and procedures
  o Conduct crime scene photography and sketches in the processing of crime scenes
  o Collect, secure and preserve physical and testimonial evidence
  o Use the appropriate interview technique on complainant, witnesses and suspects
  o Apply the right technique in documenting physical and testimonial evidence
  o Appreciate the importance of preliminary investigation
  o Gain an understanding of investigation ethics and its ‘Best Practices’.
  o Learn how to investigate internal investigation (employee misconduct)
  o Write investigation report & protect its confidentiality
  o Produce a quality investigation paper
THE FACILITATOR

Major (Rtd.) K. Subramaniam  BSc (Security Mgmt ), MBA

K.SUPPRAAMANEAM KAT, MBA, B.Sc. (Sec Mgnt), is a retired military officer with rank of Major. He has served the Royal Malaysian Air Force for 27 years as an Air Defence Controller dealing with the National Airspace Security Management. Whilst in the military, he has attended various training programs both local and overseas in administrative, management, core specialization, military warfare and training skills. Notably, he has attended Instructor Training program at the United States Naval Air Station at San Diego, California. In addition, he has attended basic aviation safety and fire training seminars and programs.

He has obtained vast managerial and administrative experience in the military as an officer through the assumption of incremental responsibilities which commensurate with the rank. Besides assuming teaching assignments at various intervals, he has also held various command and leadership positions during the entire tour of his career. Has conducted multi-discipline (management, security, safety and fire) training programs/seminars while serving the Air Force and Commercial organizations.

Adding to the above, academically he has equipped himself with a Masters in Business Administration and Bachelor of Science in Security Management. He is also an endorsed security trainer from the Ministry of Home Affairs for the private security industry.

Since retiring from the military in 1997, he has engaged himself with the aviation industry dealing with flight operations and security matters followed by private security industry involvement, managing security operations, conducting investigations in corporate organizations, conducting various security training programs and soft skill management programs (endorsed by HRDF, Ministry of Human Resources), and conducting risk assessment activities.

As an accomplished trainer and facilitator, he has conducted various in-house security training for many multi-national organizations. He has also presented papers on Loss Prevention, Security Risk Assessment and Security Technologies at various forums and seminars conducted by the Asian Institute of Management Science (AIMS Sdn Bhd). In addition, he also lectures in Security diploma and degree programs organized by AIMS Sdn Bhd.

Over the last six years, he has ventured into the Academic arena assuming the post of Head of program for Security Management at Saito College, Petaling Jaya. Has attended various academic courses involving the teaching and learning processes. His experiences in the academic world has enabled him to design, develop curriculum and implement (including teaching) a complete academic program.

His military and commercial world experience had provided him opportunities to collaborate with international organizations such as Marconi Radar Systems, UK., Laker Airways, Florida, USA., and International Executive Protection Services, New York, USA., in project management, aviation security and risk assessment and intelligence gathering activities assignments.

TARGET GROUP

This session is suitable for security practitioners and professionals; security supervisors, officers (inclusive Human Resource Staff) of those whose job functions are inter-dependent to security functions.
ADMINISTRATIVE DETAILS

COURSE FEE
RM980 (FMM Member) / RM1150 (Non-Member) per participant
(The fee includes luncheon, coffee/tea breaks and notes)

DRESS CODE
Office Attire

REGISTRATION
Participation in the programme is based on a first-come-first-served basis. Cheques made in favour of the “FMM Institute” should be forwarded on or before programme date to the FMM Institute, Northern Branch, Bandar Seberang Jaya. Participants who registered but did not attend, will be billed accordingly.

CANCELLATION
There will be no refund for cancellation within 2 days prior to the programme, 50% for cancellation between 3 – 6 days and full refund for cancellation 7 days prior to the programme. Please inform in writing if you intend to cancel. A replacement can be accepted at no additional cost.

DISCLAIMER
The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the programme should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes. Upon sending the registration form, you are deemed to have read and accepted the terms and conditions.

ENQUIRIES
Ms Nazliza / Mr Aidi
FMM Institute
No 2767, Mukim 11, Lebuh Tenggiri 2, Bandar Seberang Jaya,
13700 Seberang Perai
Tel : 04-6302052/0
Fax : 04-6302054
Email : nazliza@fmm.org.my / aidi@fmm.org.my

CLOSING DATE : 5 MARCH 2013
REGISTRATION FORM  
INTERNAL INVESTIGATION COMPETENCIES  
12 - 13 March 2013  
9.00AM – 5.00 PM  

Training Venue:  
E & O Hotel, Penang  

To : Ms Nazliza/ Aidi (Fax : 04-6302054)  
(E-mail: nazliza@fmm.org.my / aidi@fmm.org.my)  
FMM Institute (Penang Branch)  

FMM Institute (Penang Branch)  

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Enclosed cheque / bank draft no. ________________ for RM__________________________ being payment for participant(s) made in favour of “FMM Institute”  

*Submitted By :  
Name:_________________________  
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Company:_________________________  
Address:_________________________  
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* PLEASE DO FILL UP WITH COMPLETE DETAILS