

# BTEC Level 5 Programme



This programme is supported by the  
Chartered Institute of Housing

## BTEC Professional Award in

### Neighbourhood Nuisance & Anti-Social Behaviour Case work Supervision as a Senior Investigating Officer

Within the UK and beyond many organisations use a wide range of informal, formal, civil and criminal tools and legislative powers to tackle, moderate or stop anti-social and nuisance behaviour (ASB), which causes alarm, harassment and distress to the community.

These organisations often are legally required to work and share information in a joint agency performance target environment or in the practical operational case building setting.

These organisations can range from Housing Providers (public and private) to Local Authorities and Police forces. These varying organisations have different capabilities, expertise and training regimes in place to equip their senior investigative managers and staff.

There is growing recognition that they need to be equipped to perform at the same levels of expertise in the area of anti-social behaviour case building particularly as some investigations can be complex and for effectiveness reasons have to be able to be led by any of the participating organisations. All such information sharing and investigations are intrusive to the rights of individuals involved and therefore management is key to protecting human rights

This qualification is about the management of such investigations as the strategic lead person in any organisation. It is intended for those staff who have been appointed as the Senior Investigating Officer (SIO) or who manage such people. By its nature it also covers higher level skills and knowledge needed to manage the teams that conduct volume investigations in ASB.

#### Level 5 descriptor

Generate ideas through the analysis of concepts at an abstract level, with a command of specialised skills and the formulation of responses to well defined and abstract problems; analyse and evaluate information; exercise significant judgement across a broad range of functions; and accept responsibility for determining and achieving personal and/or group outcomes.

#### Qualification Structure

The course covers advanced information sharing, advanced tools and powers techniques, case management planning, working with community activists, MP's & Councilors and advanced evidence giving techniques used in court.

The course consists of 30 hours of learning, made up as follows:

- Pre-course assignment - 8 hours
- 2 tutorial training days - 14 hours
- Post-course work place assignment - 8 hours

#### **Aims of this qualification**

- To introduce, develop and enhance students command and coaching skills as an SIO in an ASB case working setting.
- To acquire senior case management techniques for communications in complex cases or managing volume case loads.
- To recognise and implement the rigorous and ethical approaches needed in information sharing and investigations as an SIO.
- Critically assess team's capabilities to manage investigations and caseloads.
- To explain and apply advanced investigation techniques to provide the ability to be able to understand advanced legislation and to create and maintain advanced techniques for effective case management, Investigation and practice standards for case workers, and to be able to give advice and guidance to case workers on the diverse network of individuals and organisations that provide assets, resources and powers.

#### **Objectives of this qualification**

- Explain and apply relevant information sharing and investigative principles, definitions, procedures and codes at an SIO level.
- Recognise the different types of information sharing and investigative approaches and what they mean to victims and offenders in complex cases.
- Be able to understand relevant principles and definitions of information sharing and investigations in all cases as a senior manager.
- To understand the diverse network of SIO partners that provides assets, resources and other organisational legal powers.
- To explain and apply when it is appropriate to use Senior Investigators and Information Sharing Partnership leads.
- Explain and apply crime mapping techniques.
- Summary of Explain and apply relevant command approaches to ASB complex and volume case building including surveillance and court attendance.
- Recognise the different types of strategies available to deliver competent SIO working.

#### **Summary of learning outcomes**

- Identify, adapt and use the principles and definitions of strategic management of investigations and information sharing.
- Plan, review and communicate when, where, why and how SIO approaches should be used.
- Plan, review and communicate the command approaches to being an SIO in order to engage with other partners.
- Understand and evaluate truth, investigations, knowledge, responsibilities, techniques and objectivity in investigation planning as it pertains to an SIO and giving evidence.