



The Institute of Internal Auditors, Singapore

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16 January 2012

Dear Members

One Day Seminar on Interrogation Skills For Fraud

23 March 2012 by Mr Jeffery Ang

What you will gain from this seminar:

YOUR OPPORTUNITY TO LEARN FROM EXPERIENCED PRACTITIONERS HOW TO PERSUADE THE SUBJECT TO TELL THE TRUTH. FOR THE FIRST TIME THE INTERROGATION TECHNIQUE HAS BEEN ADAPTED TO THE CORPORATE OPERATIONAL CONTEXT AND PROVEN IN THE FIELD TO BE EFFECTIVE. ACTUAL CASES WILL BE SHARED WITH HANDS ON PRACTICAL APPLICATION.

Description

LEGAL ISSUES AND EVIDENCE

- a) Admissibility of statements
- b) Evidential rules
- c) Understanding Evidence
– 3P case analysis method©

This module covers the evidential requirements in an investigation. To prove your case it is necessary to understand the rules relating to the admissibility of evidence. Many investigations focus only on the identification and collection of existing evidence that are apparent. However potential evidence especially in fraud investigations requires skillful analysis and follow-up investigations. These potential evidence even if undiscovered are extremely effective when use during an interrogation.

INTERROGATION SCIENCE BY JEFFERY ANG

- a) Understanding the 3 C's confidence equation© and other psychological factors in conducting an effective interrogation
- b) 5 step perception creator© in getting an admission or confession
- c) Practical application on customized scenario

This module is unequivocally the highlight of the course. Though it is the most difficult skill to learn, I have adapted the training to allow practitioners to acquire the fundamental skills and with practice, they can achieve reasonable proficiency in its application. Essentially it is the art of persuasion using psychological methods convincing the suspect that admission (or confession) is his best option.

TRAINER'S PROFILE

Jeffery Ang age 54 yrs is the owner of Catchalie Consultancy who has been providing investigation courses to Organizations locally and globally for the past 8 years. He has extensive experience in training, conducting interviews and investigations. He started his training experience in Police Head Quarters developing and conducting in-service training for uniform officers in all 9 Police Divisions. **He received a testimonial for his outstanding training abilities in 1986.**

Subsequently he was selected for wider exposure in the investigation field and seconded to Commercial Affairs Department in 1992 where he was involved in investigating major fraud cases, some of which made headlines. In 1995 he was specially selected to lead the pioneer Intellectual Property Rights Enforcement Unit in CID where he conducted many successful major operations and successfully interrogating skillful fraud offenders. **He received a letter of appreciation from the recording industry (IFPI) in 1997**

Because of his vast experience he was selected to be the Training Officer for CID in April 1998. There he developed the Interview Techniques Course and became the pioneer instructor in the Course conducted by CID for all Police and CID Investigators. He also conducted the course for the Royal Brunei Police on special request by their Commissioner in May 1999 and was commended for conducting the course in a very professional manner. He played a major role in the setting up of the new School of Criminal Investigation for CID in 2001 and the development of the various Investigation courses until his retirement in Sep 2002. **During that time he was presented with two Commendations and two Director CID Awards.**

He is engaged by Civil Service College since Dec 2002 to provide the Investigative interview techniques and Specialist investigation courses for many Government enforcement agencies like the Commercial Affairs Dept, Manpower Ministry, Attorney General Chambers, etc. He conducted many In-house investigation and interview techniques courses for both public and private agencies like the Singapore Customs, IRAS, NEA, SGX, Prisons, National Council of Social Service, Council for Private Education, Examinations Board, CISCO, Mandarin & Orchard Hotel groups, Hilton Hotel group in Malaysia, Royal Malaysian Customs, Police Integrity Commission in Maldives, Global white collar crime conference in Hong Kong, **Fortune 500 Company Flextronics regional auditors in China and received a Testimonial for providing an excellent training program**, etc. Please refer to website at: www.cscollege.gov.sg/page.asp?id=75&course_id=58 and www.cscollege.gov.sg/page.asp?id=75&course_id=59

He was the Head of Loss Prevention for Sentosa Leisure Group from 2003 to 2007 overseeing the enforcement, security and investigation functions for Sentosa Island. Amongst his many achievements, is the development of investigation capabilities for his Dept and establishing the disciplinary and internal investigation framework solving many misconduct, internal theft and fraud cases. One such case he solved using his own interview techniques led to the recovery of \$40,000 misappropriated. Other cases solved exposed fraudulent employment history or work experience claims. **In recognition for his outstanding performance in Sentosa, he received a Commendation from the Singapore Police Force for the year 2006.**

He left Sentosa in Sept 2007 to run his own consultancy firm providing training in conducting interview and investigations for local and international clients. He is the training provider for Civil Service College, Employment & Employability Institute, Institute for Internal Auditors and **Masterclass trainer for Certified System Investigators world-wide (csi-world-hq.org)**. He is a certified system investigator and practitioner trainer providing integrity interview for job applicants, dishonest staff interrogation and investigation services using the same techniques provided in his training. He also guarantees the result in his interview services. Please visit website at www.investigationscourses.com to view above awards, testimonials and guarantee mentioned.

Who Should Attend

The course is suitable for all personnel tasked with an investigative function and those required to conduct interviews as a screening or verification process to determine the accuracy of information given. Internal Auditors conducting interviews to verify information provided in records and HR officers conducting pre-employment interviews and inquiries into complaints will benefit most from this course. It is also beneficial to managers and supervisors who are required to interview subordinates, contractors and their workers for various purposes as part of their work or duties. Others that will benefit are in-house investigation staff, Compliance, Credit and Loan officers and other supervisors.

Details of the administrative arrangements are as follows:

Date : 23 March 2012

Time : 9.00 am – 5.00 pm
(Lunch and refreshments provided)

Registration : 8.45 am

Venue : **M Hotel**
Anson IV, Level 2
81 Anson Road
Singapore 079908

CPE credit : 8 hours

Fee : S\$350 (IIA / ISACA Member)
S\$455 (Non-member)
*** NO GST payable**
****NO invoice will be issued**

Closing Date : 12 March 2012

Please return the reply slip together with your cheque made payable to “**The Institute of Internal Auditors Singapore**”. **No invoice will be issued.**

Yours sincerely
Lena Kuok
for Education Committee

REPLY SLIP

To: The Institute of Internal Auditors, Singapore
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One Day Seminar on **Interrogation Skills For Fraud**

23 March 2012 by Mr Jeffery Ang

From: Mr/Mrs/Ms/Miss _____

Organisation: _____

Mailing Address: _____

Tel: _____ Fax: _____ Mobile: _____ Email: _____

Name of Attendee	Designation	IIA / ISACA Membership No. (where applicable)

Terms and Conditions:

1. Notification of withdrawal in writing received **seven working days or more before** the event will be processed for refund after deduction of \$100 processing fee.
2. No refund will be made for shorter notice but you are welcome to send a replacement.
3. Registration is only confirmed when full payment is received. An official receipt will be sent to you.
4. Payment must be received **before** commencement of the event.
5. No invoice will be issued.
6. IIAS reserves the right to cancel, postpone, alter the programme and/or change the speaker due to unforeseen circumstances.
7. Request for special food arrangement must be made at time of registration.

Enclosed is cheque number _____ for S\$ _____ being payment for _____
IIA / ISACA member(s) @ S\$350 and _____ non-member(s) @ S\$455.

Participants will be awarded 8 CPE hours upon completion of the course.

[Cheque should be crossed and made payable to "The Institute of Internal Auditors Singapore"]

>>>> Complete and Fax to : (65) 6220 5972 for Reservation <<<<<