

**Level 4 Certificate in Incident, Fraud and Claims Investigation
 is a 15 Credit course**

Unit Title	Level	Credit	GLH
Units			
Interview a claimant using cognitive interview techniques	4	4	28
Pre-Action Protocol for personal injury - Civil Procedure Rules 1998	3	3	22
Conditional Fee Agreement Delivery	4	2	15
Analyse and identify relevant evidence in a case file	4	4	34
Undertake site visit	3	2	11

Unit Format

Each unit in this suite of courses is presented in a standard format. This format provides guidance on the requirements of the unit for learners, tutors, assessors and external verifiers.

Each unit has the following sections:

Unit Title

The unit title reflects the content of the unit. The title of each unit completed will appear on a learner's statement of results.

Unit Aims

The unit aims section summarises the content of the unit.

All units and courses have a level assigned to them which represents the level of achievement. The level of each unit is informed by the level descriptors.

Credit Value

The credit value is the number of credits that may be awarded to a learner for the successful achievement of the learning outcomes of a unit.

Guided Learning Hours (GLH)

Guided learning hours are an indicative guide to the amount of input that a tutor will provide to a learner, to enable them to complete the unit. This includes lectures, tutorials and workshops and time spent by staff assessing learners' achievement when they are present.

Learning Outcomes

The learning outcomes set out what a learner is expected to know, understand or be able to do as the result of the learning process.

Assessment Criteria

The assessment criteria describe the requirements a learner is expected to meet in order to demonstrate that the learning outcome has been achieved. Command verbs reflect the level of the course.

Interview a claimant using cognitive interview techniques			
Unit Aims			
To provide the skills and techniques to Interview a claimant using cognitive interview techniques			
Unit Level	4	Credit Value	4
GLH	28	Unit grading system	Pass
Assessment Guidance		Assessment is by internal assignment	
Learning Outcomes - The learner will:		Assessment Criteria - The learner can:	
1	Be able to carry out an interview regarding quantum of losses	1.1	Contact the claimant, obtain preliminary information and make clear to the claimant which documents and other information may be required for the interview
2	Be able to prepare for an interview of a claimant	2.1	Explain the principles of cognitive interviewing and how it can assist in accessing increased levels of detail and help to identify fraudulent claims
3	Be able to apply cognitive interview techniques and identify where a claim may be fraudulent	3.1	Carry out an interview using cognitive interview techniques to access greater levels of detail and identify
		3.2	Observe Claimant's non-verbal behaviour to identify where information may be unreliable
4	Understand the purpose of and prepare a quantum statement	4.1	Define and describe the concept of Quantum in relation to personal injury claims
		4.2	Present the information in a professional standard and in a specified format that is suitable for court presentation
		4.3	Obtain the relevant authorisation from the claimant regarding the accuracy of the statement
		4.4	Establish full details and indicate the extent of quantum levels relating to the claim

Pre-Action Protocol for personal injury - Civil Procedure Rules 1998 Unit Aims

To provide the skills and techniques to Pre-Action Protocol for personal injury - Civil Procedure Rules 1998			
Unit Level	3	Credit Value	3
GLH	22	Unit grading system	Pass
Assessment Guidance		Assessment is by internal assignment	
Learning Outcomes - The learner will:		Assessment Criteria - The learner can:	
1	Be able to produce a letter of claim that fully meets the requirements of the pre-action protocol for a personal injury claim	1.1	Contact the claimant, obtain preliminary information and make clear to the claimant which documents and other information may be required for the interview
		1.2	List the appropriate contents/sections within a letter of claim
2	Be able to apply the correct process for issuing a letter of claim for personal injury claims	2.1	Identify the relevant people who should receive the letter of claim
		2.2	Identify and include the relevant documents within the standard disclosure list appropriate to road traffic collision claim
		2.3	Identify and include the relevant documents within the standard disclosure list appropriate to a workplace claim
		2.4	Identify and use headings and examples from the 'specific regulations' list within the pre-action protocol for workplace claims
		2.5	Identify and include the relevant documents within the Standard disclosure list appropriate to a highway tripping claim
3	Understand the overriding objective of the Pre-action protocol within the Civil Procedure Rules (CPR) 1998	3.1	Explain the overriding objective of the Civil Procedure Rules (CPR) 1998
		3.2	Summarise the aims and objectives of the pre-action protocol
		3.3	Explain the importance of adhering to the pre-action protocol and the possible consequences to the claimant

Conditional Fee Agreement Delivery

Unit Aims			
To provide the skills and techniques to Conditional Fee Agreement Delivery			
Unit Level	4	Credit Value	2
GLH	15	Unit grading system	Pass
Assessment Guidance		Assessment is by internal assignment	
Learning Outcomes - The learner will:		Assessment Criteria - The learner can:	
	Understand the overriding		
1	objective of the 'no win no fee' legal process	1.1	Summarise the overriding objective of the 'no win - no fee' legal process
2	Understand the overriding objective and legal implications of a Conditional Fee Agreement (CFA) document	2.1	Explain in detail the overriding objectives and legal implications of a (CFA)
		2.2	Explain in detail the legal implications and requirements of a CFA delivery to a claimant
		2.3	Explain what 'after the event insurance' is, when and why it may be required by a claimant
		2.4	Analyse and explain what preventative action needs to be taken to minimise the risk of unnecessary CFA signup
3	Be able to exercise autonomy and judgement in carrying out a CFA delivery	3.1	Explain the purpose of the CFA document to the claimant and why it is necessary
		3.2	Evaluate if the existing legal expense insurance is sufficient or whether 'after the event insurance' is required by the claimant
		3.3	Analyse the documents and legalities associated with the claim and their implications for the client when agreeing
4	Be able to communicate clearly the terms of the CFA as a legal contract between the solicitor and claimant	4.1	Give a clear and detailed explanation to the claimant about the legal implications to them when agreeing to
		4.2	Explain to the claimant why there is a need to ensure that there is sufficient legal expense insurance to allow the
		4.3	Explain to the claimant the risk and possible consequences for them if the claim was found to be
		4.4	Explain to the claimant what a success fee is and how it will be claimed

Analyse and identify relevant evidence in a case file

Unit Aims

To provide the skills and techniques to Analyse and identify relevant evidence in a case file

Unit Level	4	Credit Value	4
GLH	34	Unit grading system	Pass
Assessment Guidance		Assessment is by internal assignment verified by	
Learning Outcomes - The learner will:		Assessment Criteria - The learner can:	
1	Be able to analyse evidence	1.1	Determine and explain the varying levels of reliability of the range of evidence that is available and its relevance to the case
2	Be able to review pre-existing case file evidence to establish if further investigation is required	2.1	Consider each piece of evidence and assess its reliability and contribution to the case conclusion
		2.2	Consult with the work provider and determine if further investigation is required
3	Present findings in an appropriate format	3.1	Produce an investigation report to a specified format
		3.2	Ensure that the report includes all circumstances of the case, people involved, site information and diagram, any other relevant evidence and clearly stated conclusions
		3.3	Ensure that the report is professionally presented in the specified format, is concise and free of errors, contains all

Undertake site visit

Unit Aims

To provide the skills and techniques to Undertake site visit			
Unit Level	3	Credit Value	2
GLH	11	Unit grading system	Pass
Assessment Guidance		Assessment is by internal assignment verified by	
Learning Outcomes - The learner will:		Assessment Criteria - The learner can:	
1	Be able to undertake a site visit	1.1	Explain the importance of obtaining proper instructions prior to carrying out a site visit
2	Understand how to prepare for a site visit	2.1	Determine the relevant equipment and documentation needed for a site visit
		2.2	Assess the possible risks associated with a location
		2.3	Explain what preventative actions need to be taken to minimize risk