

Revenue Control Inspector

2010

Course
notes
Day 7

Session Objectives:

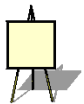
- Describe situations in which plain clothes working would be appropriate.
- Give examples of different circumstances and the plain clothes requirements.
- State the correct procedure for RCI's identifying themselves to customers when in plain clothes.
- State the reasons for increased likelihood of conflict and aggression when working in plain clothes.
- Identify different types of evidence.
- Describe types of evidence presentable in court.
- Demonstrate the use of effective questions in different situations helping to prove -
 - Guilt or innocence
 - Additional dishonesty
 - What laws and byelaws have been broken

Materials needed:

- RCI Law Books
- Smith and Keenan's English Law
- RRA 1889 and Bylaws
- Case Studies folder byelaws/answers
- Police and criminal Evidence Act 1984





Group work



Flip chart work

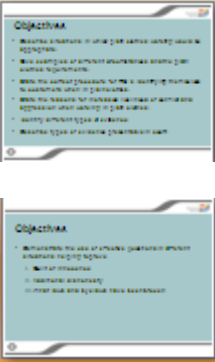



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	Information for the trainer (cell coloured in grey)




SESSION SUMMARY



Time	Session Summary
09:00	
10:15	
10:30	
13:30	
14:45	
15:00	
16:00	

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
09:00 Case studies	Case studies Delegates to identify the RRA & Byelaws used. Discuss with delegates the outcomes of their task providing feedback from the trainer's case study book.
	Session Objectives <ul style="list-style-type: none"> Describe situations in which plain clothes working would be appropriate. Give examples of different circumstances and the plain clothes requirements. State the correct procedure for RCI's identifying themselves to customers when in plain clothes. State the reasons for increased likelihood of conflict and aggression when working in plain clothes. Identify different types of evidence. Describe types of evidence presentable in court. Demonstrate the use of effective questions in different situations helping to prove - <ul style="list-style-type: none"> Guilt or innocence Additional dishonesty What laws and byelaws have been broken
	PLAIN CLOTHES Who tells us that we are working in plain clothes? DRCM Only the DRCM can give permission for RCIs to work in plain clothes, under no circumstances is an RCI to carry out plain clothes duties without prior permission. When an RCI is working in plain clothes they should always present themselves in a professional manner. Who could be a problem when working in plain clothes? People don't recognise you as staff Uniform is something which customers are used to seeing staff in. It holds an air of authority to many people

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
	<p>and when customers are approached by RCIs in plain clothes, they may not be seen in the same light as a uniformed member of staff.</p> <p>What do we mean by plain clothes? Conservative dress. A thing to remember is it is easy to dress down but harder to dress up. As RCIs you are expected to wear suits or similar type dress. Torn jeans, scruffy clothing is not acceptable no matter how much it costs or how fashionable it is.</p> <p>How must RCIs identify themselves when in plain clothes? Show their badge and state "Revenue Control Inspector". An RCI must clearly state that they are an RCI whether in plain clothes or not. However, when an RCI is in plain clothes they must show their badge as identification. The RCI must allow adequate time for the identification to be read.</p>
	<p>Additional information</p> <p>Do you have any other ticket, travelcard or Oystercard? Why would you ask that? If the customer has and the journey details are ok you can save your time and stop questioning.</p> <p>This question also allows us to prove additional dishonesty. This is when a customer tells you one thing and later you find out they lied. A lie upon a lie.</p> <div data-bbox="483 1129 1995 1252" style="background-color: black; height: 77px; width: 100%;"></div> <p>Why do we read through our notes with the customers? To get them to agree to what is written and to sign to that effect.</p>

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
	<p>If a customer does not wish to sign then the RCI should make a note in their notebook that the customer refused to sign and any reason given.</p> <p>Inform the customer that these facts will be reported and that they may be prosecuted, and ask them if they understand this. Record this and their reply in your notebook.</p>
	BREAK
	<p>Task</p> <ul style="list-style-type: none"> • Send half of delegates to 1st floor soft seating area <ul style="list-style-type: none"> ◦ Brief delegates that they are RCIs (confirm location etc...) • Other delegates are customers give them a ticket/oyster <ul style="list-style-type: none"> ◦ Customers be co-operative but not too much ie:admit pass/ticket is not theirs • Once completed check notebook entry • swap over
	Lunch
	<p>Evidence</p> <p>When we look at evidence we look at two categories, one is the type of evidence and the other is ways to present evidence.</p> <p>One type of evidence is what are the 4 types of evidence?</p>

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
  	<ul style="list-style-type: none"> • Direct • Corroborative • Indirect/Circumstantial • hearsay <p>Direct evidence is evidence of fact i.e. “I saw.”</p> <p>Indirect evidence is often called circumstantial evidence; it is evidence which shows what must have happened with more or less certainty. “You walked in the room just after hearing a gunshot. A person was kneeling beside a body with a gun in their hand and the body on the floor had gunshot wounds and there was no one else around for miles”.</p> <p>Corroborative evidence is evidence that supports the truth and facts already given.</p> <p>Hearsay evidence is what one person has heard another say, or documents that cannot be proved by the maker. Hearsay evidence is usually inadmissible in court.</p> <ul style="list-style-type: none"> • You are on the barrier when a man walks past you and says “some yob has smashed a light with a big stick over there,” (Hearsay Evidence). • You walk round the corner and see a scruffy guy standing under a smashed light with a stick on the floor beside him (Indirect Evidence). • A woman says “he did it,” pointing at the man, “I saw him” (Direct Evidence). • A second woman says, “Yes that’s right, I saw it too.” (Corroborative Evidence). <p>What types of evidence can we present in court?</p> <ul style="list-style-type: none"> • Oral • Documentary • Real.

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)
	<p>Oral - witness related facts, word of mouth. Documentary - documents produced for inspection or read in court e.g. pocket notebook. Real - actual articles used in connection with the offence e.g. ticket.</p> <p>Evidence that is collected by an inspector must be retained and presented with his/her statement for the court to see. If evidence does not make up at least one element of the case the prosecution should not go ahead.</p> <p>What do we do before giving evidence in court? You must give an "Oath" or "Affirmation".</p> <p>If a witness is unable to give an oath or affirmation then they may "Solemnly Affirm". Wherever possible the person taking the oath does so as prescribed by their religion.</p>
	<p>Task</p> <ul style="list-style-type: none"> • Send half of delegates to 1st floor soft seating area <ul style="list-style-type: none"> ◦ Brief delegates that they are RCIs (confirm location etc...) • Other delegates are customers give them a ticket/oyster <ul style="list-style-type: none"> ◦ Customers be co-operative but not too much ie: admit pass/ticket is not theirs • Once completed check notebook entry • swap over
	Break
	Continue with task
16:00	<p>End of Day 7</p> <ul style="list-style-type: none"> • Read up on statement

