






Revenue Control Inspector

Course
notes
Day 19

Session Objectives:	
Materials needed: <ul style="list-style-type: none"> • 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
	Insert slide from presentation and place slide number underneath
	Insert this symbol when there is a link to the valuing time behaviours
	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)	Training Aids (including no.)
09:00	Task <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	
	Task <ul style="list-style-type: none"> • Continue with jobs – be more difficult to RCI 	
	Lunch	
	TASK Write a statement using the MG11 forms. Hand it to the trainer when you have finished. Trainer to check statement against notebook highlights any errors made.	
	Break	
16:00	<ul style="list-style-type: none"> • Continue with statements 	

Time	Trainer Notes (Explanations, Questions, Answers, Tasks/ Aids)	Training Aids (including no.)
	End of Day 19	