



# The Office of Fair Trading Enforcement Academy

Presentation to ICN EWG 1st Experience Sharing  
Teleseminar on Effective Knowledge Management  
26 September 2012





# What I will cover



- **Why was the Enforcement Academy set up?**
- **What is the Enforcement Academy delivering?**

(Previously discussed OFT Know-How at 2011 Annual Conference. Also featured in draft EKM chapter)



# Enforcement Academy: background

- **OFT Enforcement Debate** identified concerns about the OFT's enforcement work:
  - “fragmentation”, “culture”, “capability”
  - lack of focus on enforcement training, in particular on hard enforcement skills.
- **Enforcement Academy** set up in April 2012, tasked with:
  - Improving enforcement skills
  - Improving coordination between enforcement groups
  - Instilling an enforcement culture.
- **Resources:** Know-how team. Informed by Steering Committee and Champions.

# What is the Enforcement Academy Delivering?

- **Basic level training**



- Consumer basic training: 25/26 September
- Competition basic training: 14/15 November

- **Skills training**



- Use of Witness Evidence: 4 July, repeated 4 September
- Obtaining Witness Evidence by Interview: 17 September
- Questioning & listening strategies and evidence-based decision-making: 18 September (limited audience but will be repeated)
- More to follow....

# What is the Enforcement Academy Delivering (2)?



- **Enforcement Academy meetings**
  - Fortnightly CA98 Enforcement Forum ... starting in September
  - Monthly Consumer Enforcement Forum ... starting in September
- **Continuation of core services provided by the KH team:**
  - Know-how intranet pages
  - Monthly electronic float
  - Cross-Office know-how talks.



# The Office of Fair Trading Enforcement Academy

Presentation to ICN EWG 1st Experience Sharing  
Teleseminar on Effective Knowledge Management  
26 September 2012

