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| Overview | This unit is about conducting interviews as part of serious and complex investigations. Related NOS units are CI102 and CJ202.  The unit covers interviews at various locations.  You must plan and prepare for the interview by developing an interview strategy and written plan, assessing the interviewee's fitness for interview, and setting up an appropriate location. You must conduct the interview in accordance with legislation, policy and other guidelines using appropriate interviewing techniques and communication skills. Finally, you are expected to evaluate the interview (including your own performance) and take or recommend any necessary further investigative action.  **There are three elements**   1. Plan and prepare interviews with victims and witnesses 2. Conduct interviews with victims and witnesses 3. Evaluate interviews with victims and witnesses and carry out post-interview processes |

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| **Performance criteria**  You must be able to: | **Plan and prepare interviews with victims and witnesses**   1. ensure that you understand the nature of the incident to be investigated and the circumstances in which interviews can be conducted 2. identify the category of interviewee to inform your approach to the interview 3. assess the current physical and emotional condition of the interviewee to establish their fitness for interview and the necessity for others to be present 4. review the available material and consult with relevant others to establish the interview strategy, being sensitive to the potential for bias and contamination 5. establish the appropriate time, location and resources for the interview 6. prepare a written interview plan that identifies clear aims and objectives and meets the needs of the investigation |
| *You must be able to:* | **Conduct interviews with victims and witnesses**   1. maintain the security and welfare of the interviewee, yourself and relevant others, where applicable 2. inform all present of the interview structure and check their understanding 3. ensure that the interviewee and relevant others are aware of their responsibilities 4. record the interview accurately using appropriate recording methods 5. engage with the interviewee using the appropriate interviewing techniques and communication methods 6. conduct the interview in accordance with the interview plan, whilst maintaining flexibility in response to the interviewee's behaviour and attitude 7. check the meaning and accuracy of information, and ensure that any inaccuracies or misunderstandings are clarified 8. deal with individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights 9. where necessary, use exhibits appropriately during the interview 10. deal with contingencies in accordance with current guidelines and codes of practice 11. clearly inform the interviewee and relevant others of the next steps, including, where appropriate, the relevant legal processes 12. fully document all decisions, actions, options and rationale in accordance with current policy and legislation, and obtain any necessary endorsements |
| *You must be able to:* | **Evaluate interviews with victims and witnesses and carry out post-interview processes**   1. ensure that the interviewee is fully aware of any post-interview processes 2. evaluate the interview to identify and prioritise any necessary further action 3. update relevant others based on the evaluation of the interview 4. evaluate all the available material as a result of the interview 5. evaluate your own performance and identify any learning and development needs in relation to planning and conducting interviews 6. fully document all decisions, actions, options and rationale in accordance with current policy and legislation |

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| Knowledge and understanding  You need to know and understand: | Legal and organisational requirements   1. current, relevant legislation, policies, procedures, codes of practice, doctrine and guidelines for conducting interviews with victims and witnesses 2. current, relevant legislation and organisational requirements in relation to race, diversity and human rights 3. current, relevant legislation and organisational requirements in relation to health and safety 4. how to deal with interviewees and relevant others in an ethical manner |
| *You need to know and understand:* | Interview planning and preparation   1. how to determine the category of victim or witness, and the way in which this will influence your interview approach 2. how to assess the physical and emotional condition of interviewees to establish fitness for interview 3. the action to take where you have concerns about the interviewee's fitness for interview 4. the reasons for reviewing the evidence and the types of action that may be taken 5. the suitable timings for interviews 6. the locations in which interviews can take place 7. how to set up the location and resources for the interview 8. the environmental conditions which are conducive to interviews 9. how to develop an interview strategy and a written interview plan 10. who to consult with regarding the interview strategy 11. the points to prove for the incident(s) concerned 12. the rules of evidence and disclosure |
| *You need to know and understand:* | Conducting interviews   1. how to maintain the security and welfare of the interviewee and others 2. the procedures and reasons for informing the interviewee and relevant others of their rights and responsibilities 3. how to record the interview 4. how to use recording equipment 5. the required conduct of interviews at both police premises and other locations 6. the types of approved interviewing techniques and communication methods 7. the importance of not deviating from your interview plan during interviews 8. how to conduct the interview in a manner, and using techniques, appropriate to the interviewee's behaviour and attitude 9. the types of contingencies that may arise during interview and how these should be dealt with 10. how to deal with a witness's reluctance or fear of testifying |
| *You need to know and understand:* | Evaluating interviews and carrying out post-interview processes   1. how to evaluate the interview and your own performance in the interview 2. the types of further action which may be taken and how these should be initiated 3. how to provide a brief to the investigating officer 4. recognised models of briefing 5. the information which the investigating officer will require 6. how to update relevant others and the information they will require |
| *You need to know and understand:* | Documentation   1. the relevant interview documentation and how to complete it correctly 2. the reasons why endorsements may be required |

**Additional Information**

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| Scope/range related to performance criteria | **Plan and prepare interviews with victims and witnesses**   1. **category of interviewee**    1. vulnerable    2. intimidated    3. significant    4. other 2. **relevant others**    1. interview supporters    2. healthcare professionals    3. interpreters    4. prosecutors    5. interview advisers/co-ordinators 3. **location**    1. at the scene    2. police premises    3. interview facility    4. public, private or business premises    5. healthcare facility    6. custodial establishment    7. public place 4. **resources**    1. audio recording equipment    2. video recording equipment    3. appropriate documentation    4. exhibits   **Conduct interviews with victims and witnesses**   1. **relevant others**    1. interview supporters    2. interpreters 2. **recording methods**    1. audio    2. video    3. written 3. **contingencies**    1. medical    2. welfare    3. hostile or reluctant behaviour    4. technical faults   **Evaluate interviews and carry out post-interview processes**   1. **action**    1. no further action    2. further lines of enquiry    3. briefing other personnel    4. update intelligence systems 2. **relevant others**    1. prosecutors    2. interview supporters    3. healthcare professionals    4. custody officer    5. officers required for legal authorities    6. victims and witnesses |

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