



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3033A Conduct interviews and take statements

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to acquire information by interview and take statements to assist or initiate an investigation. It requires the ability to plan and carry out effective information gathering activities through interview and post-interview processes, use recording equipment, take accurate statements and manage all investigative information in a secure and confidential manner.

This unit may form part of the licensing requirements for persons engaged in investigative work in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit This unit of competency has application in a range of work roles in investigative services. Work is performed under limited supervision and competency requires some judgement and decision-making. The knowledge and skills described in this unit are to be applied within relevant legislative guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for interview.	<p>1.1 Client and <i>legislative requirements</i> relevant to briefing and debriefing procedures and processes are identified and complied with.</p> <p>1.2 <i>Assignment instructions</i> and <i>background material</i> is obtained, reviewed and clarified as required with <i>relevant persons</i>.</p> <p>1.3 <i>Resource</i> requirements are confirmed and organised in accordance with investigative objectives.</p> <p>1.4 Interview location is accessible and non-threatening and encourages safety, confidentiality and confidence.</p> <p>1.5 Recording equipment is checked for correct operation in accordance with <i>manufacturer's instructions</i>.</p> <p>1.6 Arrangements are made as required for a witness to be present at interview to ensure information is not compromised in accordance with legislative requirements.</p>
2 Conduct interview.	<p>2.1 Interview is conducted using effective <i>communication skills, interpersonal techniques</i> and sensitivity to individual <i>social and cultural differences</i>.</p> <p>2.2 Appropriate <i>protocols and procedures</i> are used in accordance with legislative requirements.</p> <p>2.2 Interview <i>plan</i> and <i>strategies</i> are followed and adjusted and <i>contingencies</i> implemented to address changing circumstances.</p> <p>2.4 Appropriate equipment and recording methods are used in accordance with manufacturer's instructions.</p> <p>2.5 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified during the interview.</p> <p>2.7 Physical evidence presented during interview is described in full in accordance with legislative requirements.</p>
3 Take statements.	<p>3.1 <i>Format</i> and <i>procedures</i> for taking <i>statements</i> are observed and complied with.</p> <p>3.2 Statements are taken in the first person and accurately reflect the interviewee's knowledge of the interview subject matter.</p> <p>3.3 Statement includes written affirmation from interviewee as to their understanding of its contents and the conditions under which it was made.</p> <p>3.4 Statement is signed and dated by interviewee and witnessed by interviewer or sworn in front of a <i>duly authorised person</i> in accordance with legislative</p>

ELEMENT	PERFORMANCE CRITERIA
4 Complete interview.	requirements. 4.1 Interview is terminated in a sincere, courteous and friendly manner. 4.2 Copy of records of interview are provided to interviewee and receipted in accordance with legislative requirements. 4.3 Notes made during interview and other relevant information are retained and secured with due regard to confidentiality and principles of evidence management. 4.4 Post-interview procedures are conducted as required and records updated. 4.5 Interview results are reviewed, reported and securely maintained in accordance with legislative requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- accurately record, report and document information and evidence
- communicate using appropriate channels and communication modes
- disseminate information with due regard to confidentiality issues
- elicit accurate information from interviewee
- evaluate diverse pieces of information and promptly clarify misunderstandings, ambiguity or contradictions
- identify and comply with applicable legal and procedural requirements, including licensing requirements, relevant to conduct of interviews and evidence collection
- information technology
- organise and operate recording and other equipment
- plan and conduct meetings and interviews
- prepare and compile statements in required formats
- prioritise work tasks and complete activities within designated timeframes
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- risk assessment
- use information storage and retrieval systems
- verify information for accuracy and relevance.

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

- applicable licensing and legal requirements for conducting interviews and taking statements
- continuity of evidence
- effective interpersonal techniques
- information management systems and methods
- interview strategies and techniques
- interviewing, reviewing and debriefing processes
- post-interview procedures
- principles of continuity of evidence
- principles of effective communication including interpersonal techniques
- procedures for the security and storage of information
- procedures for the use of interpreters
- recording methods and use of recording equipment
- reliable and verifiable sources of information
- reporting and documentation requirements
- requirements for duly authorised persons to swear statements
- rights of individuals in relation to the conduct of interviews and statement compilation
- techniques for negotiation, conflict resolution and problem solving.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- effectively planning the sequence of key questions for eliciting relevant information and arranging appropriate resources, equipment and location for the conduct of interviews
- conducting interviews and meetings using appropriate interpersonal techniques and taking accurate and complete contemporaneous notes and statements
- collecting information in an accurate and systematic manner and handling all information in a safe and secure manner with due regard to confidentiality requirements and principles of evidence management.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to plain English version of relevant statutes and procedures
- access to a registered provider of assessment services
- access to a suitable venue and equipment
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

This unit of competency could be assessed using the following methods of assessment:

- observation of processes and procedures
- questioning of underpinning knowledge and skills.

Guidance information for assessment

Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised

wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Legislative requirements may relate to:

- applicable commonwealth, state and territory legislation which affects investigative work such as:
 - Insurance Contracts Act
 - workplace safety
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - anti-discrimination and diversity
- Australian standards and quality assurance
- authority to conduct investigation
- award and enterprise agreements
- evidence collection
- freedom of information
- licensing arrangements and certification requirements
- privacy requirements
- relevant industry codes of practice
- restrictions in the use of recording devices.

Assignment instructions may include:

- assignment purpose and objective
- assignment tasks and procedures
- assignment timeframe
- client information
- methods of interview
- reporting and documentation requirements
- resource and equipment allocations.

Background material may include:

- client instructions
- file notes
- records of previous interviews
- reports
- results of preliminary inquiries.

Relevant persons may include:

- client
- counsellor
- industry or government representatives
- investigative specialist
- medical staff
- police
- security personnel
- supervisor.

- Business equipment and technology may include:***
- calculators
 - facsimile machines
 - standard commercial computer software and hardware
 - telephones.
- Resources may include:***
- calculators
 - facilities
 - finance
 - information
 - information technology
 - interpreter
 - personnel
 - specialist services and support
 - time
 - transport.
- Manufacturer's instructions may be found in:***
- equipment specifications
 - operator's manual
 - plans and diagrams
 - printed instruction leaflets
 - warranty documents.
- Communication skills may include:***
- accepting and listening to responses
 - active listening
 - comprehension
 - displaying objectivity and impartiality
 - frank and fair questioning
 - negotiation
 - note-taking
 - positive body language
 - reading accurately
 - speaking clearly
 - summarising
 - writing.
- Interpersonal techniques may include:***
- active listening
 - being respectful and non-discriminatory to others
 - control of tone of voice and body language
 - demonstrating flexibility and willingness to negotiate
 - interpreting non-verbal and verbal messages
 - maintaining professionalism
 - providing and receiving constructive feedback
 - questioning to clarify and confirm understanding
 - two-way communication
 - use of communication appropriate to cultural differences

- use of positive, confident and cooperative language.
 - dress and personal presentation
 - food
 - language
 - religion
 - social conventions
 - traditional practices
 - values and beliefs.
- Social and cultural differences may relate to:***
- interview schedules
 - key questions
 - list of interview participants
 - presentation of physical evidence
 - sequence of activities.
- Interview plan may include:***
- avoiding cross-examinations
 - excluding leading questions
 - excluding multiple questions
 - interview method (direct questioning, empathetic questions)
 - interviewee status (disability, age, gender, ethnicity, race)
 - location and timing
 - strategies for developing rapport.
- Interview strategies may include consideration of:***
- age of interviewee (eg, minor)
 - allegations of misconduct
 - change in demeanour of interviewee
 - disclosed information
 - equipment failure
 - inadequate language skills
 - physical or psychological disabilities
 - refusal to answer questions
 - suspect request.
- Contingencies may include:***
- confidentiality assurances
 - informing interviewee of - their rights - the purpose of the interview - the sequence of activities - how the interview will be recorded
 - introductions
 - verification of identification.
- Protocols and procedures may include:***
- established style and structure
 - handwritten or typed
 - question and answer
 - record of interview (written, typed, audio, video).
- Format requirements may include:***
- affidavits
- Statements may***

- include:**
- records of interview
 - statutory declarations
 - witness record.
- Procedures for taking statements may include:***
- clear and concise reporting
 - detailing in writing all statements made by interviewee
 - summarising of relevant points
 - taking contemporaneous notes.
- Duly authorised person may be:***
- justice of the peace
 - magistrate
 - solicitor.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Investigative services