Australian Government

Department of Education, Employment and Workplace Relations

PUAPOLIV004A Conduct investigative interviews

Revision Number: 3

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PUAPOLIV004A Conduct investigative interviews

Modification History

PUAPOLIV004A Release 3: Unit Descriptor revised.
PUAPOLIV004A Release 2: Layout adjusted. No changes to content.
PUAPOLIV004A Release 1: Primary release.

Unit Descriptor

This unit covers the competency required to plan, conduct, record and review interviews during investigations, in accordance with organisational policies and procedures.
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

This unit applies to people required to plan, prepare, conduct and review interviews for investigative purposes with a variety of people including victims, suspects and witnesses. Investigative interviewing is the questioning of victims, witnesses and suspects to obtain complete, accurate and reliable information to discover the truth about the matter under investigation.
The unit requires the application of appropriate communication skills and interviewing techniques to illicit information in compliance with organisational requirements. This unit also requires the evaluation of the interview process to improve future performance and to inform the direction of an investigation.
The work outlined in this unit would typically be undertaken by a police investigator in a designated investigation role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan interview	1.1 *Type of interviewee* is established to determine interview approach
	1.2 *Interview plan* is developed in accordance with *organisational requirements*
	1.3 *Venue* and timing for interview are selected to achieve interview aims and objectives
	1.4 *Information relevant to the interview* is gathered and analysed to inform the plan
	1.5 *Points of proof* for potential offences and possible defences are reflected in the plan
	1.6 *Recording methods* are selected and equipment to conduct the interview is prepared
	1.7 *Exhibits* necessary to conduct the interview are obtained and handled to ensure security and continuity
	1.8 *Interview strategies* are selected to achieve interview aims and objectives
	1.9 Role of *assisting interviewer*, where appropriate, is clarified with that person
2. Conduct interview	2.1 Interview is conducted in accordance with legislative requirements and organisational policies and guidelines
	2.2 Questions are communicated in the interview that reflect fairness, objectivity and impartiality to the interviewee
	2.3 *Condition* of the interviewee is continually assessed throughout the interview to establish *competence*
	2.4 Interview procedures are employed in consideration of *interviewee's status*, welfare and safety
	2.5 Appropriate *safeguards* are applied according to the status of the interviewee
	2.6 *Allegations of unethical behaviour* are responded to in accordance with organisational policies and guidelines where applicable
	2.7 Additional information is gathered through the interview process with regard to other matters where applicable
	2.8 Exhibits are introduced at an appropriate time during the interview and handled to ensure security and continuity are maintained
3. Use appropriate interview techniques	3.1 Rapport is established with interviewee to enhance communication
	3.2 Range of *interview techniques and communication methods* are employed to engage interviewee

ELEMENT	PERFORMANCE CRITERIA
	3.3 Selected interview strategies are regularly reviewed and modified to adapt to *changing circumstances*
	3.4 Interview plan and logical line of questioning are followed during interview process
	3.5 Each point of proof and possible defences for the matters being investigated are covered during questioning
	3.6 Assisting interviewer is utilised to assist where applicable
4. Conclude interview	4.1 Information gathered during interview is summarised to provide the interviewee with an opportunity to confirm, alter or add information
	4.2 Interview is *closed* in accordance with jurisdictional and organisational requirements
5. Evaluate interview	5.1 Interview is reviewed to determine *further action* in relation to new information obtained during the interview
	5.2 All available evidence is assessed against information obtained during interview to verify or amend the direction of the investigation
	5.3 *Own performance* during interview is reviewed to identify areas for improvement
6. Record interview	6.1 Recording equipment is checked where appropriate to ensure working order prior to and during interview
	6.2 Recording methods specified in interview plan and organisational guidelines are followed
	6.3 Alternative recording methods are used when a change in circumstances occurs
	6.4 *Characteristics*, *responses and behaviour of interviewees* during the interview are recorded as appropriate
	6.5 *Special arrangements*, *requests and activities* not directly related to the interview are recorded to comply with legal and ethical obligations
	6.6 Required *post-interview procedures* are completed to comply with legal, judicial and security requirements

Required Skills and Knowledge

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

Required Skills

- analyse situations and think logically
- apply operational safety techniques
- communicate in writing (prepare interview documentation and records of interview)
- communicate orally (listen, probe, reflect, establish rapport, negotiate, resolve conflict)
- identify when a person has an intellectual disability, is intoxicated, has a mental or physical impairment (either permanent or temporary)
- make decisions and solve problems
- manage computer information
- manage interviewee and in doing so, demonstrate ethical behaviour, cultural awareness and integrity
- organise and manage time effectively
- use recording equipment

Required Knowledge

- agency goals and objectives
- approaches to addressing unusual circumstances during the interview
- available recording methods and use of recording equipment
- different types of criminal activity and their elements (such as general crime, theft, burglary, assault, drugs, fraud, embezzlement, homicide etc.)
- government and policy environments within which interviews will be managed and factors which may impact on interviews
- intelligence and interviewing
- interview techniques and points of proof, in particular legal and ethical considerations, in conducting interviews which involve youth, indigenous people, disciplinary matters
- post-interview procedures
- procedures for the utilisation of interpreters
- relevant law (including the rules of evidence), policies and procedures
- security issues, classification criteria

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessment must confirm the ability to: • plan, conduct and review interviews with at least two suspects and two witnesses/victims in accordance with organisational policies and procedures. **Consistency in performance** Competency should be demonstrated over time in a range of contexts to ensure the person can achieve the outcome and apply the competence in different situations or environments.
Context of and specific resources for assessment	**Context of assessment** Competency should be assessed in the workplace or an environment that closely resembles normal work practice and replicates the range of conditions likely to be encountered in the workplace, including coping with difficulties, irregularities and breakdowns in routine. **Specific resources for assessment** There are no specific resource requirements for this unit.
Method of assessment	In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook. Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment. Assessment may occur in an operational environment or in an industry-approved simulated work environment. Forms of assessment that are typically used include: • direct observation • interviewing the candidate • journals and workplace documentation • third party reports from supervisors • written or oral questions.

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 in the Performance Criteria is detailed below.

Type of interviewee may include:	• Adult • Child • Complainant • Cooperative • From a culturally diverse background • Intimidated • Suspect • Uncooperative • Vulnerable • Witness
Interview plan:	• May be formal • May be informal • Provides a framework to base the line of questioning within an interview • Should be adaptable to change as required • Should consider interview aim, topics to be covered, points to prove or possible defences (where applicable), known evidence and exhibits to potentially use during the interview
Organisational requirements may include:	• Organisational policies and procedures relating to: • interviewing • investigations • taking statements • obtaining physical evidence
Interview venue may include:	• Field (public places, street, car, private dwellings) • Police station
Information relevant to the interviews may include:	• All information about the person being interviewed and the matter under investigation
Points of proof may include:	• Admissibility • Corroboration • Criminal intent • Elements • Evidence
Recording methods may include:	• Audio • Hand written • Type written • Video and audio

Exhibits may include:	• Relevant documentary and/or physical materials gained as a result of investigations
Interview strategies may vary but may require consideration of:	• Avoidance of cross-examinations • Exclusion of leading questions • Location • Method (direct questioning, empathetic questioning) • Person being interviewed • Strategies for developing rapport • Timing
Assisting interviewer may be:	• Aide or assistant to the interviewer who may or may not be part of the same organisation as the interviewer but is impartial and is not a subject of the investigation
Condition may include:	• Age • Behaviour • Intoxication (alcohol or drugs) • Mental health • Physical injury
Competence provides for:	• Ability of the interviewee to: • take part in the interviewee • understand the nature of the interview • understand the questioning within the interview
Interviewee's status may include:	• Age • Disability • Ethnicity • Gender • Race
Safeguards may include:	• Any requirements as imposed by legislation, policies or procedures that affect the methods or manner of the interview, such as the right to silence or the presence of a legal representative or other support person
Allegations of unethical behaviour may include:	• Acts of misconduct • Coercion • Disregard for standard operating procedures (SOPs) • Duress • Inducements • Legislative requirements • Physical abuse • Promises • Threats • Unfair representation

Interview techniques and communication methods may include:	• Avoiding interruptions • Clarification of responses • Cognitive interviewing (including free recall) • Conversation management • Conversational style • Echoing • Free recall • Maintaining control • Open questioning • Pausing • Probing • Verbal and non-verbal communication
Changing circumstances may include:	• Allegations of misconduct • Demeanour of interviewee • Equipment failure • Information disclosed • Interviewee request • Refusal to answer questions
Closing the interview may include:	• Complying with legislation, policy or procedure • Considering if interview aims as determined in the interview plan have been achieved • Considering if the interviewee has provided all the information that they are able and willing to provide • Determining that all intended questions are covered • Explaining to interviewee any requirements following the interview • Where appropriate, providing copies of statements or recordings
Further action may include:	• Arrest • Bail • Charge • Further investigation • No further action • Release
Own performance during an interview may be evaluated by:	• Considering the effectiveness of the interview in terms of planning and preparing for the interview, conducting the interview, and reflecting upon: • what was done well • what could have been done better • what areas can be developed • how to acquire these skills
Characteristics, responses	• Age

and behaviour of interviewees may be influenced by:	• Demeanour • Disability • Dress • Ethnicity • Gender • Non-verbal responses to questions • Race
Special arrangements, requests and activities may include:	• Medical attention • Refreshments • Seeing superiors • Telephone calls • Toilet breaks • Visitors
Post-interview procedures may include:	• Explaining future process to complainants and witnesses • Processing of offender • Tape management security • Tape transcription where applicable, copy of tape or statement to interviewee

Unit Sector(s)

Not applicable.