

Unit of Competency CPPINV3031

Conduct interviews and take statements to support investigations

Application

This unit specifies the skills and knowledge required to acquire information by interview and take statements to support an investigation. It includes following plans, protocols and procedures to conduct interviews, questioning interviewees to obtain and record facts and details of physical evidence presented, and taking statements in the required legal format.

A person working at this level would be expected to take responsibility for organising and completing tasks assigned to them without close supervision.

This unit forms part of the licensing requirements for people engaged in investigative services in some states and territories. For further information, check with the relevant regulatory authority.

Prerequisite Unit

None.

Elements and Performance Criteria

1. Prepare to conduct interview.	<ul style="list-style-type: none">1.1 Review work instructions, procedures and workplace policies to ensure required authorisations and compliance with legal rights and responsibilities when conducting interviews and taking statements.1.2 Obtain, review and clarify background material and interview plan in consultation with relevant persons.1.3 Identify special needs of interviewee and organise resources and equipment required for interview.1.4 Check recording equipment to confirm correct operation in accordance with manufacturers' instructions.1.5 Arrange interview location that is accessible and encourages safety and confidentiality for interview participants.1.6 Arrange interviewee and other required participants to be present at interview in accordance with legislative requirements.
2. Conduct and record interview.	<ul style="list-style-type: none">2.1 Seek consent to record interview and employ recording methods in accordance with legislative requirements and codes of conduct.2.2 Confirm interviewee identity and age and implement required legal procedures where interviewee is identified as a minor.2.3 Conduct oral interview following required protocols and procedures.2.4 Follow interview plan and make contingency adjustments required to address changing circumstances.2.5 Use questioning to clarify contradictions, ambiguities, uncertainties or misunderstandings during interview.

	2.6	Recognise physical evidence presented during interview and describe details in full.
3. Take statement.	3.1	Confirm and follow required format and procedures for taking statements.
	3.2	Take statement in first person and accurately reflect interviewee's knowledge of interview subject matter, with interpreter when required.
	3.3	Record written affirmation from interviewee as to their understanding of the contents of the statement and conditions under which it was made.
	3.4	Arrange for statement to be signed, dated and witnessed in accordance with legislative requirements.
	3.5	Provide interviewee with a copy of the statement.
4. Finalise interview and secure evidence.	4.1	Terminate interview in a sincere, courteous and friendly manner and take required action to ensure safe exit of interviewee.
	4.2	Complete, retain and secure interview documentation and records with due regard to confidentiality and evidence management principles.
	4.3	Review and report interview results to relevant persons in accordance with work instructions.
	4.4	Provide interviewee with a receipted copy of interview records in accordance with legislative requirements.

Foundation skills

Candidates require:

- oral communication skills to:
 - ask questions to clarify and elicit information from interviewees
 - listen to oral responses to accurately comprehend spoken information
 - relate to people demonstrating sensitivity to individual social and cultural differences
- writing skills to:
 - accurately record factual details using plain English
 - record oral statements in the required legal format.

Unit Mapping Information

Supersedes and equivalent to CPPSEC3033A Conduct interviews and take statements.

Links

Companion Volume Implementation Guide:

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPINV3031

Conduct interviews and take statements to support investigations

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting three different interviews to support an investigation:

- statements must be taken from three different people involved in the investigation:
 - the person who made the complaint (complainant or plaintiff)
 - the person who caused the complaint (respondent, employer or negligent party)
 - a witness.
- for one interview, an interpreter must be engaged, and the interview conducted with the interpreter

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when conducting interviews and taking statements:
 - codes of practice that ensure compliance with legislative responsibilities
 - legal and ethical obligations associated with conducting interviews and taking statements to support investigations
 - legislative restrictions on the use of recording devices
 - requirements for conducting interviews with, and taking statements from minors
 - work health and safety requirements
- difference between statements, affidavits and statutory declarations
- documentation required to be completed when conducting interviews and taking statements
- interview strategies and techniques used to gather information to support investigations
- legal format for taking statements including requirements for witnessing, signing and dating statements
- protocols and procedures to be followed when conducting interviews and taking statements
- signs and symptoms that a person may be considering suicide or self-harm and appropriate response actions
- sources of evidence when conducting interviews and taking statements and methods for:
 - collecting, preserving and presenting evidence
 - ensuring continuity of evidence
 - complying with evidence management principles
- types of recording equipment used to record interviews
- typical special needs of interviewees and requirements for conducting interviews and taking statements using interpreters
- ways that individual social and cultural differences may be expressed and methods for handling cultural sensitivities when conducting interviews and taking statements.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

All individuals engaged by an RTO for investigations licensing purposes must hold the licence for performing the investigations activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- work instructions and associated documentation, equipment and resources required to achieve the performance evidence.

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