

COURSE REFERENCE CODE

IST (Interviewing and Statement Recording)

COURSE OVERVIEW

An interview is usually a planned, cooperative and voluntary two-way conversation, usually with a victim or witness. Interviews can be informal and unplanned, such as those conducted in the street, and designed to seek general or specific information in relation to events. Interviews may be conducted in person, by telephone, or some form of video link such as Skype. Depending on the context and purpose, the interview may be highly structured or unstructured. Whatever the reason, location or structure of the interview, if an interview is conducted poorly and any resultant statement badly recorded, there will be little value gained, indeed the process may result in the investigation process failing to meet its objectives due to the recording of misleading or irrelevant information.

This module will detail how investigators can develop their interviewing skills to elicit valuable and accurate information from a witness of victim and also produce accurate, valuable and professional statements.

COURSE OBJECTIVES

This module will demonstrate to the student the following:

- Developing a strategic approach to interviewing;
- Considerations before the interview and statement recording process;
- Using cognitive recall techniques to elicit accurate information;
- Dealing with difficult victims or witnesses;
- Questioning techniques;
- How to record detailed, accurate, and professional statements;
- Conducting an interview or recording a statement using an interpreter; and
- Conducting telephone interviews.

METHOD OF INSTRUCTION

This hands-on course takes both a theoretical and practical approach towards the science of interviewing and statement recording. In addition to the classroom sessions, each participant will be individually assessed in relation to their understanding of principles during a variety of scenarios with feedback from our instructors.

On conclusion of the module participants will receive a comprehensive set of student notes and certificate of completion.

COURSE DURATION	COURSE VALUE
1 day module	This module will be of value to investigation managers, field investigators, internal auditors, and HR professionals, who may be required to conduct interviews and record statements during the course of their duties, as well as junior legal counsel and paralegals, who are often involved in recording statements and similar from clients.