

# SFJCJ102

## Interview victims and witnesses in relation to serious and complex investigations



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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

- P1 ensure that you understand the nature of the incident to be investigated and the circumstances in which interviews can be conducted
- P2 identify the **category of interviewee** to inform your approach to the interview
- P3 assess the current physical and emotional condition of the interviewee to establish their fitness for interview and the necessity for others to be present
- P4 review the available material and consult with **relevant others** to establish the interview strategy, being sensitive to the potential for bias and contamination
- P5 establish the appropriate time, **location** and **resources** for the interview
- P6 prepare a written interview plan that identifies clear aims and objectives and meets the needs of the investigation

#### Conduct interviews with victims and witnesses

*You must be able to:*

- P7 maintain the security and welfare of the interviewee, yourself and **relevant others**, where applicable
- P8 inform all present of the interview structure and check their understanding
- P9 ensure that the interviewee and **relevant others** are aware of their responsibilities
- P10 record the interview accurately using appropriate **recording methods**
- P11 engage with the interviewee using the appropriate interviewing techniques and communication methods
- P12 conduct the interview in accordance with the interview plan, whilst maintaining flexibility in response to the interviewee's behaviour and attitude
- P13 check the meaning and accuracy of information, and ensure that any inaccuracies or misunderstandings are clarified
- P14 deal with individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights
- P15 where necessary, use exhibits appropriately during the interview
- P16 deal with **contingencies** in accordance with current guidelines and codes of practice
- P17 clearly inform the interviewee and **relevant others** of the next steps, including, where appropriate, the relevant legal processes
- P18 fully document all decisions, actions, options and rationale in accordance with current policy and legislation, and obtain any necessary endorsements

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#### Evaluate interviews with victims and witnesses and carry out post-interview processes

- You must be able to:*
- P19 ensure that the interviewee is fully aware of any post-interview processes
  - P20 evaluate the interview to identify and prioritise any necessary further **action**
  - P21 update **relevant others** based on the evaluation of the interview
  - P22 evaluate all the available material as a result of the interview
  - P23 evaluate your own performance and identify any learning and development needs in relation to planning and conducting interviews
  - P24 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

- K1 current, relevant legislation, policies, procedures, codes of practice, doctrine and guidelines for conducting interviews with victims and witnesses
- K2 current, relevant legislation and organisational requirements in relation to race, diversity and human rights
- K3 current, relevant legislation and organisational requirements in relation to health and safety
- K4 how to deal with interviewees and relevant others in an ethical manner

#### Interview planning and preparation

*You need to know and understand:*

- K5 how to determine the category of victim or witness, and the way in which this will influence your interview approach
- K6 how to assess the physical and emotional condition of interviewees to establish fitness for interview
- K7 the action to take where you have concerns about the interviewee's fitness for interview
- K8 the reasons for reviewing the evidence and the types of action that may be taken
- K9 the suitable timings for interviews
- K10 the locations in which interviews can take place
- K11 how to set up the location and resources for the interview
- K12 the environmental conditions which are conducive to interviews
- K13 how to develop an interview strategy and a written interview plan
- K14 who to consult with regarding the interview strategy
- K15 the points to prove for the incident(s) concerned
- K16 the rules of evidence and disclosure

#### Conducting interviews

*You need to know and understand:*

- K17 how to maintain the security and welfare of the interviewee and others
- K18 the procedures and reasons for informing the interviewee and relevant others of their rights and responsibilities
- K19 how to record the interview
- K20 how to use recording equipment
- K21 the required conduct of interviews at both police premises and other locations
- K22 the types of approved interviewing techniques and communication methods
- K23 the importance of not deviating from your interview plan during interviews
- K24 how to conduct the interview in a manner, and using techniques,

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appropriate to the interviewee's behaviour and attitude

- K25 the types of contingencies that may arise during interview and how these should be dealt with
- K26 how to deal with a witness's reluctance or fear of testifying

#### **Evaluating interviews and carrying out post-interview processes**

*You need to know and understand:*

- K27 how to evaluate the interview and your own performance in the interview
- K28 the types of further action which may be taken and how these should be initiated
- K29 how to provide a brief to the investigating officer
- K30 recognised models of briefing
- K31 the information which the investigating officer will require
- K32 how to update relevant others and the information they will require

#### **Documentation**

*You need to know and understand:*

- K33 the relevant interview documentation and how to complete it correctly
- K34 the reasons why endorsements may be required

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### Additional Information

#### Scope/range related to performance criteria

#### Plan and prepare interviews with victims and witnesses

1. **category of interviewee**
  - 1.1 vulnerable
  - 1.2 intimidated
  - 1.3 significant
  - 1.4 other
  
2. **relevant others**
  - 2.1 interview supporters
  - 2.2 healthcare professionals
  - 2.3 interpreters
  - 2.4 prosecutors
  - 2.5 interview advisers/co-ordinators
  
3. **location**
  - 3.1 at the scene
  - 3.2 police premises
  - 3.3 interview facility
  - 3.4 public, private or business premises
  - 3.5 healthcare facility
  - 3.6 custodial establishment
  - 3.7 public place
  
4. **resources**
  - 4.1 audio recording equipment
  - 4.2 video recording equipment
  - 4.3 appropriate documentation
  - 4.4 exhibits

#### Conduct interviews with victims and witnesses

5. **relevant others**
  - 5.1 interview supporters
  - 5.2 interpreters
  
6. **recording methods**
  - 6.1 audio
  - 6.2 video
  - 6.3 written
  
7. **contingencies**

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- 7.1 medical
- 7.2 welfare
- 7.3 hostile or reluctant behaviour
- 7.4 technical faults

### **Evaluate interviews and carry out post-interview processes**

- 8. **action**
  - 8.1 no further action
  - 8.2 further lines of enquiry
  - 8.3 briefing other personnel
  - 8.4 update intelligence systems
- 9. **relevant others**
  - 9.1 prosecutors
  - 9.2 interview supporters
  - 9.3 healthcare professionals
  - 9.4 custody officer
  - 9.5 officers required for legal authorities
  - 9.6 victims and witnesses

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