

# INTERVIEW SKILLS

## ACCREDITED COUNTER FRAUD SPECIALIST PROGRAMME

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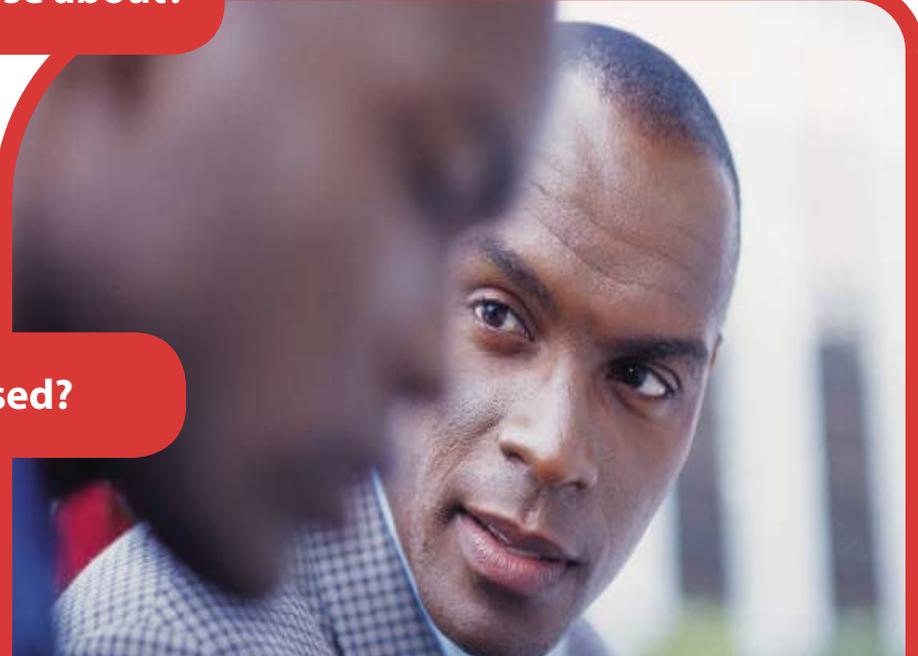
### What's this course about?

Enhancing investigators powers to obtain vital information from interview subjects through proper planning and effective questioning; remaining faultlessly professional and ethical at all times. Practical tips on interviewing including tape procedures.

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### How am I assessed?

One in course test and a post course case study where you review an interview conducted or observed by you and relate it to your learning.



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### Asking Questions - the Investigator's Best Tool

Interviewing someone can seem a bit scary but asking people questions is the bedrock of all investigations. Whether you suspect the person of being involved in some wrong doing or just need to find out what has happened the same basic skills apply. There are some rules you need to follow if you are gathering evidence but interviewing is a skill everyone can learn. It's about having a plan; asking questions and evaluating what you get back. And above all it's about listening.

#### LEARNING OUTCOMES by the end of the course delegates will be able to:

1. Use the PEACE model to prepare effectively for an interview
2. Recognise and respond to the different demands of witness interviews and interviews under caution
3. Acknowledge their responsibilities under the Police and Criminal Evidence Act
4. Conduct an effective tape recorded interview in accordance with the law, and Code of Practice
5. Use professional and ethical investigative interviewing techniques
6. Record and manage information, intelligence and evidence gathered in an interview effectively.

#### COURSE CONTENTS this workshop will include:

- carefully guided learning from a specialist ACFS trainer
  - a range of diverse interactive exercises including a professional role actor to interview
- and will focus on the topic areas of:**  
Seven principles of investigative interviewing; Police and Criminal Evidence Act Codes C and E; recording the interview; tape recorded interviews; MG forms; PEACE model; planning the interview; building rapport; questioning and listening skills; challenging and clarifying; evaluating the interview and keeping safe.

**Duration: 4 days**  
Plus post course  
assignment

call 02076085120 or mail us at  
contact@rna-training.co.uk to book your place