



MANAGEMENT & SUPERVISION OF TAPED INTERVIEWS

BANG TO RIGHTS?



Poor interviewing technique can seriously undermine the effectiveness of fraud operations and in the worst cases can render evidence inadmissible. It is essential, therefore, that managers and supervisors are able to assess the quality of investigators interviews in order to identify training needs and avoid the unnecessary failure of investigations.

WHAT RMH PROVIDES

This high quality training course is intended to provide managers and supervisors with the skills and knowledge necessary to monitor and assess taped interviews, rather than concentrating simply on how to conduct one. Whilst procedures and the provisions of The Police and Criminal Evidence Act 1984 (PACE) form an important part of the course, the emphasis is on reviewing the effectiveness of interviewers.



The course is designed and delivered by specialists with extensive experience of monitoring taped interviews, and draws upon current research in the field.

The course is accredited by the University of Portsmouth.

COURSE FORMAT

The 5 day course employs a variety of methodologies, with the emphasis on practical sessions including CCTV role-playing scenarios, and the assessment of actual taped interviews.

*we provide regular update support
and refresher training as required*



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CONTENT

- ▶ The PEACE model of interviewing
- ▶ The provisions of The Police and Criminal Evidence Act 1984 (PACE) and the Codes of Practice
- ▶ The rules governing the tape recording and storage of interviews
- ▶ Suspect and witness interviewing
- ▶ Questioning techniques
- ▶ Effective listening
- ▶ How to manage solicitors and third parties
- ▶ Delivering feedback to staff

METHODOLOGY

- ▶ Syndicate work
- ▶ Group discussions
- ▶ Practical exercises
- ▶ Role playing using CCTV and taped interview equipment
- ▶ Knowledge test and assessment
- ▶ Pre-course reading package to be completed prior to attendance

DURATION

5 days

NUMBER OF STUDENTS

6 per event

LEARNING OUTCOMES

you will be able to:

- ▶ Explain the PEACE model of interviewing
- ▶ Explain the 5 WHs
- ▶ Conduct effective monitoring and evaluation of interviews
- ▶ Identify when to intervene in the conduct of a case
- ▶ List the legal requirements and guidelines for interviewing as laid down by PACE Codes of Practice
- ▶ Recognise the correct use of evidence during an interview
- ▶ Deliver honest, meaningful and developmental feedback to staff
- ▶ Monitor and assist in the development of staff interviewing skills

TARGET AUDIENCE

Training for all Investigation Managers

Specialist Skills Training by Professionals