



Level 3

NVQ Occupational Standard for Policing and Law Enforcement (Investigative Interviewing)

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INTRODUCTION

The Grenada National Training Agency (GNTA) as empowered by the GCTVET Act of 2009 is the agency mandated to co-ordinate, facilitate and enable the development and growth of Technical and Vocational Education and Training in Grenada Carriacou and Petite Martinique.

The Agency through modes of training intervention intends to help in ensuring that there exists a supply of trained and skilled workers to service labour market needs and thereby contribute to higher levels of productivity in the Grenadian economy. The organisation by way of policy seeks to have developed and approved occupational standards derived from industry specifications and to guide the training, assessment and certification within the Grenada TVET System.

The Grenada Council for Technical Vocational Education and Training (GCTVET) created by an ACT of parliament in 2009 is empowered to approve standards for the award certification leading to Caribbean Vocational Qualification (CVQ's) and National Vocational Qualification (NVQ's).

The GNTA has established industry lead groups responsible for vetting standards as well as specifying and recommending standards to be approved.

ABOUT THIS STANDARD

This is a National Vocational Qualification that is approved for training and certification in Grenada.

This standard was adapted and approved by the Grenada Council for Technical Vocational Education and Training (GCTVET) on 06th May, 2014.

These are some minor modifications made to accommodate the local context; however the overall content of the document is unchanged.



QUALIFICATION OVERVIEW

The NVQ Level 3 in Policing and Law Enforcement (Investigative Interviewing) is for individuals whose function in this sector requires well developed behavioural competencies but whose scope for independent decision making and for bringing about change is unlimited. Persons can operate independently at this level. They can also function in a supervisory level.

They are likely to be in roles where they are required to:

- conduct investigative interviews with suspects
- interview victims and witnesses in relation to priority and volume investigations
- conduct scoping interviews with offenders
- understand and apply legal and procedural requirements
- produce documents

Normally persons working at Level 3 should possess the knowledge and skill to perform in a wide range of contexts – complex and non-routine with considerable responsibility, autonomy and ability to guide others. The qualification covers competencies by providing services in Policing- Investigative Interviewing Level 3 as indicated in the competency standard.

Relevant occupations include:

- Police

The holders of this qualification will demonstrate a range of personal presentations and demonstrations of team work skills and literacy skills. To achieve this qualifications all core units must be achieved plus a minimum of two Level 1 electives, three Level 2 electives and one Level 3 elective must be completed. The nominal training hours are a guide for planning the delivery of training programmes.

Please note that certification can be gained through formal training or on- the- job experience by scheduling assessments with the Grenada National Training Agency (GNTA) Certified Assessors.

Packaging of Competency Standards for Vocational Qualifications

PBII 3004 NVQ Level 3 – Policing and Law Enforcement (Investigative Interviewing)

Unit Code	Unit Title	Mandatory/ Elective
PB00033	Conduct Investigative Interviews with Suspects	Mandatory
PB00034	Interview Victims and Witness in Relation to Priority and Volume investigations	Mandatory
PB00035	Conduct Scoping Interviews with Offenders	Mandatory
PB00036	Conduct Interviews with Suspects in Relation to Priority and Volume Investigations	Mandatory
SSIC0R006A	Understand and Apply Legal and Procedural Requirements	Mandatory
PB00001	Manage Personal and Ethical Performance	Mandatory
PB00006	Produce Documents	Mandatory
PB00027	Attend and Control the Forensic Process at the Scene of a Crime	Elective

To achieve this qualification all mandatory units must be achieved.

PB00033: Conduct Investigative Interviews with Suspect

Unit Descriptor:

This unit deals with the skills and knowledge required to conduct an interview with a suspect as part of an investigation.

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	

- | | | | |
|---|---|-----|---|
| 1 | Plan and prepare interview with suspect | 1.1 | Review all available material relating to the incident |
| | | 1.2 | Assess any factors affecting the suspect's fitness for the interview and the need for additional persons to be in attendance |
| | | 1.3 | Consult with relevant others to plan the interview where necessary |
| | | 1.4 | Establish the appropriate time, location and resources for the interview in accordance with workplace procedures |
| | | 1.5 | Determine the extent of, and provide appropriate pre-interview briefing to legal advisor in accordance with workplace procedures |
| 2 | Conduct interviews with suspect | 2.1 | Maintain the security and welfare of the suspect and relevant others where necessary in accordance with workplace procedures |
| | | 2.2 | Inform all present of their rights and responsibilities in the interviewing process and check their understanding in accordance with workplace procedures |
| | | 2.3 | Give the required caution to the suspect and check their understanding |
| | | 2.4 | Record the interview using the relevant resources and documentation in accordance with workplace procedures |
| | | 2.5 | Interview the suspect using appropriate interviewing techniques and communication methods |
| | | 2.6 | Use relevant exhibits during the interview where necessary |
| | | 2.7 | Close the interview and inform the suspect and relevant others, where applicable of all relevant information and the |

- next steps in accordance with workplace procedures
- 2.8 Complete all relevant documentation to reflect all decisions, actions, options and rationale in accordance with workplace procedures
- 3 Evaluate interviews conducted and carry out post-interview processes
- 3.1 Evaluate the interview and identify any need for further action
- 3.2 Inform all relevant others where there is need for further action in accordance with workplace procedures
- 3.3 Carry out any required immediate action in respect of information obtained in accordance with workplace procedures
- 3.4 Evaluate all available material as a result of the interview and other actions to make a determination
- 3.5 Evaluate one's performance in the interview and identify any learning points.

RANGE STATEMENT

Factors include:

- intoxication (drink or drug)
- behaviour
- age
- physical disorder/ disability
- learning disability
- mental health

Material includes:

- information
- object
- written documentation
- audio recording
- passive data generator
- visual image

Relevant others/additional persons include:

- prosecutors
- appropriate adults
- health care personal
- second division officer in charge
- officers required for legal authorities
- interpreters
- legal representative
- colleagues
- victim/witness

Location includes:

- at the scene
- police premises
- public, private or business premises
- health care facility
- custodial establishment
- public place

Resources include:

- audio recording equipment

Action includes:

- charge a suspect

- video recording equipment
- appropriate documentation
- exhibits

Documentation includes:

- interview notes
- pocket notebook
- national documents
- local documents
- exhibits

- release a suspect
- arrest a suspect
- no further action
- further lines of enquiry

Workplace procedures include:

- standing orders
- standard operating procedures
- current legislation

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current and relevant legislation, policies, procedures, codes of practice, doctrine and guidelines in relation to conducting interviews
2. what are the current and relevant legislation and organizational requirements in relation to race, diversity and human rights
3. what are the current and relevant legislation and organizational requirements in relation to health, safety and welfare
4. how to evaluate material and plan an interview strategy
5. what are the points to prove for the incident(s) concerned
6. what are the roles of the relevant others in interviews
7. how to deal with potential defenses and reasonable explanations and motives
8. what are the procedures and reasons for handing over responsibility for suspects in police detention to the Officer in charge on completion of interviews
9. what are the relevant interview documentation and how to complete it correctly
10. what are the reasons why endorsements may be required

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- plan and prepare an interview with a suspect
- evaluate material and plan an interview strategy
- conduct an interview with a suspect
- evaluate interviews conducted with a suspect and carry out post-interview processes
- record an interview

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

PB00034

PB00034: Interview Victims and Witnesses in Relation to Priority and Volume Investigations

Unit Descriptor:

This unit deals with the knowledge and skills required to effectively conduct interviews with victim(s) and witness(es) at police premises or elsewhere.

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ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Plan and prepare interview with victim (s) and witness(es)	1.1 Identify and understand the nature of the incident to be investigated and the circumstances under which interview/s can be conducted
	1.2 Identify the category of the interviewee to inform one's approach to the interview
	1.3 establish the interviewee's fitness for the interview, the necessity for additional personnel to be present and take the appropriate action in accordance with workplace procedures
	1.4 Review all available material and consult with relevant personnel to establish the interview strategy in accordance with the potential for bias and contamination
	1.5 Establish the appropriate time, location and resources for the interview
	1.6 Prepare a written interview plan that meet the needs of the investigation in accordance with workplace procedures
	1.7 Supply information to the interviewee and relevant personnel in accordance with workplace procedures
	1.8 Document all decisions, actions, options and rationale in accordance with workplace procedures
2 Conduct interviews with victim(s) and witness(es)	2.1 Maintain the security and welfare of the victim or witness, oneself and relevant personnel, where applicable in accordance with workplace procedures
	2.2 Inform all present of the interviewing process, their rights and responsibilities and confirm their understanding

- 2.3 Record the interview using the relevant resources in accordance with workplace procedures
- 2.4 Engage the interviewee using the appropriate interviewing techniques and communication methods in accordance with workplace procedures
- 2.5 Conduct the interview and maintain flexibility in response to the interviewee's behaviour and attitude in accordance with the interview plan
- 2.6 Confirm the meaning and accuracy of information, and ensure that any inaccuracies or misunderstandings are clarified with the interviewee
- 2.7 Make appropriate use of exhibits to support the effectiveness of the interview in accordance with workplace procedures
- 2.8 Inform the victim(s) or witness(es) and relevant others of the next steps, including where appropriate the relevant legal processes in accordance with workplace procedures
- 2.9 Document all decisions, actions, options and rationale and obtain any necessary endorsements in accordance with workplace procedures
- 2.10 Prepare and submit request for statement and record using the five stage witness statement model to the relevant department in accordance with workplace procedures
- 3 Evaluate interviews with victim(s) and witness(es) and carry out post-interview processes
 - 3.1 Communicate with the interviewee and ensure he/she is fully aware of any post-interview processes in accordance with workplace procedures
 - 3.2 Evaluate the interview to identify and prioritise any necessary further action in accordance with workplace procedures
 - 3.3 Update relevant others based on the evaluation of the interview in accordance with workplace procedures
 - 3.4 Evaluate all available material as a result of the interview and other actions in accordance with workplace procedures
 - 3.5 Evaluate one's performance and identify any learning and development needs in relation to planning and conducting interviews

- 3.6 Document all decisions, actions, options and rationale in accordance with workplace procedures

RANGE STATEMENT

Category of interviewee includes:

- vulnerable
- intimidated
- significant
- other

Location includes:

- at the scene
- police premises
- interview facility
- public, private or business premises
- healthcare facility
- custodial establishment
- public place
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Documentation includes:

- interview notes
- pocket diaries
- judges rules
- national documents
- local documents
- exhibits
- police service act as amended
- police service standing orders
- police service regulations as amended
- police service departmental orders

Interviewee fitness include:

- physical
- mental
- emotional

Relevant others include:

- interview supporters
- health care professionals
- interpreters
- prosecutors

Resources include:

- appropriate documentation
- exhibits

Workplace procedures include:

- standing orders
- standard operating procedures
- current legislation

Action includes:

- no further action
- further lines of enquiry
- briefing other personnel
- update intelligence systems

Contingencies include:

- medical
- welfare
- hostile or reluctant behaviour
- environment conditions

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current and relevant legislation, policies, procedures, codes of practice and guidelines for conducting interviews with victim(s) and witness(es)
2. what are the current and relevant legislation and organisational requirements in relation to race, diversity and human rights
3. what are the current and relevant legislation and organisational requirements in relation to health, safety and welfare
4. how to deal victim(s) and witness(es) in an ethical and effective manner
5. what are the rules of evidence and disclosure
6. how to set up a location and obtain resources for an interview
7. how to determine the category of a victim or witness and the way in which each category will influence the interview's approach
8. how to develop an interview strategy
9. what are the relevant criminal justice processes and how to explain them
10. what are the different types of interviewing techniques and communication methods

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- develop an interview strategy
- maintain the security and welfare of victim(s), witness(es), oneself and others
- plan and prepare interviews with victim(s) and witness(es)
- conduct interviews with victim(s) and witness(es)
- check the physical, mental and emotional conditions of interviewees to establish fitness for the interview

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. The competencies covered by this unit would be demonstrated by working individually or in teams. Simulation is not allowed for any performance evidence within this unit.

PB00035: Conduct Scoping Interviews with Offenders

Unit Descriptor:

This unit deals with the skills and knowledge required to carry out interviews with offenders to evaluate their usefulness in providing evidence against other criminals and/or intelligence about criminal activity or modus operandi.

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Plan and prepare for scoping interviews	1.1 Identify the category of the offender to inform one's approach to the interview 1.2 Communicate and confirm with the offender that he/she clearly understands their role within the interview in accordance with workplace procedures 1.3 Communicate with the offender that he/she should not seek new information for the organisation about planning future crimes in accordance with workplace procedures 1.4 Inform the offender that they will be interviewed under caution and their rights for legal representation in accordance with workplace procedures 1.5 Provide the relevant information on the offender's debriefing process to the offender's legal representative/s if necessary in accordance with workplace procedures 1.6 Confirm with offender's legal representatives their understanding of the need for security and confidentiality in accordance with workplace procedures 1.7 Identify any factors affecting the suspect's fitness for the interview and take appropriate action where necessary in accordance with workplace procedures 1.8 Provide briefing to the relevant personnel on the debriefing process and confirm their understanding of the need for security and confidentiality in accordance with workplace procedures 1.9 Establish the appropriate time, place and environmental conditions for the interview in accordance with workplace procedures

- 1.10 Arrange for all necessary resources to be available for the interview in accordance with workplace procedures
- 1.11 Maintain the security, integrity and confidentiality of the offender and the material in accordance with workplace procedures
- 2 Conduct Interviews
 - 2.1 Maintain the security and welfare of the offender, oneself and any others present in accordance with workplace procedures
 - 2.2 Record those present and the location of the interview using pseudonyms or code words where appropriate in accordance with workplace procedures
 - 2.3 Inform all present of the structure of the interview and check their understanding in accordance with workplace procedures
 - 2.4 Inform the offender and others present of their rights, roles and responsibilities in accordance with workplace procedures
 - 2.5 Communicate the required caution and evidential warnings to the offender in accordance with workplace procedures
 - 2.6 Record the interview using the appropriate equipment and in accordance in accordance with workplace procedures
 - 2.7 Engage the offender and use the appropriate interviewing techniques in accordance with their behaviour, responses and workplace procedure
 - 2.8 Establish with the offender the necessary prerequisites in accordance with workplace procedures
 - 2.9 Arrest the offender for any offences admitted and inform the custody staff in accordance with workplace procedures
 - 2.10 Take due care not to communicate or offer anything to the offender. their partner or any member of their family that could be interpreted as an inducement to provide false testimony
 - 2.11 Treat individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights
 - 2.12 Respond to contingencies where necessary in accordance with workplace procedures

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|------|--|
| 2.13 | Conclude the interview and obtain a written statement from the offender in accordance with workplace procedures |
| 2.14 | Record all decisions, actions, options and rationale in accordance with workplace procedures and obtain any necessary endorsements where necessary |
| 2.15 | Deliver the offender to the custody staff and provide any necessary information regarding the welfare of the offender in accordance with workplace procedures |
| 3 | Take action following scoping interviews |
| 3.1 | Communicate and confirm that the offender and their legal representatives are fully aware of the next steps in the debriefing process |
| 3.2 | Communicate with the offender and relevant personnel the importance of maintaining security, integrity and confidentiality in accordance with workplace procedures |
| 3.3 | Prepare and make available a summary of the interview and transcripts to the authorised personnel in accordance with workplace procedures |
| 3.4 | Evaluate the interview and arrange all necessary actions in respect of the material in accordance with workplace procedures |

RANGE STATEMENT

The offender role includes:

- not been assigned the role as informant for the organisation
- not authorised to participate in any crime

The prerequisites include:

- the reason(s) the individual has requested or agreed to be interviewed
- the overview of the individual's criminality and time scale
- the individual intends to plead guilty at the next court hearing where they have not already pleaded guilty or been sentenced
- whether the individual is prepared to

Actions include:

- referral to prosecution services of offences admitted by the offender
- passing material to investigators in your own organisation via a sterile corridor
- passing material to partner organisations via a sterile corridor
- planning for subsequent debriefing sessions

Category includes:

- vulnerable
- intimidated
- other

- make a written statement about their criminal involvement and the part played by others
- whether the individual is willing to give evidence against co defendants as witness of truth

Resources/ equipment include:

- audio recording equipment
- visual imaging equipment
- appropriate documentation
- exhibits
- documentation

Relevant personnel include:

- legal representatives
- interpreters
- other relevant personnel

Behaviour includes:

- cooperative
- non cooperative
- aggressive
- passive

Material includes:

- information
- intelligence
- evidence
- unused material
- non relevant material

Authorised personnel includes:

- lead officer
- senior investigating officer
- senior officers
- prosecutors

Contingencies include:

- medical
- welfare
- legal
- abusive and aggressive behaviour
- technical faults

Workplace procedures include:

- standing orders
- standard operating procedures
- current legislation

Written statement includes:

- information provided during the interview
- agreements made during the interview

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current and relevant legislation, policies, procedures codes of practice and guidelines relating to working with offenders assisting investigations
2. what are the current and relevant legislation and organisational requirements in relation to diversity, race, human rights, health, safety and security
3. what are the current and relevant legislation and organisational requirements in relation to individuals under caution
4. how to provide cautions and evidential warnings

5. what are the various categories of offender and how to adapt different approaches according to the category
6. what are the different interviewing techniques and communication methods at one's disposal
7. how to select and use appropriate interviewing techniques and methods
8. what are the possible steps in the debriefing process

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- plan and prepare for scoping interviews with offenders
- interview offenders to assess their suitability for assisting investigations
- take action following scoping interviews

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or teams.



PB00036

Conduct Interviews with Suspects In Relation to Priority and Volume Investigation

PB00036: Conduct Interviews with Suspects in Relation to Priority and Volume Investigations

Unit Descriptor:

This unit deals with the skills and knowledge required to interview suspects who are under arrest and those who are not under arrest, whether the interviews are conducted at police premises or elsewhere.

ELEMENTS

PERFORMANCE CRITERIA

Candidates must be able to:

1	Plan and prepare interviews with suspects	1.1	Review all available material relating to the incident and consult with relevant personnel to plan for the interview
		1.2	Identify the category of interviewee to inform one's approach to the interview
		1.3	Identify any factors affecting the suspect's fitness for the interview and take appropriate action where necessary in accordance with workplace procedures
		1.4	Identify the need for appropriate/additional personnel to be in attendance
		1.5	Establish the appropriate time, place and environmental conditions for the interview in accordance with workplace procedures
		1.6	Select and set up the necessary interview location and resources in accordance with workplace procedures
		1.7	Determine the extent of, and supply, appropriate pre – interview briefing to legal advisors
2	Conduct interviews with suspects	2.1	Maintain the security and welfare of the suspect, relevant personnel and oneself where necessary in accordance with workplace procedures
		2.2	Inform all present at the interview of their rights and responsibilities in accordance with workplace procedures
		2.3	Communicate the required caution and evidential/special warnings to the suspect in accordance with workplace

- procedures
- 2.4 Interview the victim or witness using appropriate interviewing techniques and communication methods in accordance with current organisational policies
- 2.5 Treat individuals in an ethical manner, recognising their needs with respect to race, diversity and human rights
- 2.6 Use exhibits appropriately during the interview where necessary and in accordance with current legislation and organisational policies
- 2.7 Deal with any contingencies that may arise during the interview in accordance
- 2.9 Inform the victim or witness and relevant others of the next steps including where appropriate the relevant legal processes
- 2.10 Complete all relevant documentation in accordance with current legislation and organisational policies and obtain any necessary endorsements
- 3 Evaluate interviews with victims and witnesses and carry out post interview process
 - 3.1 Evaluate the interview to identify and prioritise any necessary further action
 - 3.2 Update relevant others based on evaluation of the interview in accordance with workplace procedures
 - 3.3 Evaluate all the available material as a result of the interview and any other action in accordance with workplace procedures
 - 3.4 Evaluate one's performance in the interview and identify any learning points

RANGE STATEMENT

Category of the interviewee includes:

- vulnerable
- intimidated
- other
- significant

Relevant others include:

- interview supporters
- health care professionals
- interpreters
- prosecutors

Location includes:

- at the scene
- police premises
- interview facility
- public private or business premises
- healthcare facility
- custodial establishment
- public place

Documentation includes:

- interview notes
- pocketbook notebook
- criminal justice statements, including victim personal statements
- national documents
- Local documents
- Exhibits

Contingencies include:

- medical
- welfare
- hostile or reluctant behaviour
- environmental conditions

Action includes:

- no further action
- further lines of enquiry
- briefing other personnel
- update intelligence systems

Workplace procedures include:

- standing orders
- standard operating procedures
- current legislation

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. guidelines for conducting interviews with victims and witnesses
2. what are the current legislation and organisational policies in relation to race, diversity, human rights, health, safety and welfare
3. how to deal with victims and witnesses in an ethical and effective manner
4. how to determine the category of victim or witness and the way in which category will influence the interview approach
5. what are the points to prove for the incident concerned
6. how to develop an interview strategy
7. what are the relevant justice processes and how to explain them
8. how to record an interview
9. what are the different types of interviewing techniques and communication methods
10. what are some of the contingencies that may arise during an interview how they to deal with them
11. why endorsements may be required

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- plan and prepare for interviews with victims and or witnesses
- conduct an interview with victims and or witnesses
- apply different types of interviewing techniques and communication methods when conducting an interview with a victim and or witness
- evaluate an interview
- complete interview documentation
- maintain the security and welfare of victims and or witness while conducting an interview

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

SSICOR0061A: Understand and apply legal and procedural requirements

Competency Descriptor:

This unit addresses the knowledge of legal constraints that are applicable to the performance of security duties. The knowledge of procedures described in this unit has direct application to the way work is performed and does not require skills in the interpretation of statutes, contract or common law Duty of Care.

Competency Field: Security Services (Industrial)

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Understand and apply standing orders to the requirements of the security function	1.1	Relevant standing orders for each job site/venue are obtained, discussed and confirmed with supervisors.
2.	Confirm assignment procedures	2.1	Assignment procedures are clarified and confirmed through discussions with supervisors.
		2.2	Further information and clarification of legal issues associated with job specifications and procedures is sought, if required.
		2.3	Procedures for reporting potentially unlawful and unlawful activities are known and applied when relevant.
3.	Complete relevant documentation	3.1	Documented information is accurately recorded and made available for use in a legally appropriate manner.

RANGE STATEMENT

The unit has application in all aspects of security services. The application of the legal regulations and procedures that devolve from these are likely to be limited by the level of responsibility delegated to the individual in the course of performing his/her work as a security officer.

Job specifications and related employer procedures, including those which apply to:

- routine security monitoring of premises
- crowd control
- screening of property and people
- escort of people and property
- control of exit from and access to premises
- the operation and storage of security equipment

Assignment procedures, including appropriate action to be taken in cases of:

- distress alarm
- bomb threats
- handling of valuables
- search and detention
- use of electronic surveillance equipment
- use of firearms and batons
- minimum force
- emergency evacuation
- seizure of prohibited substances

Variables which are likely to affect the performance include legal requirements related to :

- powers of arrest
- crowd control
- control of intoxicated persons
- types of warrants issued and the purpose of these
- types of orders governing specific security functions
- rules for the seizure of goods
- trespassers
- removal of persons

Limits on personal responsibility and liability:

- These limits may be described in job specifications and/or enterprise policy and procedures. They may also be defined through common law, contract law or statutes which apply to the nature of the work being performed.

Use of security equipment may be affected by requirements for additional training in the use and storage of such equipment.

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to understand and apply legal and procedural requirements in accordance with the performance criteria and the range statement.

(1) Critical Aspects and Evidence

Evidence should include an understanding of:

- the responsibilities arising from legal relationships in the workplace
- the limits on behaviour imposed on the officer by enterprise procedures, job specifications and related orders and statutes

(2) Pre-requisite Relationship of Units

- Nil
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(3) Underpinning Knowledge and SkillsKnowledge

Knowledge of:

- legal regulations which apply to the specific security function, including types of warrants, types of orders, rules for the seizure of goods and detaining or apprehension of individuals
- client requirements and job specifications
- procedures for dealing with security issues
- procedures for dealing with exposure to hazardous situations and/or materials or objects
- limits on the use of force
- types of security situations which may be encountered and ways of legally dealing with them

Skill

The ability to:

- communicate effectively
- use and store protective security equipment
- apply legal requirements to job tasks

(4) Resource Implications

- access to a relevant venue, equipment and relevant laws
- assignment instructions
- security procedures and manuals
- equipment manufacturers' operating specifications and guidelines
- assessment instruments, including training and assessment records and client reports

(5) Method of Assessment

Assessment of competency should cover the range statement and performance criteria and may involve any of the following techniques:

- continuous assessment in an institutional setting
- continuous assessment in the workplace
- simulated assessment or critical incident assessment

A written test should be used to assess underpinning knowledge.

(6) Context of Assessment

Assessment of competency may be made through practical demonstration in the work environment (or work-related), discussions about the application of legal considerations to specific security activities undertaken by the officer in the course of his/her duties or simulated activities.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the GCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
<ul style="list-style-type: none"> Carries out established processes Makes judgement of quality using given criteria 	<ul style="list-style-type: none"> Manages process Selects the criteria for the evaluation process 	<ul style="list-style-type: none"> Establishes principles and procedures Evaluates and reshapes process Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

PB00001: Manage Personal and Ethical Performance

Unit Descriptor:

This unit covers the competency required to effectively manage personal professional performance and to perform ethically and with the integrity required to ensure the public's confidence

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Model high standards of personal performance, ethics and integrity	1.1 Adhere to the legal requirements for employment of security officers
	1.2 Use personal performance standards consistently to serve as a role model for other officers and the community
	1.3 Perform duties adhering to personal and professional integrity to engender confidence and respect
	1.4 Adhere to jurisdictional laws and organisational policies, procedures and objectives in the performance of duties
2 Review and monitor personal performance	2.1 Identify and acknowledge required personal and professional performance standards
	2.2 Use self-assessment in practice to monitor performance according to established standards and to accurately identify personal strengths and weaknesses
	2.3 Seek, accept and act upon formal and informal performance feedback according to organisational standard procedures
	2.4 Perform tasks to achieve desired outcomes and to minimise resource usage
3 Develop and maintain ongoing personal competence	3.1 Maintain relevant professional operational competencies according to current professional performance standards
	3.2 Identify, plan and implement personal development strategies and evaluate results according to organisational standard procedures
	3.3 Identify, acquire and apply new developments, knowledge, skills and trends in security operations to improve professional performance in security operations

- | | | | |
|---|---------------------------------|-----|---|
| 4 | Manage personal work priorities | 4.1 | Prioritise jobs and tasks and undertake according to unit team goals |
| | | 4.2 | Check vehicles carrying dispatched product against relevant documentation |
| | | 4.3 | Assess and organise competing demands within time constraints to achieve individual, team and organisational priorities |
| 5 | Support other personnel | 5.1 | Promote productive and harmonious work environment through interaction with others |
| | | 5.2 | Provide encouragement, support and advice to personnel as required |

RANGE STATEMENT

Legal requirements include:

- national legislation and legal requirements governing security officers
- legislation governing dangerous drugs

Personal performance includes:

- individual officer's professional ethics
- integrity and behaviour in relation to that expected and implied within the organisation's stated codes of ethics/practice
- statements of values, law, policies and procedures

Professional performance standards includes:

- personal attributes and skills
- technical attributes and skills

Self-assessment includes:

- officers regularly reviewing personal performance against established service standards
- personal professional goals and standards
- seeking formal and informal feedback in written and/or verbal formats

Acting on feedback includes:

- accessing peer support
- advising team leader/coordinator of problems
- seeking internal and/or external professional help
- undertaking intervention programs to achieve a level of health and fitness commensurate with organisational policies

Personal development strategies includes:

- counselling from appropriate personnel to overcome identified limitations
- dealing with internal integrity matters
- developing/implementing a personal/professional improvement program, either internal or external to the organisation including adapting work rotation to facilitate changing personal/work priorities
- coaching
- cultural awareness

Monitoring performance includes:

- formal/informal organisational initiated performance appraisals
- monitoring morale of supervised staff, colleagues and/or team staff
- personal reflective behaviour strategies/methodologies
- processes that facilitate the identification of personal strengths/weaknesses/issues to be addressed
- obtaining feedback from supervisors, subordinates, colleagues, human resources personnel, family and other relevant community members, etc
- developing/improving interpersonal/technical skills
- formal/informal learning programs
- mentoring
- updating stress management abilities
- utilising existing strengths to focus future career development
- establishing new career paths within or external to the organisation
- improving security of lifestyle
- personality improvement
- using processes such as formal education; internal training; involvement in community activities
- personal competence/development models

Prioritising jobs/tasks includes:

- dealing with competing personal team member/partner priorities or levels of workplace performance and commitment
- developing effective time management strategies
- identifying and dealing with competing priorities of personal/family/professional responsibilities
- optimising own on-the-job learning through establishing and achieving specific learning activities/competencies, working with a mentor, etc.
- responding/adapting to unforeseen/unplanned events

Support and advice includes:

- acting as a field supervisor
- acting as a role model/mentor
- assisting in induction
- formal and informal socialisation
- participating in a formal assessment program

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. how to deal with and effectively respond to, issues/events that challenge professional ethics
2. how to display integrity in behaviour including the reporting of breaches to appropriate authorities
3. how to maintain consistently high levels of personal presentation (dress code, mannerisms, respectfulness, etc.)
4. how to maintain consistently high levels of professional ethics and integrity in all work practices and dealings with the community
5. how to maintain personal health and stress at a level that will enable optimum operational performance
6. how to plan and implement personal improvement plans
7. how to recognise, accurately assess and acknowledge personal strengths and weaknesses
8. how to seek out and respond effectively to feedback related to personal performance

9. what are acceptable/non-acceptable behaviour and practices
10. what is cultural awareness
11. what are ethical and integrity issues confronting security officers
12. what factors pertaining to security that affect/impact upon personal health and stress
13. what are internal/external professional support and development mechanisms
14. what are the internal procedures for dealing with breaches of professional ethics
15. what are the methods for assessing/reviewing personal performance and planning and implementing effective personal improvement strategies
16. what are organisational policies and procedures (such as relevant legislation; operational, corporate and strategic plans; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)
17. what is professional integrity and behaviour standards
18. what are registration bodies (if applicable)

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- maintain professional performance standards
- review and monitor personal performance
- prioritise jobs and tasks
- plan and implement personal development strategies

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

PB00006: Produce Documents

Unit Descriptor:

This unit defines the national standard of occupational competence for producing documents such as reports or general correspondence relevant to the individual's role in Security. This is an essential aspect of all roles in the security sector and is appropriate to people working at all levels. It defines the skills required to confirm the purpose, content, style, quality standards and deadlines for the document to be produced. It defines the knowledge and understanding of the different types of documents that are to be produced and the document styles that should be used.

ELEMENTS		PERFORMANCE CRITERIA	
Candidates must be able to:			
1	Prepare to produce documents	1.1	Confirm the purpose, content, style, quality standards and deadlines for the document according to company guidelines
		1.2	Prepare the resources needed to produce the document
2	Produce documents	2.1	Organise the content needed for the document
		2.2	Use available technology to produce the document according to the organisation's approved requirements
		2.3	Produce the document according to the organisation's approved style
		2.4	Integrate non-text objects in the agreed layout of the document
		2.5	Check document for accuracy and edit and make corrections as necessary
		2.6	Seek clarification on the preparation of the document when necessary from organisation's approved personnel
		2.7	Store the document safely and securely in an approved location
		2.8	Present the document in the required format within agreed deadlines and quality standards
		2.9	Adhere to legal requirements, relevance and use of the documents as evidence

RANGE STATEMENT

Documents include:

- logbook
- reports
- pocket book
- general correspondence

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. why it is important to produce high quality documents
2. what are the different types of documents to be produced and the document styles needed
3. what are the different formats in which the text may be presented
4. why it is important to confirm the purpose, content, style, quality standards and deadlines for the document
5. what are the different types of technology available for inputting, formatting and editing text and main features
6. what are the types of resources needed to produce high quality documents
7. how to organize the content needed for the document
8. how to integrate and lay out text and non-text
9. how to check for accuracy and correctness – including spelling and grammar – and why this is important
10. how to store the document safely
11. why it is important to store the document safely and securely
12. what is the importance of confidentiality and data protection
13. why it is important to meet quality standards and deadlines

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- prepare resources to produce documents
- organize content of the document
- produce and store the document
- produce documents which are to be used as evidence in the agreed style and format

(2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate

PB00027: Attend and Control the Forensic Process at the Scene of a Crime

Unit Descriptor:

This unit deals with the skills and knowledge required for a law enforcement officer to respond to a crime scene.

ELEMENTS	PERFORMANCE CRITERIA
Candidates must be able to:	
1 Prepare for the forensic investigation process	1.1 Obtain the relevant information relating to the incident from the appropriate personnel and systems, in accordance with workplace procedures 1.2 Check the information obtained and identify the relevant person/s to conduct the forensic examination of the scene 1.3 Identify if necessary the need for a coordinated response with others in accordance with workplace procedures 1.4 Make an initial assessment of the appropriate resources required and communicate this to the relevant persons in accordance with workplace procedures 1.5 Identify and take the necessary actions to maintain health, safety and welfare at the scene in accordance with workplace procedures 1.6 Check and prepare any equipment that is required for examining the scene 1.7 Prioritise the actions required and the need to maximise the recovery of forensic samples 1.8 Obtain the necessary consent and authority to carry out the examination in accordance with workplace procedures 1.9 Identify any persons at the scene and their relation to the incident 1.10 Provide advice to the relevant personnel regarding the control and preservation of the scene in accordance with workplace procedures 1.11 Carry out all required actions in a timely manner and record all relevant information in accordance with workplace

- procedures
- 2 Attend and check the scene
 - 2.1 Review and confirm the circumstances of the incident with relevant persons at the scene in accordance with workplace procedures
 - 2.2 Review and define the scene parameters based on all relevant and available information
 - 2.3 Check and confirm all relevant actions were taken to maintain the health, safety and welfare of those at the scene
 - 2.4 Review initial assessment of the resources required taking into account any observations and available information at the scene
 - 2.5 Identify and obtain the resources and equipment needed for a forensic examination in accordance with workplace procedures
 - 2.6 Identify any forensic procedures required urgently and make arrangements for the consequent prioritisation and recovery of materials in accordance with workplace procedures
 - 2.7 Identify any potential operational threats and risks to others at the scene and take the necessary action in accordance with workplace procedures
 - 2.8 Identify any possibilities of linked scenes and their relevance to other investigations and take the relevant action where necessary in accordance with workplace procedures
 - 2.9 Confirm that the necessary consent and authority has been obtained to carry out forensic examinations
 - 2.10 Use one's assessment of the scene to inform the development of the forensic strategy in accordance with workplace procedures
 - 2.11 Maintain records in accordance with workplace procedures
 - 3 Control and preserve the scene
 - 3.1 Establish and define the common approach pathways at the scene and the boundaries of the incident
 - 3.2 Organise and maintain the relevant measures to prevent harm to potential evidence at the scene in accordance with workplace procedures
 - 3.3 Check and ensure all personnel entering the scene use the appropriate protective equipment in accordance with health

and safety and current legislation

- 3.4 Identify, verify, and record activities of other individuals that have been at the scene prior to relevant measures being taken in accordance with workplace procedures
- 3.5 Identify and assign responsibilities for the scene examination to the relevant persons in accordance with one's line of authority
- 3.6 Record all details of the scene before and after any alterations in accordance with workplace procedures

RANGE STATEMENT

Resources include:

- specialist personnel and equipment
- accommodation at the scene

Circumstances include:

- alleged
- known

Relevant persons include:

- other agencies
- supervisors
- investigators
- district medical officer
- crime scene investigators

Relevant information includes:

- location
- nature
- persons involved – victim / suspect / police officers / first responders
- article / item
- vehicle

Workplace procedures include:

- standard operating procedures
- departmental orders
- current legislation
- standing orders

Harm to potential evidence includes:

- damage
- degradation
- contamination
- loss

Communication includes:

- personnel welfare
- open questioning

Common approach pathways include:

- points of entry / egress
- health and safety considerations

UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the current, relevant legislation, policies, procedures, codes of practice, doctrine and guidelines in relation to attending and controlling a forensic process at a scene of an incident
2. how to identify and preserve the forensic potential of evidence
3. how to identify health and safety issues regarding scene attendance
4. what are the appropriate personnel systems

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- prepare for the forensic investigation process for scene of incidents
- attend and access the scene
- control and preserve the scene
- identify and assign responsibilities for a scene examination
- record relevant details of a scene

(2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

(3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.