

**Specification of Competency Standards**  
**for the Security Services Industry**  
**Unit of Competency**

Functional Area - Investigation

Title	Conduct investigative interviews
Code	107853L4
Description	This unit of competency applies to security personnel responsible for carrying out investigations. It covers the abilities to carry out investigative interviews to collect evidence and collate information about the matter under investigation.
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Analyse relevant information to identify critical factors that will impact on the conduct of investigative interviews</p> <ul style="list-style-type: none"> <li>• Analyse the organisation's policies, procedures and guidelines for investigative interviews</li> <li>• Understand the rules of evidence in Hong Kong</li> <li>• Understand legal issues relevant to investigative interviews in Hong Kong and in particular: <ul style="list-style-type: none"> <li>○ Bills of Rights Ordinance, Cap 383</li> <li>○ Personal Data (Privacy) Ordinance, Cap 486</li> </ul> </li> <li>• Evaluate the concepts and techniques for conducting effective investigative interviews</li> <li>• Describe the skills for operating technical aids and equipment</li> <li>• Evaluate the necessary attributes of an investigator and interviewer, such as: <ul style="list-style-type: none"> <li>○ Observation skills</li> <li>○ Questioning techniques</li> <li>○ Analytical and critical thinking skills</li> <li>○ Interpersonal and communication skills</li> </ul> </li> <li>• Evaluate the concepts and skills to clearly and accurately record information and activities</li> </ul> <p>2. Conduct investigative interviews</p> <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Prepare for an investigative interview: <ul style="list-style-type: none"> <li>○ Analyse the interviewee's personal background and relationship with the organisation and his/her role and participation in the matter under investigation</li> <li>○ Develop the purpose of the investigative interview, i.e. <ul style="list-style-type: none"> <li>▪ To obtain information</li> <li>▪ To obtain admission and/or establish culpability of wrong-doing</li> </ul> </li> <li>○ Identify key areas for the interview about the matter under investigation</li> <li>○ Evaluate known facts as well as the business operations and policies, procedures and guidelines associated with the matter under investigation</li> <li>○ Define administrative measures and controls to facilitate effective execution and recording of the interview, which should include: <ul style="list-style-type: none"> <li>▪ The date, time and venue of the interview</li> <li>▪ The persons to be present at the interview</li> <li>▪ The language to be used and any need for interpretation</li> <li>▪ The form of records to be kept, e.g. in writing, audio-recording or video-recording</li> </ul> </li> <li>○ Develop action plans (in consultation with senior management, HR and/or Legal &amp; Compliance) for dealing with wrong-doers identified in the course of the interview</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Conduct the interview to obtain information from the interviewee about his/her knowledge of the matter under investigation, for which the means and techniques employed in the interview must be lawful and comply with relevant policies, procedures and guidelines</li> <li>• Record the interview according to laid-down policies and guidelines and the rules of evidence in Hong Kong</li> <li>• Keep all information regarding the interview confidential</li> <li>• Report the interview results only to authorized parties with a need-to-know</li> <li>• Make recommendations for further actions where relevant</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Conduct effective investigative interviews that meet the requirements of relevant laws and regulations and comply with laid-down policies and guidelines; and</li> <li>• Obtain the desired outcome that can stand challenges in subsequent legal proceedings.</li> </ul>
Remark	