



## Introduction to Interviewing Workshop

Part of the "Compliance Excellence Program"

[www.emfour.com.au](http://www.emfour.com.au)

### About Em-Four Pty Ltd

Em-Four Pty Ltd is a Registered Training Organisation that specialises in local government compliance, investigation and enforcement training. We are accredited by the NSW Vocational Training and Education Accreditation Board (VETAB) and Commonwealth *Department of Education, Science and Training (DEST)* to deliver this competency unit nationally for this workshop. Further details of our nationally accredited training (RTO No. 90936) are available at [www.ntis.gov.au](http://www.ntis.gov.au).



### About this Workshop

No matter what type of work you are doing, gathering accurate and detailed information through interviewing is a skill that is essential to your success. This workshop introduces you to key concepts in interviewing best practice. This workshop will enhance your existing skills and give you a solid foundation of investigative skills for work in the non-police law-enforcement or compliance sector. This is an ideal workshop for Local Government Rangers, Animal Management Officers, Regulatory Services and Compliance Officers. In fact, anyone from the public or private sector with an interest in gathering information through talking to people will take a great deal of valuable information away from the workshop.



The workshop gives you the opportunity to practice and apply your skills and knowledge in practical settings. You don't just sit back and listen to presenters – you get involved by applying new skills that make your work easier. Em-Four's integrated problem solving approach is used to help you to develop innovative solutions to the challenges that you confront when gathering information. Environment, Administrative Law, Harassment & Anti-Discrimination, Animal Attacks, Water Usage, Pollution, Occupational Health & Safety or Criminal Law – all of these areas demand excellent interviewing skills.

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### PROGRAM AREAS

- Investigative Ethics
- The Role of the Witness
- Identification of Evidence from People
- Gathering Information Through Interviews – Theory & Practice
  - Victims & Independent Eye-Witnesses
- Linking the Interview to Statement & Brief Preparation

### COMPETENCY ALIGNMENT & ACCREDITATION

**At the conclusion of the workshop and successful completion of relevant assessments, participants will be granted a Certificate of Attainment for the Nationally Recognised Training competency unit PSPREG411A – Gather Information Through Interviews.**



This workshop articulates with the *Certificate IV in Government (Statutory Compliance)* PSP41404, *Certificate IV in Government (Investigation)* PSP41504 and the *Diploma of Government (Investigation)* PSP51704. Any participant who subsequently undertakes these courses will be granted Recognition for the competency unit.

Statements of attainment awarded to participants who successfully complete all aspects of the workshop will bear accreditation as Nationally Recognised Training under the auspices of VETAB and DEST. All participants will be awarded a Certificate of Attendance for the workshop.

### Duration

The workshop consists of an intensive two day face-to-face program followed by a distance learning component of three months for field practice and submission of assessment tasks.



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### Fees

*Price on Application*

### Public Workshops

Workshop numbers are limited to 18 participants maintain an optimal student to staff ratio.

Our workshops are held at appropriate locations that are readily accessible to public transport.

### "In-House" Delivery

*Em-Four is conscious of providing value for money. Please contact Em-Four to discuss how we can tailor a delivery package and fee to best suit the needs of your organisation with an "in-house" workshop. Substantial discounts are available for organisations that are able to provide a suitable venue for delivery of training or able to provide more than four participants per course.*

*Our range of courses and placement on various State and Territory Education & Training Department provider lists means that the way we link our courses with traineeships greatly reduces the cost to you for eligible new and experienced staff. Our courses are available as "Fee for Service" or "Traineeship –Based." Contact Em-Four to discuss your requirements and we will arrange a quotation for you.*



### What We Provide

Our fees cover:

- Delivery of the course by specialist facilitators who are VETAB accredited as *Work Place Assessors & Trainers at Certificate IV level or higher.*
- All practical and written assessments.
- Provision of all Course materials; printed & electronic session notes and other learning resources.
- Audio and video recording equipment for workshop interviews.
- Access to facilitators for assistance with post-course assessment tasks.

*Light Refreshments provided.*

### Your Course Facilitators

**Bruce Magee** – Former Detective Sergeant who has investigated and prosecuted the full spectrum of criminal offences over a distinguished career with the NSW Police. He has continued this work in the private sector, both as investigator and teacher. Director – Em-Four Pty Ltd

**Philip Walsh** – Former NSW Police Sergeant, before becoming a Lecturer in Policing & Investigations for Charles Sturt University. Philip has a long history teaching and applying investigative and interviewing best practice in both police and public sector law enforcement. Director – Em-Four Pty Ltd

**Gary Matlok** – Former NSW Police Sergeant who specialised in emergency operations and human resource management. Director – Em-Four Pty Ltd

**Em-Four Pty Ltd** has access to a broad range of specialists drawn from the fields of public and private law enforcement and investigations. These include currently practicing and former lawyers, magistrates, prosecutors, forensic officers, intelligence officers and investigators.

### CONTACT DETAILS



**Bruce Magee (0417) 209232**



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