

## Level 5 Award in Investigative Claimant Interviewing - 8 credit

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<b>Unit Title</b>	<b>Level</b>	<b>Credits</b>	<b>GLH</b>
<b>Mandatory Units</b>			
Investigative Claimant Interviewing	5	8	25



## **Unit Format**

Each unit of level 5 courses is presented in a standard format. This format provides guidance on the requirements of the unit for learners, tutors, assessors and external verifiers.

## **Each unit has the following sections:**

### **Unit Title**

The unit title reflects the content of the unit. The title of each unit completed will appear on a learner's statement of results.

### **Unit Aims**

The unit aims section summaries the content of the unit. All units and courses have a level assigned to them which represents the level of achievement. The level of each unit is informed by the level descriptors.

### **Credit Value**

The credit value is the number of credits that may be awarded to a learner for the successful achievement of the learning outcomes of a unit.

### **Learning Outcomes**

The learning outcomes set out what a learner is expected to know, understand or be able to do as the result of the learning process.

### **Assessment Criteria**

The assessment criteria describe the requirements a learner is expected to meet in order to demonstrate that the learning outcome has been achieved. Command verbs reflect the level of the course.

# Investigative Claimant Interviewing

**Unit Title** Investigative Claimant Interviewing

**Guided Learning Hours:** 35

**Levels:** 4

**Credits:** 15

**Unit grading system:** Pass

## Unit purpose and aim(s):

This unit aims to develop knowledge of those aspects of organisations that concern and support people. This includes communication practices, teamwork, remote working and other organisational structures.

<b>Learning Outcomes</b> <b>The learner will:</b>	<b>Assessment Criteria</b>
<b>1.</b> Understand the current legal and professional requirements that apply to carrying out investigative interviews with claimants	<b>1.1</b> Define the current legal and professional requirements relevant to carrying out an investigative interview <b>1.2</b> Explain what considerations must be made when interviewing vulnerable people
<b>2.</b> Know how to plan and prepare to carry out an investigative interview	<b>2.1</b> Assess the benefits of team working to individuals and organisation <b>2.2</b> Analyse why teams might fail to meet their objectives <b>2.3</b> Evaluate the impact of leadership styles on teamwork
<b>3.</b> Be able to carry out an investigative interview	<b>3.1</b> Explain the implications of the different ways in which people work remotely. <b>3.2</b> Evaluate common working practices used by those working remotely in different contexts <b>3.3</b> Challenge conflicting information in a professional manner <b>3.4</b> Carry out standard post-interview processes when ending an interview
<b>4.</b> Be able to draw conclusions based on evidence following an interview	<b>4.1</b> Review and explain the effectiveness of the skills used during the Interview <b>4.2</b> Compare information gained with other available case evidence to assist in reaching conclusions <b>4.3</b> Draw conclusions and indicate levels of reliability of information gained
<b>5.</b> Know how to present findings in the required format	<b>5.1</b> Present witness and suspect information in the correct formats <b>5.2</b> Present interview reports in the required format