



## STUDENT CONDUCT: CORE INTERVIEWING SKILLS COURSE

The Office of the Independent Adjudicator's (OIA) Good Practice Framework sets the standard for fair institutional processes, while the Office for Students (OfS) Condition E6 mandates appropriate training for staff investigating harassment and sexual misconduct. At the heart of meeting these requirements is the ability to conduct fair and effective interviews with all parties within an investigation.

This evidence-based 2-day course is designed for staff who conduct interviews as part of conduct investigations. It focuses on developing effective communication skills (empathy, rapport, questioning) and utilising structured interviewing models, including PEACE and Achieving Best Evidence (ABE). Attendees apply these skills in a highly realistic, sector-specific case study through an immersive practical scenario and received expert feedback and support.

### BY THE END OF THE COURSE DELEGATES WILL BE ABLE TO:

1. Understand the procedural frameworks (e.g., OIA, OfS Condition E6, institutional regulations) governing interviews within student conduct cases.
2. Apply core communication skills (e.g., objectivity, active listening) necessary for conducting fair and impartial interviews with students.
3. Develop and maintain rapport and empathy to establish a safe, cooperative, and professional environment when interviewing students in sensitive conduct investigations.
4. Utilise effective questioning techniques to gather accurate information, whilst adhering to the core principles of procedural fairness.
5. Demonstrate the PEACE model of interviewing and other structured frameworks such as Achieving Best Evidence

### ABOUT THE TRAINER

James Harris is an experienced investigator and trainer with a professional background spanning law enforcement, higher education, and governance. Over the course of his career, he has led and supported complex investigations, delivered specialist training, and helped organisations strengthen their approach to fairness, accountability, and professional conduct

