



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Interview Techniques for Information Gathering

Law, Military Science and Security / Sovereignty of the State

Unit Standard 254478 · NQF Level 5 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the skills to plan, conduct, and evaluate interviews for the purpose of gathering accurate and relevant information. Participants will learn to structure interviews effectively, employ active listening and questioning techniques, and document findings in a professional manner. The course is aligned with SAQA Unit Standard 254478 and is designed for use in corporate, research, or investigative contexts.

Category	Law, Military Science and Security
Subfield	Sovereignty of the State
Unit Standard	254478
Accreditation	SAQA Accredited · NQF Level 5 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Plan and prepare for an interview by defining the purpose, identifying sources, and structuring questions.
- Demonstrate effective questioning and active listening techniques to elicit comprehensive and accurate information.
- Conduct the interview in a professional manner, managing the process and adapting to responses.
- Record and summarise interview data accurately using appropriate methods.
- Evaluate the interview process and outcomes to identify areas for improvement.
- Apply ethical principles, including confidentiality and respect for interviewees, throughout the interview process.

WHO SHOULD ATTEND

- This course is ideal for professionals who need to collect information through interviews, including managers, researchers, human resources practitioners, journalists, and customer service representatives.
- It is also suitable for anyone seeking to improve their interviewing and information-gathering skills in a workplace setting.

COURSE OUTLINE

Day 1: Foundations of Interviewing for Information

- Overview of information gathering and the role of interviews
- Types of interviews: structured, semi-structured, unstructured
- Ethical considerations and confidentiality
- Preparing for an interview: objectives, research, logistics
- Questioning techniques: open, closed, probing, and leading questions
- Active listening, paraphrasing, and summarising
- Non-verbal communication and observation
- Recording and note-taking methods

Day 2: Advanced Techniques and Practical Integration

- Advanced questioning: cognitive interviewing, funnel approach
- Handling resistance, deception, and emotional responses
- Building rapport and trust during interviews
- Interviewing vulnerable or reluctant participants
- Analysing interview data: themes, patterns, insights
- Report writing: structure, clarity, evidence-based conclusions
- Self-reflection and continuous improvement
- Role-play and feedback sessions

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **5 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 16,200.00	R 16,200.00
1	In-House	R 21,000.00	R 21,000.00
1	On-Campus (Pretoria)	R 24,300.00	R 24,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	11 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	11 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	11 Aug 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	13 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	13 Aug 2026	On-Campus	Mauritius
18 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa
18 Aug 2026	19 Aug 2026	On-Campus	Durban, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 254478) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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