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Comprehensive  
certification  
for career-minded  
interviewers.



*Center for Interviewer Standards & Assessment*  
*Focused on the science of interviewing<sup>SM</sup>*

**CANDIDATE HANDBOOK**

March 2012



Center for Interviewer Standards & Assessment  
Focused on the science of interviewing<sup>SM</sup>

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## About CISA<sup>SM</sup>

**The mission of the Center for Interviewer Standards and Assessment (CISA<sup>SM</sup>) is to provide standards and principles for comprehensive investigative interviewing in both the private and public sector.**

CISA<sup>SM</sup> will help interviewers gain and test the skills and knowledge necessary to conduct a variety of investigative interviews with an understanding of the legal issues and with high levels of proficiency in the following:

- Interview preparation
- Behavioral analysis
- Accusatory and non-accusatory interviewing
- Documentation and presentation of finding

CISA<sup>SM</sup> will accomplish this mission by creating and monitoring the Certified Forensic Interviewer (CFI) program for professional interviewers and interrogators.

The **Certified Forensic Interviewer** (CFI) is a professional with the expertise to conduct a variety of investigative interviews with victims, witnesses, suspects or other sources to determine the facts regarding suspicions, allegations or specific incidents in either public or private sector settings.

The Certified Forensic Interviewer demonstrates understanding of legal aspects of interviewing and proficiency in interview preparation, behavioral analysis, accusatory and non-accusatory interviewing, documentation, and presentation of findings.

## About This Handbook

This handbook provides all the information that you will need to register for the **Certified Forensic Interviewer** (CFI) examination, including eligibility requirements, code of ethics, examination policies, recertification criteria, examination content outline and examination application. Be sure to keep the handbook after you take the examination; you may wish to refer to it later.

## Testing Agency

CISA<sup>SM</sup> has contracted with Applied Measurement Professionals, Inc. (AMP) to assist in the development, administration, scoring and analysis of its examination. AMP services also include the processing of examination applications and the reporting of scores to candidates who take the examination.

## Statement of Nondiscrimination

CISA<sup>SM</sup> and AMP do not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

## Disclaimer

The Certified Forensic Interviewer (CFI) designation issued by the Center for Interviewer Standards & Assessment, Ltd. (CISA<sup>SM</sup>) indicates the certificate holder possesses the knowledge necessary to pass CISA's rigorous examination. This designation does not guarantee the interviewing or interrogation skills or performance of any certificate holder. CISA<sup>SM</sup> hereby disclaims all liability to third parties in connection with the actual field performance of a certificate holder.

## Eligibility Requirements for Certified Forensic Interviewer

Applicant experience must include two to four years in a public or private position responsible for investigation, interviewing and interrogation. Applicant must meet one of the following criteria:

- 1) Bachelor's degree or higher plus two years of experience as stated above
  - 2) Associates degree plus three years of experience as stated above
  - 3) High school diploma or GED plus four years of experience as stated above
  - 4) Experience as a full time faculty member at an accredited educational institution teaching interview and interrogation techniques
- In addition, a person convicted of a felony, any crime of moral turpitude or misdemeanor relating to honesty, theft, embezzlement, fraud or the like shall be ineligible to become a CFI. Nor shall a person terminated for dishonesty, but not prosecuted, be eligible to become a CFI.
  - Applicant must provide a certified transcript of education.
  - Applicant must successfully pass the prescribed background investigation, which may include a criminal background check, and the examination process.

Falsification or omission of information on the application form will be reason enough to disqualify an applicant from becoming or remaining a Certified Forensic Interviewer.

## Recertification and Continuing Education

CISA<sup>SM</sup> is committed to the CFI's professional development through the requirement of continuing education. Continuing Education Credits can be earned through academic study, seminars, articles, and a variety of other ways during a three-year period. The CFI recertification will be the anniversary month, every three years, after attaining the CFI designation. For example, if a person passes their CFI examination in June 2010, that person will be expected to achieve their Continuing Education Credits by the end of June 2013.

CISA<sup>SM</sup> requires a CFI to achieve and submit 24 Continuing Education Credits within the three-year timetable with the \$125.00 recertification fee. The ways to accomplish the Continuing Education Credits will be listed and sent to you after successful completion of the CFI Examination.

CISA<sup>SM</sup> requires a CFI to meet eligibility requirements and to provide documentation to support their claims for Continuing Education Credits. This will be accomplished by using proof of attendance, letter of completion, copy of article, transcripts, or other verifiable means deemed appropriate by CISA<sup>SM</sup>. These documents must be presented when sending your application for recertification to CISA<sup>SM</sup> for your CFI designation.

CISA's Advisory Committee will give special consideration when petitioned for specific Continuing Education Credits.

**Failure To Recertify:** A CFI who fails to renew his/her certification is no longer considered certified. An individual who fails to recertify may not use the CFI designation in professional communications, such as on letterhead, stationery, business cards, in directory listings, and in signature. Once the certification has lapsed, the individual will be required to pass the CFI examination again to earn the designation of CFI.

## Code of Ethics

A CFI shall adhere to the Code of Ethics and Standards of Practice set forth in this handbook. Any reported violation of the Code of Ethics will result in an investigation by CISA<sup>SM</sup>, which may result in sanctions up to and including the revocation of the CFI designation.

### Code of Ethics

A Certified Forensic Interviewer:

- Shall strive for excellence and professionalism in the performance of his or her duties.
- Shall not engage in unethical or illegal conduct, abiding by the law at all times.
- Shall exhibit the highest level of professionalism while interviewing sources, victims, witnesses, and suspects.
- Shall follow the rules of law and general practice in the jurisdiction of the inquiry.
- Will accurately document and testify to the content of the interview, revealing all information without bias.
- Will comply with all lawful orders of courts and administrative bodies.
- Shall not engage in unethical, physically abusive or coercive activities during an interview or interrogation.
- Will respect the dignity of all people being fair and just in dealing with an individual.
- Will conduct himself or herself in a manner that serves the cause of truth and justice.

- Will separate himself or herself from influences which might bias their judgments while conducting the inquiry.

An applicant omitting information or providing false or misleading information when applying for the CFI designation violates the Code of Ethics.

### Standards and Principles of Practice

A Certified Forensic Interviewer:

- Shall not reveal confidential information obtained from an interview or interrogation without proper authorization.
- Shall compare information received during the interview against that discovered during the investigation to evaluate the individual's truthfulness and accuracy.
- Will accurately document the information obtained during an interview without bias or prejudice.
- Will cooperate and share information with other investigators unless doing so would be unethical, compromise an investigation, or be illegal.
- Shall continually strive to increase competence and knowledge in the profession.
- Shall not provide a report or opinion on the medical or psychological condition of an interviewee unless the interviewer is qualified to make such a report.
- Shall not participate in any interview or investigation designed to circumvent the law or impede justice.
- Shall not accept or solicit benefits designed to influence his or her opinions or report.
- Shall not knowingly submit, or permit to be submitted, by another, information that is misleading or false in a report. Each report shall be an objective factual account of the information provided in the interview.
- Shall not inquire about religion, politics, sexual preferences, union activities or race unless it is relevant to a specific investigation.
- Shall cooperate in the investigation of any alleged violations of the CFI Code of Ethics or Standards of Practice.

A CFI or CFI applicant who makes false or misleading statements to CISA<sup>SM</sup> violates the CFI Code of Ethics. A CFI or CFI applicant accused of violations of the CFI Code of Ethics and Standards of Practice shall be investigated by the Grievance Board of CISA<sup>SM</sup>.

The Code of Ethics and Standards of Practice establishes the minimal standard for interviewing and interrogation; however, any conduct or omission that discredits the CFI designation will not be condoned. Violations of the Code of Ethics and/or Standards of Practice may result in censure, suspension or the removal of the CFI designation.

## Examination Administration

The CFI examination is delivered by computer at over 170 AMP Assessment Centers geographically located throughout the United States and select international locations. There are no application deadlines and a candidate who meets eligibility requirements may submit an application and fee at any time. The examination is administered by appointment only Monday through Saturday at 9:00 a.m. and 1:30 p.m. Candidates are scheduled on a first-come, first-served basis.

The examination is not offered on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Holiday
- Christmas Holiday
- New Year's Eve

## Examination Fees

You must submit the appropriate fee with a complete examination application according to the following schedule. Payment may be made by credit card (VISA, MasterCard, American Express or Discover), cashier's check or money order made payable to AMP. **Cash and personal checks are not accepted.**

Examination Fee: \$395
Re-Examination Fee: \$220
International Examination Fee: \$455
International Re-Examination Fee: \$280

\*Declined credit cards are subject to a \$25 penalty. Repayment of a declined credit card and the penalty must be made with a cashier's check or money order. Applicants are not permitted to take the examination until all fees have been paid in full.

## Assessment Center Locations

A current list of Assessment Centers can be viewed at [www.goAMP.com](http://www.goAMP.com). Detailed maps and directions are available on AMP's website; however, specific address information will be provided when you schedule an examination appointment.

## Special Arrangements for Candidates With Disabilities

CISA<sup>SM</sup> and AMP comply with the Americans with Disabilities Act and strive to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. AMP will provide reasonable accommodations for candidates with disabilities.

Wheelchair access is available at all established Assessment Centers. Candidates with visual, sensory or physical disabilities that would prevent them from taking the examination under standard conditions may request special accommodations and arrangements. To request special accommodations, complete the REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS form included in this handbook then submit it with your application and fee at least forty-five (45) business days prior to your desired testing date. Please inform AMP of your need for special accommodations when scheduling your examination.

## Telecommunication Devices for the Deaf

AMP is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 a.m. to 5:00 p.m. (Central Time) Monday-Friday at 913/895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery.

## Scheduling an Examination

### The Application Process

Complete all sections of the application form included in this handbook or downloaded from [www.goAMP.com](http://www.goAMP.com) and submit it to AMP with the appropriate fee (paid by credit card, cashier's check or money order), and a certified transcript of education to the address indicated on the form. The application will be returned if it is incomplete, illegible or submitted with an incorrect fee.

Applications will be processed and a confirmation notice sent within three weeks. Your assigned unique identification number will be included on your confirmation notice. This number is needed to schedule an examination appointment. If a confirmation notice is not received within four weeks, contact AMP at 888/519-9901.

As part of the application process, AMP or CISA<sup>SM</sup> may conduct a background investigation in order to verify the information provided by the applicant. After eligibility requirements are satisfied, there are two ways to schedule an appointment for the CFI Examination.



**1. Online Scheduling:** You may complete the scheduling process in one online session by visiting [www.goAMP.com](http://www.goAMP.com) and clicking on “Candidates.” The computer screens will guide you through the complete scheduling process. If special accommodations are being requested, please call AMP at 888/519-9901.

OR

**2. Telephone Scheduling:** Call AMP at 888/519-9901 to schedule your examination appointment. This toll-free number is answered from 7:00 a.m. to 9:00 p.m. (Central Time) Monday through Thursday, 7:00 a.m. to 7:00 p.m. on Friday, and 8:30 a.m. to 5:00 p.m. on Saturday.

When you call to schedule an appointment for examination, you will be notified of the time to report to the Assessment Center. Please make a note of it because you will NOT receive an admission letter.

**If you wish to schedule an examination as part of the Wicklander-Zulawski seminar (when available), please indicate this option on your application.** If your application has already been submitted, please contact AMP at 888/519-9901 and inform them of your request to sit for the examination as part of a Wicklander-Zulawski seminar.

Be prepared to confirm a location and a preferred date and time for testing and to provide your unique identification number.

If you contact AMP by 3:00 p.m. Central Time on...	Your examination may be scheduled as early as...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

Your application is valid for ninety (90) days during which you must schedule an appointment to take the examination. **If you fail to schedule an appointment within the ninety (90) day eligibility period you will forfeit the application and all fees paid to take the examination. Another complete application and examination fee are required to reapply for examination.** You are allowed to take only the examination for which the appointment is made and a confirmation notice is received. **Unscheduled candidates (walk-ins) are not tested.**

## Examination Appointment Changes

You may reschedule an examination appointment at no charge **once** by calling AMP at 888/519-9901 **at least two business days** prior to the scheduled examination session. (See following table.)

If your examination is scheduled on...	You must contact AMP by 3:00 p.m. Central Time to reschedule the examination by the previous...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

## Missed Appointments and Cancellations

You will forfeit your examination registration and all fees paid to take the examination under the following circumstances. A new, complete application and examination fee are required to reapply for examination.

- You cancel your examination after confirmation of eligibility is received.
- You wish to reschedule an examination but fail to contact AMP at least two business days prior to the scheduled testing session.
- You wish to reschedule a second time.
- You appear more than 15 minutes late for an examination.
- You fail to report for an examination appointment.

## Examination Content

The examination is based upon fifteen (15) major content areas. Each of the content areas is briefly described and followed by an outline of the topics included in the area. In addition, the number of examination questions devoted to each major content area is noted. The examination is composed of 160 questions (140 scored questions, 20 research questions). Performance on the research questions does not affect your score. The research questions are not identified and are randomly placed throughout the examination.

Each question on the examination is categorized by a cognitive level that a candidate would likely use to respond. These categories are:

1. **Recall:** The ability to recall or recognize specific information is required.
2. **Application:** The ability to comprehend, relate or apply knowledge to new or changing situations is required.
3. **Analysis:** The ability to analyze and synthesize information, determine solutions and/or to evaluate the usefulness of a solution is required.



## Certified Forensic Interviewer Detailed Content Outline

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	<b>Number of Questions</b>
<b>1. Preparation and Interview Setting</b> . . . . .	<b>12</b>
A. Review case facts to identify the scope of the investigation.	
B. Identify the elements of the crime or policy violation, which must be proved.	
C. Apply organization's policy for conducting interviews.	
D. Review case facts to identify the subjects to be interviewed.	
E. Determine the best interview sequence in cases involving multiple subjects.	
F. Use internal and external sources of information to provide information on the subjects.	
G. Use background information to determine the subject's possible motives for the incident.	
H. Identify modus operandi of the offender.	
I. Evaluate the information to determine possible involvement in other incidents.	
J. Review evidence applicable to the interview.	
K. Consult with decision makers (e.g. state's attorney, human resources, etc.) to determine elements necessary for post interview resolution.	
L. Prepare case evidence and reports for subject interview.	
M. Recognize pitfalls or explanations a subject may make to explain away the investigative evidence.	
N. Make notification of a planned interview according to an organization's protocols.	
O. Determine policy and procedure for dealing with union representation, lawyers, or parents as appropriate.	
P. Determine the need for any reasonable accommodations (e.g. translator, wheel chair accessibility, etc.).	
Q. Select an appropriate time and location for the interview.	
R. Select an appropriate witness(es) for the interview.	
S. Prepare the witness(es) for the interview.	
T. Evaluate the interview setting for potential distractions.	
U. Determine appropriate seating positions for subject, interviewer, and witness.	
V. Verify that any required interview equipment and supplies are present and functional (e.g. phone, AV, tape recorder, forms).	
W. Determine the policy on audio/visual recording of the interview.	
<b>2. Legal Aspects</b> . . . . .	<b>13</b>
A. Identify appropriate arrest and search requirements.	
B. Identify the common civil actions taken against organizations or interviewers after an interview (e.g. false arrest, defamation of character, etc.).	
C. Recognize when Miranda warnings must be used.	
D. Determine whether the interview to be conducted poses any unique liability to the interviewer or organization (e.g., class action lawsuits, pending litigation, etc.).	
E. Obtain information that establishes the jurisdiction for the case.	
F. Recognize the requirements for determining if an admission is voluntary.	
G. Determine whether the interview is custodial or non-custodial.	
H. Recognize when a non-custodial interview has become custodial.	
I. Recognize when an interviewers actions cause an interview to become custodial in nature.	
J. Determine labor law requirements for the interview (e.g., child labor, final pay, union contract, etc.).	
K. Recognize the legal limits of restraining a subject.	
L. Identify situations when it is appropriate to make an audio/visual recordings of the interview or confession.	
M. Determine the appropriate length of time for the interview.	
N. Evaluate the legal aspects and problems of having a witness present in the room.	
O. Apply the Weingarten or Garrity rules to the interview.	
P. React appropriately to subject's request for an attorney.	



	Number of Questions
<b>3. False Confessions</b> .....	<b>6</b>
A. Recognize when a false confession may have been made.	
B. Recognize common individual traits found in people who make false confessions.	
C. Identify common situations in which false confessions might occur.	
D. Identify individuals prone to giving false confessions.	
E. Review existing investigative facts to be able to test against the subject's confession.	
F. Substantiate the subject's admissions and compare to the incident under investigation.	
<b>4. Interpretation of Behavior</b> .....	<b>15</b>
A. Determine the subject's behavioral norm.	
B. Recognize circumstances or situations, which may alter the subject's behavior that are unrelated to deception.	
C. Observe behavioral responses.	
D. Evaluate the timing and consistency of behavioral observations.	
E. Apply behavioral observations to all types of interviews.	
F. Listen for verbal clues associated with deception or truthfulness.	
G. Assign truth, deceptive or inconclusive to the subject's status at the conclusion of the interview.	
H. Recognize the types of lies, which may be used by a subject (e.g. omission, fabrication, minimizing, etc.).	
I. Recognize the structure of truthful and deceptive statements.	
J. Use the methods of establishing rapport.	
K. Apply rapport building to the establishment of a behavioral norm.	
L. Use proper questioning techniques to evaluate the consistency of behavioral changes.	
M. Recognize psychological, cultural, and environmental issues, which may alter a subject's behavior, but are unrelated to truth and deception.	
N. Recognize and evaluate behavior associated with denials.	
O. Recognize and evaluate behavior associated with submission.	
P. Recognize and evaluate behaviors associated with assumptive questions.	
Q. Determine appropriate interviewer response to behavioral observations.	
<b>5. Accusations</b> .....	<b>8</b>
A. Anticipate the subject's responses to the different accusations.	
B. Determine the type of accusation that is appropriate based on the case and evaluation of the subject.	
C. Identify other areas of involvement based on the behavioral observations of the subject during the accusation.	
D. Use the proper statement sequence to achieve the desired accusation.	
E. Select the manner of speaking to match the subject's level of intelligence.	
<b>6. Showing Understanding/Rationalization/Themes</b> .....	<b>9</b>
A. Use the process of rationalization/themes to encourage cooperation.	
B. Consult the background investigation to help determine potential rationalizations/themes.	
C. Select appropriate rationalizations/themes based on the subject's motive.	
D. Interpret the subject's behavioral responses to rationalizations/themes.	
E. Determine if a change of rationalization/themes is necessary.	
F. Apply the use of personalization during the rationalization/themes process.	
G. Recognize the problems associated with harsh or vulgar terminology.	
H. Recognize the major behavioral phases of showing understanding.	
<b>7. Assumptive Question</b> .....	<b>6</b>
A. Recognize the different assumptive questions (e.g., alternative/choice question and soft accusation).	
B. Select appropriate assumptive questions based on the anticipated outcome.	
C. Identify the appropriate moment to use an assumptive question by recognizing the submissive phase.	
D. Tailor the choice/alternative question to the rationalization/theme used.	
E. Evaluate behavior symptoms to determine the appropriate follow-up to the assumptive question.	





	Number of Questions
<b>8. Enticement Question/Baiting Question</b> .....	<b>6</b>
A. Determine appropriate enticement/bait questions based on the facts of the case.	
B. Identify the proper time to use an enticement/bait question.	
C. Determine if an enticement/bait question will be used in the non-accusatory interview.	
D. Evaluate the subject's behavioral response to the enticement/bait question to determine the proper follow-up actions.	
E. Determine when an enticement/bait question can be used as an accusation.	
F. Recognize the legal limits of using enticement/bait questions.	
<b>9. Denials/Backing Out</b> .....	<b>12</b>
A. Identify the common causes of denial.	
B. Recognize the two forms of denials (i.e., emphatic, explanatory/objection).	
C. Select and apply the appropriate techniques to handle the denial.	
D. Evaluate the strength of the subject's denial.	
E. Recognize the verbal and physical behavior symptoms associated with an emphatic denial.	
F. Identify the verbal and physical behavior symptoms associated with an explanatory/objection denial.	
G. Determine when to "back out" of the interview with the subject.	
H. Use the appropriate method of backing out of the interview.	
I. Present specific evidence, incidence or facts for the subject's explanation.	
J. Verify the subject's explanation of the evidence or alibi.	
K. Obtain statements from the witness and subject as appropriate.	
<b>10. Statements</b> .....	<b>10</b>
A. Recognize common legal challenges to statements.	
B. Identify the different types of statements available to the interviewer.	
C. Evaluate the situation to determine the appropriate type of statement to use.	
D. Interpret the subject's resistance to giving a statement.	
E. Determine the admissions by the subject which are to be included in the statement.	
F. Determine if additional development of the admission is appropriate during the statement.	
G. Verify that the subject's admission has been substantiated.	
H. Review the statement for content, completeness, and accuracy.	
I. Identify and have the subject initial corrections or additions to the statement.	
J. Obtain supplemental statements from the interview witness to the subject's interview.	
K. Document the conversation with all interviewees.	
L. Prepare case report.	
<b>11. Telephone Interview</b> .....	<b>7</b>
A. Determine if the telephone interview is appropriate for the case in question.	
B. Consult with decision makers to obtain authorization for a telephone interview if appropriate.	
C. Determine whether audio/visual taping of the interview or statement is appropriate.	
D. Prepare the telephone interview outline.	
E. Recognize the differences between telephone and in-person interviews.	
F. Interpret the subject's verbal behavior to determine proper follow-up techniques.	
<b>12. Fact Gathering/Cognitive Interviews</b> .....	<b>12</b>
A. Determine what types of information will be sought in the interview.	
B. Evaluate subjects' background to determine the scope of possible information available to them.	
C. Review background information to determine areas of potential resistance by subjects to be interviewed.	
D. Conceal the target of an ongoing investigation if appropriate.	
E. Use open ended and closed-ended questions to obtain information.	
F. Corroborate the information that has been provided by the subject.	
G. Review the interview for possible areas of follow-up.	



**Number of  
Questions**

- H. Assign follow-up interviews to verify or substantiate information previously obtained.
- I. Recognize how memories are stored and retrieved.
- J. Review the order of the cognitive interview.
- K. Establish rapport and review pre-interview instructions with the subject.
- L. Use appropriate sequence of the cognitive interview.
- M. Recognize the power of suggestibility in interviews.
- N. Carefully select questions that do not suggest answers.
- O. Use diagrams to confirm, expand or clarify information.
- P. Test statements for consistency.
- Q. Listen for verbal qualifiers.
- R. Listen for assumptions, biases and facts.
- S. Determine when an audio/visual or written statement is appropriate.
- T. Prepare a report of the interview.
- U. Assign leads for verification or follow-up interviews.

**13. Sexual Harassment Interviewing** ..... **8**

- A. Distinguish between “hostile work environment” and “quid pro quo” forms of sexual harassment.
- B. Identify the legal aspects of sexual harassment.
- C. Review appropriate sexual harassment policies of the organization.
- D. Identify the sexual harassment investigative team.
- E. Identify victims, witnesses, and subjects involved in the alleged sexual harassment.
- F. Determine the order of the subject interviews.
- G. Identify and preserve evidence of sexual harassment.
- H. Determine the possible motive of the alleged harasser.
- I. Maintain contact with the victim.
- J. Apply appropriate interviews for victim and witnesses.

**14. Behavioral Interviews** ..... **8**

- A. Sequence questions properly, including the issue in each question.
- B. Use the behavioral interview to eliminate the innocent.
- C. Use the behavioral interview to identify the suspect.
- D. Ask questions in a non-accusatory manner.
- E. Evaluate the subject’s accompanying verbal and physical behavioral responses.
- F. Use control questions to validate behavioral observations.
- G. Listen for possible rationalizations/themes or explanatory denials/objections.
- H. Determine the subject’s resistance to making an admission.
- I. Determine whether an enticement/bait question should be used during the behavioral interview.

**15. Field Interviews** ..... **8**

- A. Implement officer safety measures during the interview.
- B. Control participants actions to assure officer’s and others’ safety.
- C. Transmit biographical information to obtain background information.
- D. Use knowledge of community to make interviewing decisions.
- E. Use recovered evidence of crimes immediately to interview subject.
- F. Assess the location to determine area of least distractions.
- G. Actively use enticement/baiting questions to challenge subject stories.
- H. Use knowledge of crime patterns to interview subjects.
- I. Use knowledge of past criminal behavior to reduce subject’s resistance to cooperation.
- J. Apply information from confidential informants to the interview.
- K. Compare stories from subjects to substantiate events.

**Totals 140**

## Sample Examination Questions

\*\*\*FOR THE PURPOSE OF THE EXAMINATION USE THE FOLLOWING DEFINITIONS WHEN READING THE QUESTIONS:

**Subject:** An individual whose status in the investigation is unknown. This individual could be a suspect, victim, or witness depending on the results of the investigation.

**Suspect:** An individual who, based on the investigation, is believed to be involved in the incident.

**Interview:** A non-accusatory conversation with a **subject or suspect** to obtain background and facts, confirm information, establish an alibi and/or evaluate behavior by asking a series of questions.

**Interrogation:** A conversation with a suspect to obtain a confession or admission regarding the truth of the issue under investigation.

Example #1: After establishing rapport and giving preliminary instructions, which of the following is the correct order of the cognitive interview before closing conversation?

- open ended narration, probing memory, review memory
- ask open ended questions, ask assumptive questions, free recall
- establish vital details, contextual questioning, change of perspective
- reconstruct circumstances, change perspective, open ended questions

*Answer is A—from Memory-Enhancing Techniques for Investigative Interviewing by Ronald Fisher and Edward Geiselman.*

Example #2: Which of the following parts of the interrogation process offers the suspect a reason to justify the crime or his actions?

- introductory statement
- rationalizations/themes
- assumptive/alternative question
- enticement/bait question

*Answer is B—from Practical Aspects of Interview and Interrogation by David Zulauski and Doug Wicklander.*

Example #3: Which one of the following is most likely when the subject states, “I didn’t steal the money, but I would be more than happy to pay for it.”

- The subject is guilty.
- The subject is innocent, but feels it is the right thing to do.
- The subject is innocent.
- The subject is mentally challenged.

*Answer is A—from Criminal Interrogations and Confessions (4<sup>th</sup> Edition) by Fred Inbau, John Reid, Joseph Buckley, and Brian Jayne.*

## Review References

The following listed textbooks were used in the development of most of the questions for the CFI examination. This list is not exclusive; other resource materials were used to prepare the examination. Applicants planning to study for the examination may find it helpful to review the information in the following textbooks. These textbooks may be ordered from any bookstore or the publishers. A link to a bookstore and the textbooks can be found on the CISA<sup>SM</sup> website ([www.certifiedinterviewer.com](http://www.certifiedinterviewer.com)).

Practical Aspects of Interview and Interrogation  
2<sup>nd</sup> Edition, Authors: David E. Zulauski and Douglas E. Wicklander, CRC Press 2002.

Telling Lies, Author: Paul Ekman, Norton and Company 2001.

Criminal Interrogation and Confessions 4<sup>th</sup> Edition,  
Authors: Fred Inbau, John Reid, Brian Jayne, and Joseph Buckley, Aspen Publications 2001.

Tactics for Criminal Patrol, Author: Charles Remsberg, Calibre Press 2001.

Memory-Enhancing Techniques for Investigative Interviewing, Authors: Ronald Fisher and Edward Geiselman, Charles Thomas Publisher 1992.

Criminal Interrogation 3<sup>rd</sup> Edition, Authors: Arthur Aubry, Jr. and Rudolph Caputo, Charles Thomas Publisher 1980.

Investigative Discourse Analysis. Author: Don Rabon, Durham: Carolina Academic Press, 1994.

Candidates sitting for the CFI examination may prepare in several ways.

- The candidate may elect to sit for the examination using his personal experience and knowledge as the basis for preparation. CISA<sup>SM</sup> strongly recommends the candidate reviews reference materials and not simply rely on personal experience and knowledge.

2. The candidate may prepare by reading and studying the textbooks used to prepare the examination (listed on the previous page).
3. The candidate may elect to attend a preparatory seminar designed to assist individuals in preparing for the examination.
4. The candidate may choose to use the Wicklander–Zulawski & Associates, Inc. Certified Forensic Interviewer Review Program. The computer-based review program covers all the sections and tasks identified as being necessary to be a CFI by the national survey. The printable text sections provide the candidate the information necessary to successfully complete the tasks listed under each of the separate sections in the content outline. There is an online self examination at the conclusion of each module, so the candidate can assess his/her understanding of the material. The questions are linked back to the pertinent text material so they may be easily reviewed and the correct response to the question understood.

For further information, go to [www.certifiedinterviewer.com](http://www.certifiedinterviewer.com) for availability and prices.

## On the Day of Your Examination

On the day of your examination appointment, report to the Assessment Center no later than your scheduled examination time. Once you enter the Assessment Center look for the signs indicating AMP Assessment Center Check-In. **IF YOU ARRIVE MORE THAN 15 MINUTES AFTER THE SCHEDULED EXAMINATION TIME, YOU WILL NOT BE ADMITTED.**

To gain admission to the Assessment Center, you must present two forms of identification, one with a current photograph. Both forms of identification must be valid and include your current name and signature. You will also be required to sign a roster for verification of identity.

Acceptable forms of photo identification include: a current driver's license with photograph, a current state identification card with photograph, a current passport, or a current military identification card with photograph. Employment ID cards, student ID cards and any type of temporary identification are NOT acceptable, but may be used as secondary identification if they include your name and signature. You are prohibited from misrepresenting your identify or falsifying information to obtain admission to the Assessment Center. **YOU MUST HAVE PROPER IDENTIFICATION TO GAIN ADMISSION TO THE ASSESSMENT CENTER.**

After your identification has been confirmed, you will be directed to a testing carrel. You will be prompted on-screen to enter your unique identification number. Your photograph will be taken and remain on-screen throughout your examination session. This photograph will also appear on your score report.

## Security

AMP administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Assessment Center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, Personal Digital Assistants (PDAs), pagers or cellular phones are allowed in the testing room. Possession of a cellular phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- Only silent, non-programmable calculators without alpha keys or printing capabilities are allowed in the testing room.
- No guests, visitors or family members are allowed in the testing room or reception areas.

## Personal Belongings

No personal items, valuables, or weapons should be brought to the Assessment Center. Only wallets and keys are permitted. Coats must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.

- watches
- hats

Once you have placed everything into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If all personal items will not fit in the soft locker you will not be able to test. The site will not store any personal belongings.

If any personal items are observed in the testing room after the examination is started, you will be dismissed and the administration will be forfeited.

## Examination Restrictions

- Pencils will be provided during check-in.
- You will be provided with one piece of scratch paper at a time to use during the examination, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the supervisor at the completion of testing, or you will not receive your score report.
- No documents or notes of any kind may be removed from the Assessment Center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking will not be permitted in the Assessment Center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

## Misconduct

If you engage in any of the following conduct during the examination you may be dismissed, your scores will not be reported and examination fees will not be refunded.

Examples of misconduct are when you:

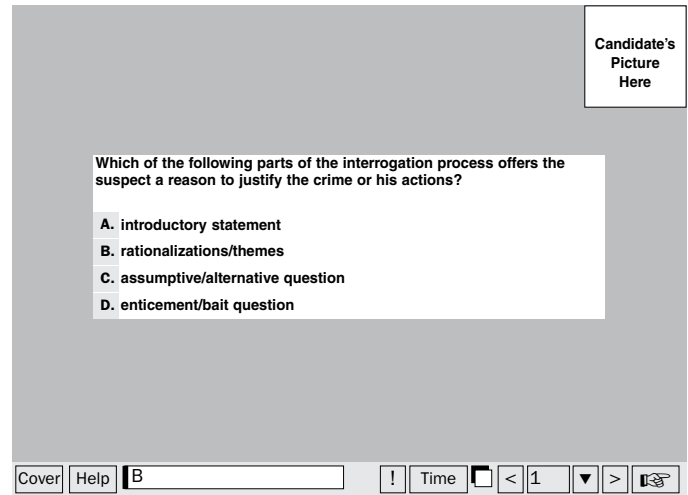
- create a disturbance, are abusive, or otherwise uncooperative;
- display and/or use electronic communications equipment such as pagers, cellular phones, PDAs;
- talk or participate in conversation with other examination candidates;
- give or receive help or is suspected of doing so;
- leave the Assessment Center during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings, or
- are observed with notes, books or other aids without it being noted on the roster.

## Practice Examination

Prior to the timed examination, you will be given the opportunity to practice taking an examination on a computer. The time you use for this practice examination is NOT counted as part of your examination time. When you are comfortable with the computer testing process, you may quit the practice session and begin the timed examination.

## Timed Examination

Following the practice examination, you will begin the actual examination. Before beginning, instructions for taking the examination are provided on-screen. The examination contains 160 questions. Three hours are allotted to complete the examination. The following is a sample of what the computer screen will look like when you are taking the examination.



The computer monitors the time you spend on the examination. The examination will terminate if you exceed the time limit. You may click on the “Time” button in the lower right portion of the screen or select the TIME key to monitor your time. A digital clock indicates the time remaining for you to complete the examination. The time feature may also be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire question appears on-screen (i.e., stimulus and four options labeled – A, B, C and D). **Indicate your choice by either entering the letter of the option you think is correct (A, B, C or D) or clicking on the option using the mouse.** To change your answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. You may change your answer as many times as you wish during the examination time limit.

To move to the next question, click on the forward arrow (>) in the lower right portion of the screen or select the NEXT key. This action will move you forward through the examination question by question. If you wish to review any question or questions, click the backward arrow (<) or use the left arrow key to move backward through the examination.

A question may be left unanswered for return later in the examination. Questions may also be bookmarked for later review by clicking in the blank square to the right of the



Time button. Click on the hand icon or select the NEXT key to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered and bookmarked questions, repeatedly click on the hand icon or press the NEXT key. When the examination is completed, the number of questions answered is reported. If not all questions have been answered and there is time remaining, return to the examination and answer those questions. Be sure to answer each question before ending the examination. **There is no penalty for guessing.**

Comments may be provided for any question by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered. Comments will be reviewed, but individual responses will not be provided.

## Inclement Weather or Emergency

In the event of inclement weather or unforeseen emergencies on the day of an examination, AMP will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination will usually not be rescheduled if the Assessment Center personnel are able to open the Assessment Center.

You may visit AMP's website at [www.goAMP.com](http://www.goAMP.com) prior to the examination to determine if AMP has been advised that any Assessment Centers are closed. Every attempt is made to administer the examination as scheduled; however, should an examination be canceled at an Assessment Center, all scheduled candidates will receive notification following the examination regarding rescheduling or reapplication procedures.

If power to an Assessment Center is temporarily interrupted during an administration, your examination will be restarted. The responses provided up to the point of interruption will be intact, but for security reasons the questions will be scrambled.

## Following the Examination

After finishing the examination, you are asked to complete a short evaluation of your testing experience. You should then report to the proctor to receive your score report. Scores are reported in printed form only, in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

Your score report will indicate a "pass" or "fail." Additional detail is provided in the form of raw scores by major content category. A raw score is the number of questions you answered correctly. Your raw score determines your pass/fail status. Even though the examination consists of **160** questions, your score is based on 140 questions. 20 questions are "research" questions.

The methodology used to set the minimum passing score is the Angoff method, in which expert judges estimate the passing probability of each question on the examination. These ratings are averaged to determine the minimum passing score (i.e., the number of correctly answered questions required to pass the examination).

## If You Pass the Examination

If you pass the CFI Examination, you are allowed to use the designation Certified Forensic Interviewer or the initials CFI after your name. The following are examples of the designations use:

John Doe, Certified Forensic Interviewer or Jane Doe, CFI

## If You Do Not Pass the Examination

If you do not pass the examination, you may schedule an examination appointment by contacting AMP at [www.goAMP.com](http://www.goAMP.com) or 888/519-9901 and paying a \$220 (\$280 International) re-examination fee. There is a sixty-day waiting period between examination attempts. Individuals are limited to three attempts per year to pass the CFI Examination.

## Scores Canceled by CISA<sup>SM</sup> or AMP

CISA<sup>SM</sup> and AMP are responsible for the integrity of the scores they report. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. CISA<sup>SM</sup> and AMP are committed to rectifying such discrepancies as expeditiously as possible. CISA<sup>SM</sup> and AMP may void examination results if, upon investigation, violation of its regulations is discovered.

## Confidentiality

Information about examination candidates and their results is considered confidential. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

## Duplicate Score Report

You may purchase additional copies of your score report at a cost of \$25 per copy. Requests must be submitted to AMP in writing. The request must include your name, unique identification number, mailing address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to AMP. Duplicate score reports will be mailed within approximately two weeks after receipt of the request and fee.



# CFI Examination Application

To apply for the CFI Examination, complete this form and return it with the examination fee (credit card, cashier's check or money order) payable to AMP. Mail the application, fee, and proof of education to:

**AMP, CISA<sup>SM</sup> Examination**  
**18000 W. 105th Street**  
**Olathe, KS 66061-7543**

**For further information, you may call the AMP's Candidate Support Center at 888/519-9901.**

## PERSONAL INFORMATION (please print using black or blue ink)

Date of Birth: \_\_\_\_\_

Name: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Last First Middle

Title: \_\_\_\_\_

Company/Department: \_\_\_\_\_

(Company/Department) Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_ Evening Telephone Number: \_\_\_\_\_

(Home) Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Country: \_\_\_\_\_

List Investigative, Interview/Interrogation Experience:

Company/Department: \_\_\_\_\_

Address: \_\_\_\_\_ Position: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_ Dates: \_\_\_\_\_

Company/Department: \_\_\_\_\_

Address: \_\_\_\_\_ Position: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_ Dates: \_\_\_\_\_

Company/Department: \_\_\_\_\_

Address: \_\_\_\_\_ Position: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_ Dates: \_\_\_\_\_

Company/Department: \_\_\_\_\_

Address: \_\_\_\_\_ Position: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_ Dates: \_\_\_\_\_

## Demographic Information

- Which of the following seminars have you taken? (check all that apply)
  - The Wicklander-Zulawski & Associates, Inc. Seminar on Interview and Interrogation Techniques
  - The Wicklander-Zulawski & Associates, Inc. Seminar on The Reid Method of Criminal Interviews and Interrogation
  - The Reid Technique of Interview and Interrogation by John E. Reid and Associates Inc.
  - The Kinesic Interview Method
  - The SCAN Technique
  - Other \_\_\_\_\_
- What field are you in?     Military     Loss Prevention     Audit     Human Resources     Law Enforcement,  
 Federal     Educational Institute,     Other \_\_\_\_\_
- Have you ever been in the military?     Yes     No
- Is your company supporting you in obtaining the CFI?     Yes     No

## Eligibility Requirements

I meet the following eligibility requirement (please check ONE box):

- Bachelor's degree or higher with 2 years experience
- Associates degree plus 3 years experience
- High School diploma or GED plus 4 years experience
- Full time faculty member teaching interview and interrogation techniques

**You must include your certified college transcript of education with your application.**

## EXAMINATION INFORMATION

- I am including a Special Accommodations Request (Complete the form included in this handbook.)
- I wish to schedule an examination as part of the Wicklander-Zulaski seminar (when available).
- I am applying for the CFI Examination as a:     New Applicant     Reapplicant
  - Examination Fee – \$395     Re-Examination Fee – \$220
  - International Examination Fee – \$455     International Re-Examination Fee – \$280

Payment may be made by credit card, cashier's check or money order made payable to AMP. No personal checks or cash will be accepted.

### If payment is made by credit card, complete the following:

- VISA     MasterCard     American Express     Discover

I agree to pay above amount according to card issuer agreement.

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Signature: \_\_\_\_\_

## SIGNATURE (Sign and date in ink the statement below.)

I certify that I agree to abide by regulations, Code of Ethics and the Standards of Practice of the CFI Program contained in this Handbook. I believe that I comply with all admission policies for the CFI Examination. I certify that the information I have submitted in this application is complete and correct to the best of my knowledge and belief. I understand that, if the information I have submitted is found to be incomplete or inaccurate, my application may be rejected or my examination results may be delayed or voided. I also authorize CISA or AMP to conduct a background check/verification, which may include criminal, education, and employment verification either prior to taking the CFI Examination or anytime while the CFI certification is held.

Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Request for Special Examination Accommodations

If you have a disability covered by the Americans with Disabilities Act, please complete this form and the Documentation of Disability-Related Needs on the reverse side so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality.

## Candidate Information

Assessment Center: \_\_\_\_\_

\_\_\_\_\_  
Name (Last, First, Middle)

\_\_\_\_\_  
Street Address

\_\_\_\_\_

\_\_\_\_\_  
City State Zip Code/Postal Code Country

## Special Accommodations

I request special accommodations for the \_\_\_\_\_ examination.

Please provide (check all that apply):

- Reader
- Extended examination time (time and a half)
- Reduced distraction environment
- Please specify below if other special accommodations are needed.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Return this form with your examination application and fee to:  
AMP, Examination Services Department, 18000 W. 105th Street, Olathe, KS 66061-7543.**

# Documentation of Disability-Related Needs

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that AMP is able to provide the required examination accommodations.

## Professional Documentation

I have known \_\_\_\_\_ since \_\_\_\_ / \_\_\_\_ / \_\_\_\_ in my capacity as a

Candidate Name

Date

Professional Title

The candidate discussed with me the nature of the test to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signed:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **License # (if applicable):** \_\_\_\_\_

**Return this form with your examination application and fee to:  
AMP, Examination Services Department, 18000 W. 105th Street, Olathe, KS 66061-7543.**