

## Solomon Islands

### Truth and Reconciliation Commission (TRC)

#### *Statement Taking Policy and Procedures - FINAL*

*– a subset of the truth and research section*

#### 1. **1. Policy**

##### 1. **a. Role of statement taking**

The overall objective of the TRC is to promote national unity and reconciliation. As such, the TRC in article 5 of the TRC Act 2008 is mandated to engage all stakeholders in the reconciliation process; examine, investigate and report on the nature, antecedents, root causes, accountability or responsibility for and the extent of the impact on human rights violations and abuses; consider the sectoral impacts; restore the dignity of victims giving special attention to those who have been sexually abused and to the experiences of children; and to provide recommendations for the future.

Article 6 of the TRC Act states that in order to fulfill its functions, the Commission shall be able to take individual statements. The statement taking will be conducted in a way that enables the Commission to reach out to all parts of Solomon Islands society and captures the experiences of the population, including specific groups such as women and children. Statement taking is, therefore, considered to be one of the core activities of the TRC. This data model will answer the questions: Who did what to whom?. It has the ability to identify and make a systematic record of violent acts: type of act, victims, perpetrators, places and dates.

Statement taking will serve multiple purposes. It will provide methodologically sound data for the TRC's final report, it will honour the individual's experience, and it will promote healing and reconciliation. The process of statement taking will therefore in addition to documenting the period of history of Solomon Islands that is laid out in the TRC Act and providing the basis for analysis, will also give a voice to individual experience in a way that restores human dignity.

##### 1. **b. Objectives:**

- Estimate the magnitude of the conflict: number of victims
- Estimate the responsibility of the armed actors in the conflict
- Reconstruct patterns and structures of HR violations
- Identify the victim's profiles
- Identify individual victims and specific events of violence

##### 1. **c. Target: general/by areas**

The TRC has set a target of 5,000 statements. Of these statements, the TRC aims to have 50% of statements taken to come from women and 30% of statements taken to come from youth.

### **Guadalcanal**

<u>Area</u>	<u>%</u>	<u>No.</u>
Honiara	50%	900
Gheana	10%	180
Tasimauroi	20%	360
Bolomona	10%	180
Tasimate	10%	180
TOTAL	100%	1800

### **Malaita**

<u>Area</u>	<u>%</u>	<u>No.</u>
Northern	30%	540
Central	30%	540
Eastern	30%	540
Southern	10%	180
TOTAL	100%	1800

### **Western Islands**

<u>Area</u>	<u>%</u>	<u>No.</u>
Gizo	30%	330
Noro	30%	330
New Georgia	10%	110
Vella Lavella	10%	110
Choiseul	10%	110
Shortlands	10%	110
TOTAL	100%	1100
Isabel	100%	100
Makira	100%	200

#### **1. d. Focus: period 1998 – 2003**

The Solomon Islands gained independence from Britain in 1978, and successive governments struggled to unite the country and develop a sense of national identity. Twenty years after independence, violence erupted in Guadalcanal, where disputes over land ownership caused thousands to be displaced. Conflicts continued during a period now called “the tensions,” from 1998 to 2003.

Although two peace accords were signed in June 1999 and October 2000 respectively, the conflict worsened. On 5 June 2000, militant groups took control of the police armoury and forced the Prime Minister to resign at gunpoint. In October 2000, the Townsville Peace was signed, brokered by the governments of Australia and New Zealand. The peace agreement included provisions for a weapons amnesty, demilitarisation, a reconciliation process, compensation for victims, as well as increased provincial autonomy. Despite the Agreement, the security situation worsened with the police unable to control armed groups. The violence soon led to increased criminality including beatings, arson, kidnapping, looting, torture, rape and extrajudicial detentions.

By early 2003, the Solomon Islands was in serious danger of becoming a failed state, with the government unable to carry out its duties due to the influence of armed men and groups.

Commerce had collapsed, and the streets were largely ruled by force. On 23<sup>rd</sup> July 2003 the Regional Assistance Mission for Solomon Islands (RAMSI), a multinational police-centred force organized by Australia, arrived in the country at the government’s invitation to assist in restoring law and order and rebuilding the country’s institutions.

In article 5, the TRC Act states that one of the ways the Commission will promote national unity and reconciliation will be by, “examining the nature, antecedents, root causes, accountability or responsibility for and the extent of the impact on human rights violations or abuses which occurred between 1st January 1998 and 23rd July 2003, including the destruction of property, deprivation of rights to own property and the right to settle and make a living”.

The focus of the TRC will therefore be on the time period between 1998 and 2003, however as the TRC is mandated to look at root causes and antecedents, as well as sectoral impacts (see article 5(1)(c)), it will be necessary to consider events and issues outside this 5 ½ year period in order to explain the tensions.

**1. e. Hypothesis**

Phase One: Displacement - Yandina Raid; SIPL; Harold Keke (Land tensions; Bougainville Conflict leading to organisation of IFM; Political tensions) (displacement)

Phase Two: Retaliation (Malaita youth – vigilante groups; regional affiliation; language groups); Business (Honiara) Chinese (property destruction, torture, rape – retaliation type violations)

Phase Three: State anarchy; MEF more organized (how did they become more organized?); government over thrown, new election; compensation given to MEF who were ‘representing the displaced people’ (robbery, looting – violation representing economic phase) Lawlessness / common crimes - October 2000 TPA signed (between MEF and IFM not GLF – Keke’s group) but still MEF continued to steal property etc. Keke started to bring together his own people – GLF –some wanted peace agreement upheld, and others led by Keke didn’t want it. MEF and RSIPF joined to try and get Keke.

**Triggers of the conflict**

- 1. Land disputes between communities
- 2. GRA Organization = Beginning of the violence in 1998.

(Bougainville Precedent)

- 1. Political Disputes (opposition vs. Government)

<b>PHASES</b>	<b>VIOLATIONS</b>	<b>NATURE</b>
1. <b>1. Forced displacement of Malaitan settlers</b>	<b>Forced displacement</b> <b>Destruction of property</b>	<b>Politicized Violence</b>
1. <b>2. Retaliation from</b>	<b>Murder/Killings</b>	

<b>Malaitan Groups</b>	<b>Torture</b> <b>Sexual Violence</b> <b>Property destruction</b>	
<b>TOTAL COLLAPSE OF THE STATE</b>		
<b>1. 3. Chaos + Anarchy</b>	<b>Looting</b> <b>Intimidation</b> <b>Racketeering</b>	<b>Privatized</b>
<b>RAMSI ARRIVES</b>		

### 1. f. Basic Principles

Statement taking is an important part of building the truth of the nation. Statement taking will also give victims the opportunity to speak and be heard. Every person has the right to make a statement to the TRC about issues relating to its mandate. The TRC will endeavour to hear from all those people who wish to provide statements, however due to limited resources and time this may not always be possible. Every effort will be made to ensure the TRC receives statements from as many people as possible.

#### i. Accuracy and Standardization

The information collected needs to be **comparable, standardised** and **representative** of what people tell the Commission.

The statement takers should be aware that they will be collecting the bulk of information for analysis and reporting, for which responsibility should be taken. The quality of the information gathered through the interview determines what the TRC is going to learn from the statement taking process.

Statement takers must never argue about facts or other details with the statement givers. The job of the statement taker is to record what has been said, not analyse the accuracy of the information being given.

The statement takers should be aware that standardized data collection procedures and processes are necessary if information from different regions is to be collated and compared. Statement takers must follow procedures outlined for statement taking.

#### ii. Confidentiality

The statement takers must respect the confidentiality of information provided by statement givers. This means that no TRC employee is permitted to disclose any information contained in TRC records. This includes information about any events described in those records, or personal details about those who provided it. Information may only be released by Commissioners or designated staff; and access to TRC records by employees whose job descriptions do not authorize such access will be only with the permission of Commissioners.

According to article 6(3) of the TRC Act, the Commission has discretion to permit people to provide information on a confidential basis. Confidentiality is the prerogative of the Commission and the Commission has decided to extend this protection to all who require it. As such, everyone providing a statement will sign a consent form prior to providing any information. By signing a consent form, the statement giver agrees that the TRC can use the information in any way as long as it is consistent with the TRC mandate and principles of confidentiality.

Statement givers will be entitled to have the information they provide treated confidentially by all members of the TRC where it is provided confidentially and where it is clear to the Commission that it should be confidential. If a statement giver wishes to give information on a confidential basis, the TRC will ensure that such information is never used in such a way as to permit identification, either directly, or indirectly. The information of statement givers will only be accessible to those employees who require the information to perform their tasks.

Statement takers should be aware of the TRC's *Confidentiality Policy* and must, at all times, act in accordance with it. The sanctions as set out in the *Confidentiality Policy* will be applied to anyone who does not respect the level of confidentiality request by the participant.

According to the *Confidentiality Policy*, a breach of confidentiality will result in the following:

- i. one warning (from the persons supervisor)
- ii. dismissal for any further breaches (agreed to by the direct supervisor, and their supervisor. In the event that the supervisor is in fact the Commissioners, such a decision will require the agreement of two Commissioners. In the event that person is a Commissioner, the decision will be made by a quorum as set out in the TRC Act)

A serious breach of confidentiality will result in immediate dismissal without warning. A serious breach is one that is deliberate. This will be determined by the person's direct supervisor and the supervisor's supervisor (or two commissioners or a quorum – as above).

### **iii. Impartiality and objectivity** [\[MSOffice1\]](#)

The statement takers must keep in mind that the TRC is an independent and impartial body, and it does not favor any party or institution. Violations and/ or abuses by all parties should be addressed and investigated with equal thoroughness. Each interview should be approached with an attitude of impartiality, statement takers affiliations must not interfere with that process. Under no circumstances may a former militant be a statement taker.

### **iv. Sensitivity and integrity**

When interviewing, the statement takers should be sensitive to the suffering which an individual may have experienced, and to the need to give time to the statement giver to tell his/ her story. Statement takers must be empathetic and must be particularly sensitive to problems of re-traumatization.

### **v. Gender balance**

Women should be able to give statements to women and the onus is on the TRC staff to provide this rather than on the statement givers to request it. Women, like all statement givers, should be reminded that they are permitted to bring a support person with them to be present during the interview if they wish. As with all statement givers, women should be encouraged to tell their own story as well as stories about husbands, children and other close family and friends.

#### **vi. Language**

As Solomon Islands is a country made up of over 100 languages, wherever possible, people should be able to provide statements in their local language, however, the TRC notes that in some cases this may not be possible. If it is not possible, in some instances the use of interpreters may be appropriate.

#### **vii. Professionalism**

The statement takers should approach each task with a professional manner, by being diligent and competent.

#### **viii. Anonymity**

A person *cannot* give information to the TRC anonymously. If a person decides to come forward and give information, in particular a statement, to the TRC they must provide personal details. That information will be kept confidentially within the TRC as per the consent form and the TRC confidentiality policy.

#### **ix. Misleading information**

It is an offence to provide false or misleading information to the TRC. Article 9(2) of the TRC Act states: [a]ny person who willfully obstructs or otherwise interferes with or fails to comply with any direction of the Commission... commits an offence and shall be liable on conviction to a fine not exceeding one thousand dollars or a term of imprisonment not exceeding one year or to both such fine and imprisonment.

##### **1. 2. *Human Rights violations and abuses definitions***

At article 5(1)(b), the TRC Act refers to “human rights violations or abuses”.

For the time being, as the TRC is not a court, it is not necessary to adhere to strict legal definitions of human rights violations and abuses. It is more relevant to gather as much data as possible relating to broadly defined human rights violations and abuses and then later, at the time of writing the final report, this information can be synthesized bearing in mind some of the complications outlined above.

The following definitions will be used for specific HR violations and abuses:

##### **1. a. Forced displacement**

People who were forced to leave their homes due to direct threats or by violent means at anytime between 1<sup>st</sup> January 1998 and 23<sup>rd</sup> July 2003.

Forced displacement will be counted by household. A household is defined as people who lived together in the same house when the event happened.

#### **1. b. Killing**

A person who has died as a consequence of a violent event related to the tensions between 1<sup>st</sup> January 1998 and 23 July 2003.

It is very important to record the circumstances of this so as to be able to distinguish between a murder and a killing. A killing in the context of combat is not always a violation. The distinction will be made by those performing data entry.

#### **1. c. Torture and IDT**

An act of inflicting severe physical pain and/ or injuries to a victim who is under the control of the perpetrator.

#### **1. d. Sexual violence**

This can be directed at anyone and by anyone and includes rape, forced sexual relations of any kind and forced nudity.

#### **1. e. Property Rights Violations**

Loss or destruction of property will be counted by household. It includes the following acts occurring between 1<sup>st</sup> January 1998 and 23<sup>rd</sup> July 2003:

- Destruction or arson of a house
- Destruction or arson of a shop or business
- Loss of livestock or farm
- Robbery/ looting of house, shop or business
- Loss of vehicle, engine, machinery or boat

#### **1. f. Abduction, Kidnapping, Illegal Detention**

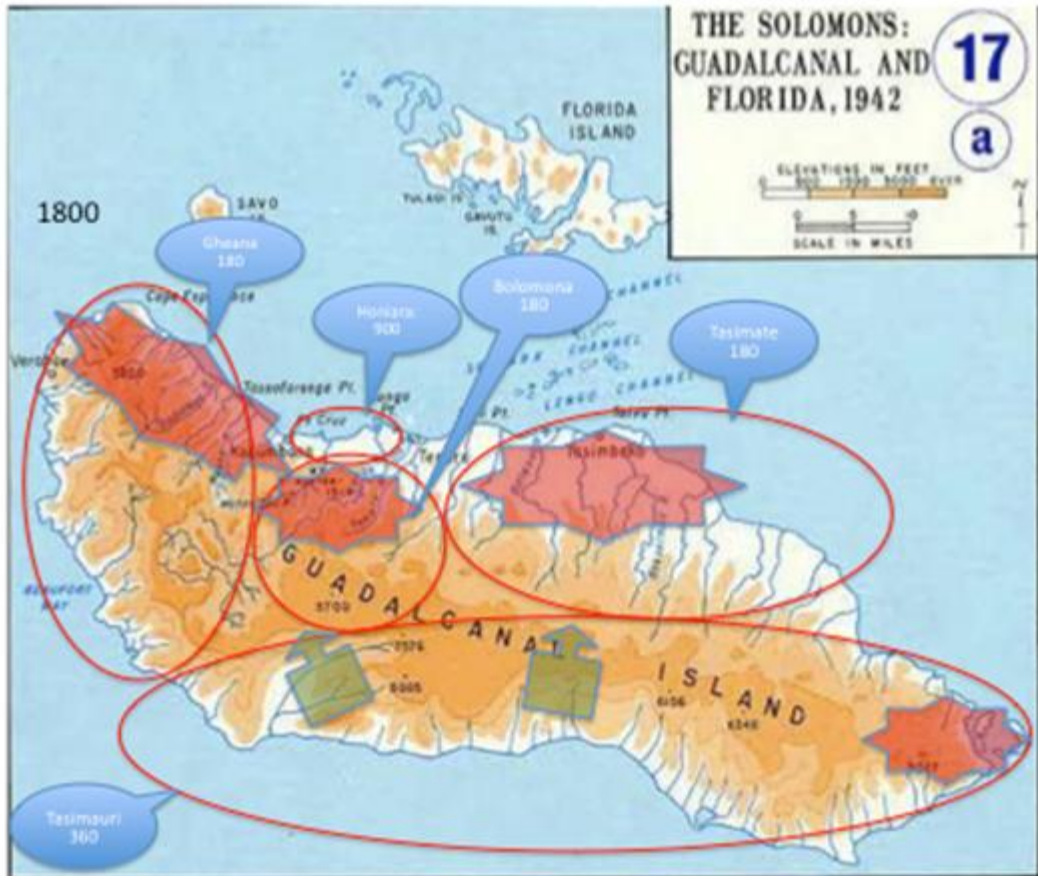
This includes victims who have been forcibly or illegally deprived of their freedom by a perpetrator.

#### **1. g. Missing or disappeared**

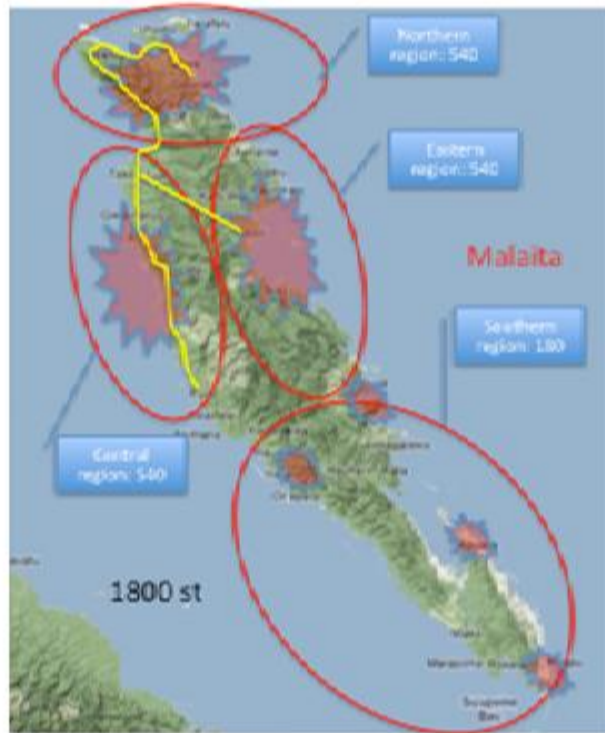
This includes someone who is missing or has disappeared as a direct consequence of the tensions and nobody knows his or her current location.

#### **1. 3. Deployment Plan**

##### **1. a. Conflict map**



1. b. Deployment Planning





See section on targets above.

Sample deployment plan:

Region: Guadalcanal

Sub Region: Gheana

Village	Date 1st visit	Contacts	Accommodation	Scheduled dates for ST	ST assigned team	Target interviews	Comments
Visited by...							

1. 4.

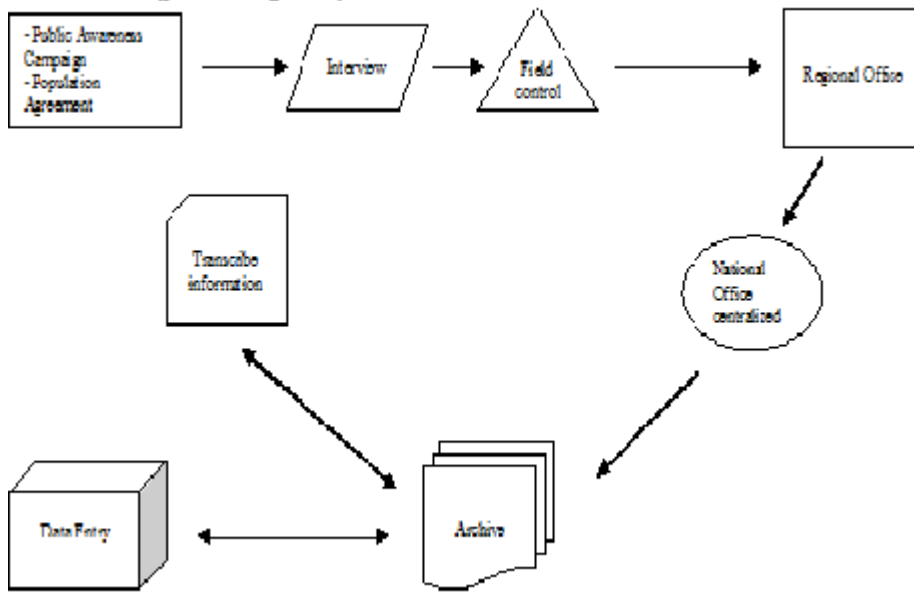
Regional  
Office

- Public Awareness Campaign

- Population Agreement

3. *Process (flow diagram)*

**1. Process (flow diagram)**



1. a

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**Preparation - field worker team**

In preparation for the

TRC starting its work in the provinces, the regional office will need to undertake a public awareness campaign. In addition the regional office will need to liaise with the community leaders and chiefs, as well as the general population to explain and organize statement taking.

**i. Public Awareness Campaign**

Upon setting up the regional office, it will be important to ensure communities know the TRC is there and understand the work of the TRC and their role in it. The regional office should begin its public awareness campaign using all forms of media- TRC posters, stickers, leaflet, radio announcements etc. The Communications and Information Program of the TRC will prepare and implement a communications strategy for the statement taking team.

## **ii. Agreement of leaders**

As part of setting up the regional office, the Regional Manager should arrange a meeting with the community leaders and chiefs to explain the work of the TRC, the role of statement taking and the process of statement taking. The Regional Manger should obtain the permission and support of the community leaders before undertaking work in the community.

## **iii. Agreement of population: time and place**

It is important that the regional office also invite the community to meet to learn more about the TRC and the statement taking process and methodology. The TRC team should agree with community when (a specific set of dates for each village) and how they will be doing statement taking (either from house to house, or in one set private location).

In addition to establishing a time and place for statement taking, this is also a good opportunity to communicate any information that can help prepare statement takers and statement givers. For example, how long the statement taking will last, that statement givers are allowed to bring a support person with them if they wish to, what languages the statement takers speak so that a translator can be arranged in advance if needed.

### **1. b. Interviews –statement taking team**

Once the community has been consulted and a time and date established for the interviews, the next step will be the interview itself. See section 6(i) for basic tips for interviews

### **1. c. Supervision– control in the field**

There will be a designated team leader in the statement taking team. This team leader will be selected by the regional manger in advance.

The statement taker team leader is responsible for ensuring statement takers follow the statement taking guidelines. The team leader will ensure:

- All statement taking forms have a unique identification number
- All statement taking forms are completed correctly (if there is any missing information the form should be returned to the statement taker for completion before the team leaves the area)
- All additional materials (e.g **ALL** Extra sheets of paper, cassettes) are clearly marked with the unique statement identification number
- All statements and additional materials are placed in sealed envelope marked with the unique statement id.

- All statement givers receive the letter from the Chair of the TRC thanking them for their participation.

- Keep a log book (control form) of all completed statements (includes basic info such as statement id, statement taker name, place take, date taken, sex/age of statement giver)

This supervision is very important because if there is something to correct, the team leader must make sure the statement taker goes back to the statement giver and corrects it before leaving the village.

#### **1. d. Control in the Regional Office**

The regional manager will collect all the envelopes each week and fill in a form where the following information will be summarized: the number of envelopes and the percentage of statements taken from women and youth up until that point. A copy of this form will be sent to the national office along with all the envelopes. A person will be designated to personally transport all the material to the national office once a month.

#### **1. e. Supervision by the Statement Taking Coordinator**

The statement taking coordinator will travel to each regional office once every two months to ensure everything is running as it should be and to make corrections if needed. The statement taking coordinator will plan with the regional manager how to ensure the targets of 50% women and 30% youth are met.

#### **1. f. Reception national office and organized**

The statement taking coordinator will keep track to ensure the targets of 50% women and the 30% youth are met. If they are not being met, the statement taking coordinator will contact with the relevant regional manager to devise a plan on how to meet the targets.

Immediately upon receiving the envelopes, the statement taking coordinator will distribute them for transcription, archiving, coding and data entry.

#### **i. Archive**

The archive people are responsible for archiving all the materials and for distributing the materials to the relevant people – tapes to the typists for transcription, and statement taking forms and transcriptions to the data entry people.

Once all the material is returned to the archiving people, all statements and statement taking material must be archived properly following the archiving procedures.

The most important thing is that the archives are secure and protect the confidentiality of people giving statements.

#### **i. Transcribe**

The transcriber will receive the tapes from the archive section and put the same number that is on the tape onto a visible part of the document into which they are transcribing the information.

The typists should understand a variety of languages (criteria to select the five persons) as well as being fluent in English as they will need to type the statement in English.

When the transcription is finished, the transcriber must give the tapes back to the archive person and send the transcription to the archive person via secure TRC email. The transcriber must put his/her name on the document and the date in case there are any queries. The transcriber must enter the statement into a control book.

## **ii. Coding and Data Entry**

All the information in the statements and transcriptions should be coded and entered into the database.

### **1. 5. *Role and Responsibilities***

Goal: 5,000 statements

Resources:

- Statement takers (24)
- Analysts (coding)
- Transcription

Management staff:

- Head of Research
- ST coordinator
- Regional coordinator

Analysis:

- Head of analysis
- Deputy
- Database manager
- Coder's supervision

Support team:

- Secretary

- Logistics

- Archiving

### 1. a. Statement Taking Coordinator

Duties – The statement taking coordinator is responsible for overseeing the entire statement taking process. The statement taking coordinator will need to visit the regional offices regularly (every two months) to ensure the statement taking is being done as expected and to answer any questions. The statement taking coordinator will need to identify quickly from the material being provided by the regional office if there are any misunderstandings or gaps in the statement taking and he/she will need to address this with the manager immediately. Before going to the field, meetings should be held with the data entry team who will provide feedback about problems they have encountered during the data entry process - either specific to a particular statement (unclear narrative) or statement taker or more general (hand-writing, incomplete data etc.). Data people must keep log books with this sort of information to provide feedback to the statement takers.

The statement taking coordinator will need to assist the regional manager in making sure the targets are being filled to ensure 50% of statements come from women and 30% for youth. This does not mean turning men away, or older people, it will mean making sure efforts are made to help women and youth to come forward.

The statement taking coordinator is responsible for telling the regional manager if the statement takers in each office are not filling in the control form accurately or not labeling all the statement taking material appropriately.

Training – With regards to the statement taking activities, statement taking coordinator will be trained with the statement takers. They will all undergo a five day training.

The statement taking coordinator will also be responsible for identifying any training needs, for example is there is a turn-over of statement takers or if the statement taker coordinator sees areas of the statement taking process that need strengthening/refreshing.

Support - Statement takers and regional managers will be dealing on a continuing basis with the tragedies that were experienced during the tensions. This may place considerable pressure on the statement takers who are likely to work long hours, due in part to the short timeframe for obtaining statements. The statement taking coordinator should be aware of this and should be able to appropriately support the regional manager in dealing with such issues. The statement taking team will rely on the support structures set up by the Victim Support Unit.

### 1. b. Regional Office Manager

Duties – The regional manager will have many duties that relate to all the different areas of work in which the TRC is involved. The role of the regional manager in respect of statement taking is to supervise the statement takers in his/ her region. Regional managers are expected to liaise with the police and the Chiefs in each province to raise awareness about the TRC and statement taking and ensure the communities are aware of the presence and the safety of their statement taking teams.

The regional manager will be expected to make all the necessary provisions (eg the room being used is available). The regional manager must ensure all the material the statement takers require is available (eg tape recorders, batteries, statement taking forms, control forms, consent forms, forms for those who do not fit within the mandate, pens, paper, identification stickers, envelope, personal identification badge, TRC t-shirt, etc).

The regional manager is responsible for ensuring the targets are being filled to ensure 50% of statements come from women and 30% for youth. This does not mean turning men away, or older people, it will mean making sure efforts are made to help women and youth to come forward.

The regional manager will be responsible for scheduling the statement takers work hours with them and for ensuring that the appropriate statement takers are matched with people wanting to give statements (for example, female statement taker with female statement giver).

The regional manager must make sure the statement taker fills in the control form accurately and labels all the statement taking material appropriately. The regional manager will collect all the envelopes with the statement taking data from the statement taker team leader daily if they are close to the regional office otherwise on return from a field visit. The regional manager must ensure that all the required information is present. The regional manager will be responsible for filling in a supervisor's form so as to keep a complete record of all the statements taken in his/her region. The regional manager will send the statement envelopes with someone to be hand delivered to the national TRC office every month. The regional manager will also send with these envelopes a copy of the control form filled in by the regional manager. FORM#004

Training – With regards to the statement taking activities, Regional Managers will be trained with the statement taking coordinator and statement takers. Prior to deployment, they will all undergo a five day training.

Support - Statement takers will be dealing on a continuing basis with the tragedies that were experienced during the tensions. This may place considerable pressure on them especially as they are likely to work long hours, due in part to the short timeframe for obtaining statements. The Regional Manager should be trained by the victim support unit to be able to appropriately support the statement takers and should consult the victim support unit if any difficult situations are encountered.

### **1. c. Statement takers**

Qualifications - Only TRC staff are authorized to take statements on behalf of the Commission. The hiring policy for statement takers will reflect gender balance. Statement takers will be hired from the region in which they live and will take statements for the Commission in this region. Statement takers will be people with whom the TRC anticipates the statement givers will feel comfortable speaking. (any exclusion criteria?)

The following is a list of criteria for all statement takers:

- Reading and writing skills
- High education

- Follow instructions well
- Excellent communication skills
- Goal oriented people
- Knowledge of local language (if possible)
- Physical fitness

Duties – Statement takers will be expected to assist the regional manager and field workers arrange interview times and dates and communicate these with statement givers. They will be expected to ensure all the necessary provisions are made (eg the room being used is available). Statement takers must ensure they have all the material they require (eg statement taking diary, tape recorder, battery, statement taking forms, control forms, consent forms, forms for those who do not fit within the mandate, envelope, pen, paper, identification sticker, personal identification badge, TRC t-shirt, etc).

For each interview the statement taker does, he/she is required to fill in a control form. A control form is to help the TRC keep track of the number of interviews conducted in each province and to record basic information about the interview process - how long it took, what language was used, if any other documents are available to the TRC and what they are. Some parts of the control form need to be completed before the interview begins and some parts when it is finished. As part of the control form, the statement taker is required to allocate an identification number to the statement.

Statement takers will be responsible for conducting the interview in the manner prescribed by the statement taking guidelines and for carefully filling in the statement taking form. The statement taker will also need to fill in a control form, and ensure the statement giver fills in and signs a consent form. At the end of the interview, the statement taker is responsible for labeling all the information/ forms/ tapes. Every statement has a sticker with a unique number on it that should be the same as the one stuck on the tapes used during the interview, the control form, the consent form and the envelope that will then contain all these documents. Once all these documents are completed and labeled, the statement taker must place them in an envelope and pass all the envelopes they have compiled to the statement taker team leader at the end of each day. After each interview, the statement taker is also obliged to fill in the statement taking diary which he/she keeps as a record of all interviews he/she has done.

Training - Statement takers will be trained to explain the process of statement taking carefully to statement givers. Prior to deployment, regional managers, the statement taking coordinator and statement takers will all undergo a five day training.

Support - Statement takers will be dealing on a continuing basis with the tragedies that were experienced during the tensions. This may place considerable pressure on the statement takers who are likely to work long hours, due in part to the short timeframe for obtaining statements. Therefore, statement takers will also receive some training during their orientation workshop on how to take care of themselves throughout the process. The victim support unit will assist statement takers if they have any problems during their time working for the TRC.

#### 1. d. Transcribers

Duties – Transcribers will receive the tapes from the statement taking coordinator and will be responsible for typing up the information on the tapes. The transcriber must identify the document they have typed up using the same identification number as is on all the documents from that envelope.

Transcribers will send what they have transcribed (via secure TRC email) to the archive person and give the tape to the archive person, and another copy of the document.

Qualifications – Transcribers must understand at least X languages so that they are familiar with the majority of languages used by the people giving statements. They must be fluent in English.

Training- Transcribers will receive basic training about the TRC as well as the statement taking process.

#### 1. e. Archive

Duties – The archivists are responsible for archiving all the material given to them safely and securely and consistently with the archiving procedure.

#### 1. f. Coding/ Data Entry

Duties– These people are responsible for entering data, as it has been coded into the data base.

#### 1. 6. *The Interviews: modality*

**Divide interview into three phases:**

- i. Informed consent
- ii. Non-structured interview – tell story and interviewers take note on victims
- iii. Structured interview – “you have told us about... when, who, where etc”

#### **Interview**

##### 1. 1. Informed consent

Explaining the mandate

Explaining what the TRC will do/can't do

Explaining the implication of giving a statement ie how the statement will be used

Ask for authorization

Permission to tape

##### 1. 2. Telling the story

## Guiding questions

What do you want to tell us?

What happened?

Who did what to whom, when, where, how

### **Outcome:**

A) Preliminary list of individuals named in the interview – Victims and Perpetrators.

B) First idea of violent events – places, dates, victims and perpetrators

#### **1. b. Practical tips**

Some basic principles to be adhered to during the interview are as follows:

- The statement taker should not interrupt as there will be time for the statement taker to clarify any confusion after the statement taker has told his/ her story.
- The statement taker must never try to correct or disagree with any information provided by the statement giver.
- The statement giver must make sure he or she listens when the statement giver is speaking and he or she must make it clear that he or she is listening through his or her body language.
- If the statement taker is emotional, stop and allow him or her time to recover. Be empathetic.

#### **1. 7. Training: 5 days, contents:**

1. **a. TRC mandate**
2. **b. S.T. Policy**
3. **c. HR and abuses**
4. **d. Women**
5. **e. Deployment Plan**
6. **f. The S.T. Form**
7. **g. Each form**
8. **h. How to used the Statement Taking Diary**
9. **i. Interview tips**

#### **1. 8. S.T. KIT**

1. **a. Identification (photo identification card, t-shirt)**
2. **b. Forms**
3. **c. Envelopes**
4. **d. Stickers**
5. **e. Statement Taking Diary**
6. **f. Tape recorder, batteries, cassettes**

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