



Australian Government

Assessment Requirements for CSCORG005 Conduct interviews

Release: 1

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Modification History

Release	Comments
1	These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- using the following communication techniques:
 - listening
 - questioning to confirm understanding and elicit information
 - reflecting and summarising
 - establishing rapport
 - negotiating
- remaining calm in difficult and uncertain situations
- making relevant referrals and responses

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- organisational policies and procedures related to conducting and documenting interviews
- principles and methods of effective interviewing
- principles of managing conflict
- contingencies for unexpected behaviour and responses
- discriminative language
- barriers to effective communication

Assessment Conditions

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual when conducting interviews.

This unit has been identified by industry as suitable for holistic assessment with:

- CSCORG002 Communicate effectively
- CSCORG003 Prepare reports
- CSCOFM008 Supervise offenders
- CSCOFM012 Process offender induction

Refer to advice in the [CSC Assessment Guide](#)

<http://www.govskills.com.au/guides/correctional-services/assessment-guide>.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

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