Australian Government

Assessment Requirements for CSCORG029 Conduct interviews

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 3.0

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least two occasions and include:

- using effective communication strategies to conduct an interview with two different individuals
- questioning relevant parties to confirm understanding and elicit information
- remaining calm in difficult and uncertain situations
- assessing key issues
- making relevant referrals and responses
- accurately completing all relevant documentation
- building trust and positive relationships with relevant individuals.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

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

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations and interviews must be conducted with real people. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions, notwithstanding; interviews must be

conducted with real people.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations and/or role playing
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde