



Australian Government

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

Application

This unit involves the skills and knowledge required to conduct interviews in a corrections environment.

It includes the skills required to plan and conduct an interview and implement interview outcomes within scope of own role.

This unit applies to those working in both generalist and specialist roles from the range of occupational areas employed in correctional services. For this reason, the unit may be significantly customised, particularly in the assessment of knowledge, based on different organisational, sector and locational requirements. Those undertaking this unit generally work independently, drawing upon support from familiar resources.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Organisational administration and management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Plan an interview

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Identify relevant parties to be involved in the interview

- 1.2 Negotiate and confirm purpose and objectives of interview with involved parties
 - 1.3 Check and confirm all relevant information from different information sources
 - 1.4 Select an appropriate interview location that provides privacy and the confidence to speak freely
 - 1.5 Notify the necessary participants of the venue, time and objectives of the interview
- 2 **Conduct an interview**
 - 2.1 Use interview techniques appropriately and document outcomes in required format
 - 2.2 Use communication methods that encourage cooperation and exchange of information relevant to the purpose of the interview
 - 2.3 Deal constructively with negative responses and manage conflict
 - 2.4 Adapt communication methods to suit individual needs
 - 2.5 Observe behaviour and responses and use questioning to determine emotions and areas of concern
 - 2.6 Take appropriate action according to observed behaviour and responses
 - 2.7 Provide support to people being interviewed to encourage them to manage their own issues
 - 2.8 Promote free speech by encouraging individuals to express their opinions
- 3 **Implement interview outcomes**
 - 3.1 Determine key issues, concerns and actions to be taken
 - 3.2 Deliver responses which are consistent with the nature of the issues
 - 3.3 Refer individuals to relevant services, support people or agencies
 - 3.4 Implement responses and provide feedback to relevant parties to support achievement of the interview objectives

- 3.5 Observe reactions and responses and document in accordance with workplace policies and procedures
- 3.6 Provide suitable encouragement or direction to reinforce options for support and positive progress
- 3.7 Assess outcome of interview and determine further actions
- 3.8 Document, report and record the outcomes in accordance with legislative requirements and organisational procedures

Foundation Skills

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCORG005 Conduct interviews.

Links

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