



Australian Government

DEFDPL019 Obtain information from a client

Release: 1

DEFDPL019 Obtain information from a client

Modification History

Release 1. This is the first release of this unit of competency in the DEF Defence Training Package.

Application

This unit describes the skills and knowledge required to obtain information from a client within a Defence legal environment. This includes understanding Defence military law and the impact on disciplinary law and administrative law issues.

It includes preparing background material, obtaining information from a client and finalising the matter according to legal office instructions.

This unit applies to Defence personnel who are required to provide paralegal support services.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Persons undertaking this unit work independently and as part of a team, and perform routine tasks. They work with direct supervision and apply known solutions to a variety of predictable problems.

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

Pre-requisite Unit

Not applicable.

Competency Field

Defence Paralegal Operations.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

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|--------------------------------------|--|
| 1 Prepare background material | 1.1 Clarify with instructing legal officer, the nature of client needs and legal matter

1.2 Review and analyse background material in accordance with matter requirements

1.3 Open new client and matter file, as required, in accordance with organisational legal procedures |
| 2 Obtain client information | 2.1 Contact client to gather required information in accordance with organisational and legal procedures

2.2 Outline legal limits of own responsibility clearly to client and establish mutual expectations in accordance with operational guidelines

2.3 Use appropriate communication techniques to obtain required information from client

2.4 Record client information in accordance with legal requirements and review with instructing legal officer |
| 3 Finalise matter | 3.1 Provide notice to client regarding outcome of legal matter in accordance with operational legal requirements

3.2 Finalise documents in accordance with organisational procedures

3.3 Store and secure relevant records in accordance with organisational procedures |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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 DEF Defence Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to DEFDPL008 Obtain information from a client.

Links

Companion Volume Implementation Guides are found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6bdbab1e-11ed-4bc9-9cba-9e1a55d4e4a9>