



**Australian Government**

# **PSPGSD015 Conduct government service delivery interviews**

**Release: 1**

# PSPGSD015 Conduct government service delivery interviews

## Modification History

Supersedes and is equivalent to PSPGSD003 Conduct government service delivery interviews.

## Application

This unit describes the performance outcomes, skills and knowledge required to conduct interviews relating to government service delivery.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit work independently, performing routine tasks in a familiar context.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

## Pre-requisite Unit

Nil

## Competency Field

Government service delivery

## Elements and Performance Criteria

### ELEMENTS

*Elements describe the essential outcomes*

1. Conduct interviews.

### PERFORMANCE CRITERIA

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

- 1.1. Gather and review existing information in preparation for interview.
- 1.2. Discuss and adhere to required meeting structures, timeframes and protocols.
- 1.3. Use communication strategies and questioning techniques to obtain information from interviewee.
- 1.4. Use problem-solving skills to test and confirm the reliability of the information provided, and review and clarify information to ensure its relevance and sufficiency.
- 1.5. Communicate outcomes of interactions with interviewees.

2. Ensure compliance.
- 2.1. Identify and explain legislative requirements and entitlements in language the interviewee can understand.
  - 2.2. Explain consequences of non-compliance.
  - 2.3. Confirm interviewees' understanding of compliance requirements and the consequences of non-compliance and clarify any issues.
  - 2.4. Refer to more senior staff if interviewees do not accept and comply with legislative requirements.
  - 2.5. Maintain records of interviews in accordance with organisational procedures.

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

### DESCRIPTION

#### SKILLS

- |                               |                                                                                                                                                                                                                                                                                                    |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Writing skills to:            | <ul style="list-style-type: none"><li>• document factual record of interview.</li></ul>                                                                                                                                                                                                            |
| Oral communication skills to: | <ul style="list-style-type: none"><li>• ask open and closed questions to gather and confirm information from interviewee</li><li>• participate in a variety of spoken exchanges with others using clear and direct language to convey, request and confirm understanding of information.</li></ul> |
| Numeracy skills to:           | <ul style="list-style-type: none"><li>• apply entitlement information within compliance frameworks</li><li>• manage timeframes effectively.</li></ul>                                                                                                                                              |
| Problem-solving skills to:    | <ul style="list-style-type: none"><li>• identify verbal and non-verbal signs of conflict or aggression and misunderstanding.</li></ul>                                                                                                                                                             |
| Technology skills to:         | <ul style="list-style-type: none"><li>• use main features and functions of technology and software programs to complete work tasks.</li></ul>                                                                                                                                                      |

## Unit Mapping Information

Supersedes and is equivalent to PSPGSD003 Conduct government service delivery interviews.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>