



Australian Government

PSPREG012 Gather information through interviews

Release: 1

PSPREG012 Gather information through interviews

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPREG411A Gather information through interviews.</p> <ul style="list-style-type: none"> • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to gather information through interviews. It includes preparing for and conducting interviews and reviewing and correlating information.

This unit applies to those working in regulatory roles within the public sector involved in information gathering through interviews.

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.

Those undertaking this unit would work independently as part of a team, performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

Regulatory

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. Prepare for interview	<p>1.1 Determine the need for an interview and establish the context and requirements.</p> <p>1.2 Plan interview to ensure desired outcomes are achieved.</p> <p>1.3 Make interview arrangements.</p> <p>1.4 Prepare materials to be used during the interview.</p> <p>1.5 Seek advice on legislative or administrative issues relating to the conduct of the interview.</p>
2. Conduct interview	<p>2.1 Commence the interview following organisational protocols and comply with legislative requirements.</p> <p>2.2 Conduct interview in a planned manner, with the sequence evident to others who may use the outcomes.</p> <p>2.3 Select and use questions that are relevant, comprehensive, appropriate to the situation and the interviewee and adhere to the rules of evidence.</p> <p>2.4 Use problem solving skills to test, compare and contrast information as it is provided to influence the direction of further questions.</p> <p>2.5 Record information.</p> <p>2.6 Maintain personal conduct and take account of cultural and ethical issues.</p>
3. Review and correlate information	<p>3.1 Review and clarify information to ensure its relevance and sufficiency prior to concluding the interview.</p> <p>3.2 Transcribe information if necessary and deal with sensitive information appropriately.</p> <p>3.3 Conduct detailed analysis and identify and note incomplete and irregular information or followed up in accordance with the nature of the interview.</p> <p>3.4 Confirm behavioural characteristics of significance to the purpose of the interview.</p> <p>3.5 Undertake post-interview activities.</p>

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPREG411A Gather information through interviews.

Links

Companion Volume implementation guides are found in VETNet -

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

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