



Australian Government

PSPREG039 Gather information through interviews

Release: 1

PSPREG039 Gather information through interviews

Modification History

Supersedes and is not equivalent to PSPREG012 Gather information through interviews.

Application

This unit describes the performance outcomes, skills and knowledge required to gather information through interviews.

This unit applies to those working in regulatory roles.

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

Regulatory

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for interview.

PERFORMANCE CRITERIA

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

- 1.1. Determine the need for an interview and establish the context and requirements.
- 1.2. Plan interview to ensure desired outcomes are achieved.
- 1.3. Make interview arrangements.
- 1.4. Prepare materials to be used during the interview.
- 1.5. Seek advice on legislative or administrative issues relating to the conduct of the interview.

2. Conduct interview.
 - 2.1. Commence the interview following organisational protocols and comply with legislative requirements.
 - 2.2. Conduct interview in a planned manner, with the sequence evident to others who may use the outcomes.
 - 2.3. Select and use questions that are relevant, comprehensive, appropriate to the situation and the interviewee and adhere to the rules of evidence.
 - 2.4. Use problem solving skills to test, compare and contrast information as it is provided to influence the direction of further questions.
 - 2.5. Record information according to organisational procedures.
 - 2.6. Maintain personal conduct, following organisational and legal requirements.

3. Review and correlate information.
 - 3.1. Review and clarify information to ensure its relevance and sufficiency prior to concluding the interview.
 - 3.2. Transcribe information and handle sensitive information appropriately.
 - 3.3. Conduct detailed analysis and identify and note incomplete and irregular information or follow up in accordance with the nature of the interview.
 - 3.4. Confirm behavioural characteristics of significance to the purpose of the interview.
 - 3.5. Undertake post-interview activities.

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.

SKILLS	DESCRIPTION
Writing skills to:	<ul style="list-style-type: none"> • prepare interview documentation with accuracy of expression and formality in structure and format.
Oral communication skills to:	<ul style="list-style-type: none"> • engage in exchanges of sometimes complex information.

Unit Mapping Information

Supersedes and is not equivalent to PSPREG012 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>