



Australian Government

CSCORG005 Conduct interviews

Release: 1

CSCORG005 Conduct interviews

Modification History

Release	Comments
1	This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to CSCORG303A Conduct interviews. • PC wording in Element 2 revised

Application

This unit describes the skills required to plan and conduct an interview and implement decisions made as a result of interviews.

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.

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, particularly those related to interaction with offenders.

Those undertaking this unit generally work independently, drawing upon support from familiar resources.

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

Competency Field

Organisational administration and management

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. Plan an interview	1.1 Negotiate and confirm purpose and objectives of interview with involved parties. 1.2 Check and confirm all relevant information from different information sources. 1.3 Select a comfortable interview location that provides privacy and the confidence to speak freely. 1.4 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 the honest 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 moods, emotions and areas of concern. 2.6 Take appropriate action according to observed behaviour and responses. 2.7 Give support to people being interviewed to encourage them to manage their own issues and take personal responsibility.
3. Implement decisions	3.1 Determine what the key issues and concerns are, what action needs to be taken and refer those involved to relevant support people and agencies. 3.2 Deliver responses which are consistent with the nature of the issues and concerns and the degree of urgency and possible risk of harm. 3.3 Give responses and feedback that help achieve the purpose of the interview to key people. 3.4 Check reactions and responses and give suitable encouragement or direction to reinforce options for support and positive progress.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy N/A				
Performance variables																								
1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity									

Further information on ACSF and the foundation skills underpinning this unit can be found in the [Foundation Skills Guide](http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide) <http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCORG303A Conduct interviews.

Links

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

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Assessment Requirements for CSCORG005 Conduct interviews

Modification History

Release	Comments
1	These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- using the following communication techniques:
 - listening
 - questioning to confirm understanding and elicit information
 - reflecting and summarising
 - establishing rapport
 - negotiating
- remaining calm in difficult and uncertain situations
- making relevant referrals and responses

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- organisational policies and procedures related to conducting and documenting interviews
- principles and methods of effective interviewing
- principles of managing conflict
- contingencies for unexpected behaviour and responses
- discriminative language
- barriers to effective communication

Assessment Conditions

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual when conducting interviews.

This unit has been identified by industry as suitable for holistic assessment with:

- CSCORG002 Communicate effectively
- CSCORG003 Prepare reports
- CSCOFM008 Supervise offenders
- CSCOFM012 Process offender induction

Refer to advice in the [CSC Assessment Guide](#)

<http://www.govskills.com.au/guides/correctional-services/assessment-guide>.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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