



Australian Government

CSCORG029 Conduct interviews

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Modification History

N/A

Application

This unit involves the skills and knowledge required to conduct interviews in a corrections environment.

It includes the skills required to plan and conduct an interview and implement interview outcomes within scope of own role.

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

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

Licensing/Regulatory Information

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

Pre-requisite unit(s)

Not applicable.

Competency field(s)

Organisational administration and management

Unit sector(s)

N/A

Elements and Performance Criteria

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

Plan an interview	1 . 1	Identify relevant parties to be involved in the interview
	1 . 2	Negotiate and confirm purpose and objectives of interview with involved parties
	1 . 3	Check and confirm all relevant information from different information sources
	1 . 4	Select an appropriate interview location that provides privacy and the confidence to speak freely
	1 . 5	Notify the necessary participants of the venue, time and objectives of the interview
Conduct an interview	2 . 1	Use interview techniques appropriately and document outcomes in required format
	2 . 2	Use communication methods that encourage cooperation and 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 emotions and areas of concern
	2 . 6	Take appropriate action according to observed behaviour and responses
	2 . 7	Provide support to people being interviewed to encourage them to manage their own issues

		2 . 8	Promote free speech by encouraging individuals to express their opinions
3	Implement interview outcomes	3 . 1	Determine key issues, concerns and actions to be taken
		3 . 2	Deliver responses which are consistent with the nature of the issues
		3 . 3	Refer individuals to relevant services, support people or agencies
		3 . 4	Implement responses and provide feedback to relevant parties to support achievement of the interview objectives
		3 . 5	Observe reactions and responses and document in accordance with workplace policies and procedures
		3 . 6	Provide suitable encouragement or direction to reinforce options for support and positive progress
		3 . 7	Assess outcome of interview and determine further actions
		3 . 8	Document, report and record the outcomes in accordance with legislative requirements and 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 Companion Volume Implementation Guide.

Unit Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
CSCORG029 Conduct interviews	CSCORG005 Conduct interviews	Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 3.0	Equivalent

Assessment Requirements for CSCORG029 Conduct interviews

Modification History

N/A

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least two occasions and include:

- using effective communication strategies to conduct an interview with two different individuals
- questioning relevant parties to confirm understanding and elicit information
- remaining calm in difficult and uncertain situations
- assessing key issues
- making relevant referrals and responses
- accurately completing all relevant documentation
- building trust and positive relationships with relevant individuals.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

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

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations and interviews must be conducted with real people. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions, notwithstanding; interviews must be conducted with real people.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations and/or role playing
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry.

Link

Companion volumes, including implementation guides, are found on the national training register - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baac-47d68dcd2fde>.