



Australian Government

Department of Education, Employment and Workplace Relations

CSCORG303A Conduct interviews

Revision Number: 2

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Modification History

CSCORG303A Release 2: Layout adjusted. Minor revisions to required knowledge.
CSCORG303A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to plan and conduct an interview and to implement decisions based on the exchange of information. The unit covers both formal and informal interviews used to gain and give information for a range of purposes. Interviews will involve both individuals and groups of people.

Application of the Unit

This unit can be applied using a combination of training outcomes and performance in the workplace, with the principal evidence developed through performance in routine work functions in the workplace.

This unit applies to candidates with both general and specialist competencies 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.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

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|--------------------------------|--|
| 1 Plan an interview. | <ul style="list-style-type: none">1.1 Confirm <i>purpose and objectives of interview</i> and negotiate these with those involved.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. | <ul style="list-style-type: none">2.1 Use interview techniques according to <i>organisation policies and procedures</i>.2.2 Use <i>effective communication methods</i> that encourage cooperation and the honest exchange of information relevant to the purpose of the interview.2.3 Deal constructively with negative responses and <i>manage conflict</i>.2.4 Recognise the <i>special needs</i> that some people have which may impact on the interview.2.5 Observe behaviour and responses and use questioning to determine moods, emotions and areas of concern.2.6 Be prepared for possible crises and direct or discharge them in ways that suit the situation.2.7 Give support to people being interviewed to encourage them to manage their own issues and take personal responsibility. |
| 3 Implement decisions. | <ul style="list-style-type: none">3.1 Determine what the <i>key issues and concerns</i> 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 to key people that help achieve the purpose of the interview.3.4 Check reactions and responses and give suitable encouragement or direction to reinforce options for support and positive progress. |

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- oral communication (listening, probing, reflecting, establishing rapport, negotiation and conflict resolution)
- adapting communication methods to suit multilingual persons or persons with limited ability to speak or understand English
- communicating with people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- modifying communication so that the differences between you and people you are communicating with are minimised
- using communication strategies to resolve problems and conflict
- maintaining flexibility
- monitoring communication and behaviour
- maintaining a positive approach
- remaining calm and confident in difficult and uncertain situations
- dealing with issues in a fair and impartial manner
- responding to key issues and priorities according to degree of concern and risks
- giving constructive feedback and support
- making relevant referrals and responses
- challenging unacceptable and discriminatory behaviour in others
- building trust and positive relationships with others.

Required knowledge:

- organisational policies and procedures and relevant statutory requirements that relate to the purpose and outcomes of interviews
- principles and methods of effective interviewing
- principles of effective listening, questioning and interactive communication
- protocols and procedures for communicating with others
- principles of managing conflict
- procedures for the use of interpreters
- relevant cultural practices within the organisation and community
- identification of discriminative language
- organisation's policy and procedures related to communication, reporting protocol and procedures, and security of information
- personal values, own and others, that have an impact on effective communication.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

Assessment will require evidence of candidate's responses in at least four different interview outcomes, including examples of referrals made.

The knowledge requirements of this unit may be assessed off the job, for example in a structured learning process. The performance outcomes of this unit should be assessed ideally in the workplace in routine activities and in conjunction with other units with specific functional focus.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit.

Assessment will be based on evidence from a number of different interviews in a range of (two or more) contexts (or occasions, over time), including:

- interviews with an individual
- interviews with a group
- interviews where you are alone or part of a team
- interviews with people from different cultural backgrounds and with different personal values.

Assessment will require:

- evidence of conducting a range of routine and non-routine interviews
- explanations of how the candidate would have dealt with conflict, lack of cooperation and resistance.

Context of and specific resources for assessment

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
- copies of relevant legislation, policies, procedures and guidelines
- access to appropriate learning and assessment support when required.

Method of assessment

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of interview process
- third-party reports from experienced practitioners
- completion of performance feedback from supervisors and colleagues.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Purpose and objectives of interview can be to determine:

- health and welfare
- behaviour
- case planning and management
- reviews
- referrals
- breaches in bail or sentencing conditions
- intervention required.

Organisation policies and procedures should include:

- information systems and security
- confidentiality and freedom of information
- using sources of information, such as offender database and files
- information reporting and formats
- duty of care and code of conduct
- protection of evidence
- offender assessment and referral
- managing high risk offenders
- emergency response
- awareness of environmental and sustainable practices.

Effective communication methods include:

- questioning techniques, including the use of open questions and careful active listening
- use of language and words to create trust
- checking understanding and agreement
- avoiding discrimination
- using techniques such as reflection and summarising and motivational interviewing
- recognising cultural differences and how they affect communication and understanding
- maintaining the focus and direction of the interaction.

Principles of ***managing conflict*** so that it doesn't create risks include:

- effect of negative and uncooperative behaviour
- effect of provocative language
- defusing aggression
- dealing with active and passive uncooperative behaviour
- cultural differences in creating and responding to conflict and stress
- effects of personal beliefs and values on communication and relationships

Special needs that may impact on the interview include:

- use of interpreters
- recognition of participants' personalities, culture and sensitivities that affect their communication
- use of liaison staff and community representatives
- helping people with reading and writing problems
- effect that some personal conditions have on behaviour and communication
- range of additional services available to people if they need them and the conditions of those services, including specialist staff from inside and outside the organisation.

Key issues and concerns requiring referral can include:

- urgent response to high risk factors
- referral for further formal assessment
- reporting to formal inquiries (courts, parole board, governor's inquiry, and special leave or movements)
- support from specialist agencies
- intervention programs
- case reviews
- changes to conditions and requirements of sentencing.

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Unit Sector(s)

Organisational administration and management.

Competency field

Not applicable.

Co-requisite units

Not applicable.