



Australian Government

Assessment Requirements for DEFDPL019

Obtain information from a client

Release: 1

Assessment Requirements for DEFDPL019 Obtain information from a client

Modification History

Release 1. This is the first release of this unit of competency in the DEF Defence Training Package.

Performance Evidence

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

- analysing information to determine scope and timeframe of request
- communicating effectively with client and legal officer on legal matters in accordance with organisational requirements to obtain relevant information
- establishing expectations of the level of assistance, response and timeframes with the client
- filing and maintaining records in accordance with Defence policy
- preparing and determining supplementary information under instruction of the legal officer
- preparing and processing outcome documents related to the matter
- undertaking research for background information on the matter to determine further lines of enquiry or requests for additional documents from the client.

Knowledge Evidence

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

- communication techniques, including questioning methods
- range of legal assistance available to Australian Defence organisation staff
- records management in accordance with Defence policy
- relevant legal practices and procedures mandated by Defence
- relevant legal terminology and its use in accordance with organisational procedures.

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 where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational

situations that replicate workplace conditions.

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
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry.

Links

Companion Volume Implementation Guides are found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6bdbab1e-11ed-4bc9-9cba-9e1a55d4e4a9>