



Australian Government

DEFDPL019 Obtain information from a client

Release: 1

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.

Application

This unit describes the skills and knowledge required to obtain information from a client within a Defence legal environment. This includes understanding Defence military law and the impact on disciplinary law and administrative law issues.

It includes preparing background material, obtaining information from a client and finalising the matter according to legal office instructions.

This unit applies to Defence personnel who are required to provide paralegal support services.

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.

Persons undertaking this unit work independently and as part of a team, and perform routine tasks. They work with direct supervision and apply known solutions to a variety of predictable problems.

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

Pre-requisite Unit

Not applicable.

Competency Field

Defence Paralegal Operations.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Prepare background material

- 1.1** Clarify with instructing legal officer, the nature of client needs and legal matter
- 1.2** Review and analyse background material in accordance with matter requirements
- 1.3** Open new client and matter file, as required, in accordance with organisational legal procedures

2 Obtain client information

- 2.1** Contact client to gather required information in accordance with organisational and legal procedures
- 2.2** Outline legal limits of own responsibility clearly to client and establish mutual expectations in accordance with operational guidelines
- 2.3** Use appropriate communication techniques to obtain required information from client
- 2.4** Record client information in accordance with legal requirements and review with instructing legal officer

3 Finalise matter

- 3.1** Provide notice to client regarding outcome of legal matter in accordance with operational legal requirements
- 3.2** Finalise documents in accordance with organisational procedures
- 3.3** Store and secure relevant records in accordance with 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 DEF Defence Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to DEFDPL008 Obtain information from a client.

Links

Companion Volume Implementation Guides are found on VETNet -

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

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>