



Australian Government

DEFPL021 Obtain information from a client

Release 1

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Modification History

Release	TP Version	Comments
2	DEF12V2	New unit.
1	DEF12V1	Primary release.

Unit Descriptor

This unit describes the competency required to collect and record information from a client under the instruction of a legal officer.

All aspects of legal practice may be subject to a range of legislation, rules, regulations and/or codes of practice relevant to different job roles and jurisdictions.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication. In a Defence context, this means that there is no civilian need to hold this unit in order to meet licensing, legislative, regulatory or certification requirements.

Application of the Unit

This unit applies to individuals who apply a well established, sound, theoretical knowledge base in performing a range of communication tasks relating to clients.

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
1. Prepare relevant background material	1.1 Nature of client needs and client matter are discussed and clarified with legal officer. 1.2 Relevant background material and additional information is reviewed and analysed. 1.3 Where applicable, for a new client, file is opened according to organisation's policies and procedures.
2. Arrange for exchange of information	2.1 Client is contacted, according to organisation's policies and procedures. 2.2 Additional assistance from support staff is arranged to contact client, where necessary.
3. Obtain information	3.1 Legal limits of own responsibility are clearly outlined to client and mutual expectation is established. 3.2 Appropriate questioning techniques are used to obtain information from client. 3.3 Client information is recorded and information gathered is verified. 3.4 Clients are advised to obtain authorisations/clearances or authorisations/clearances are obtained for client, where appropriate.
4. Finalise matter	4.1 Timeframes for completion of client's matter are arranged. 4.2 Where appropriate, client is advised of outcome. 4.3 Outcomes are recorded and filed in accordance with organisation's policies and procedures.

Required Skills and Knowledge

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

Required Skills

- clarify ideas
- explore ideas in discussion
- gather information from clients
- prepare and proofread conversation transcripts and summaries of meeting outcomes

- provide instructions to others
- question others to obtain information
- read and critically evaluate intricate legal documents
- respond appropriately to clients who have specific needs
- use legal vocabulary and grammatical structures to achieve precise meaning

Required Knowledge

- accepted codes of conduct including those relating to:
- compliance with reasonable direction
- conflict of interest
- duty of care
- ethical behaviour
- non-discriminatory practice
- security, privacy and confidentiality
- use of organisational resources
- legal terminology and process relevant to the matter
- relevant organisation policies and procedures
- relevant court processes, current legislation and required documentation
- scope of legal officer/support role and own responsibilities

Evidence Guide

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

Assessment must confirm the ability to:

- collect and record information from a client under the instruction of a legal officer

The candidate must at all times comply with legislative requirements, policy and standards, and demonstrate an awareness of access, equity and diversity principles and practices.

Consistency in performance

Competency should be demonstrated in a range of actual or simulated workplace contexts.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed in the workplace or in a simulated workplace environment.

Specific resources for assessment

Access is required to appropriate documentation and resources normally found in the work environment.

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.

<i>Relevant background material and additional information</i> may include:	• current file • previous dealings with client or relevant third party • relevant legislation and regulations
<i>Organisation's policies and procedures</i> may include:	• accommodating specific client needs such as case manager, social worker • arranging meeting rooms • assigning the file matter number • contingencies • information sources • interviewing • performing conflict of interest check • protocol for contacting clients such as translator, interpreter • recording information

	• re-scheduling appointments • security/confidentiality/privacy procedures • updating files • verifying and authorising information/appointments
Contact with client may include:	• contacting the client oneself • email • ensuring someone else contacts the client • interview • interview through an interpreter or other support person • letter • telephone interview
Appropriate questioning techniques may differ according to:	• cultural background of the client • sensitivity of the matter • state of presentation of the client, for example: • communication issues • cooperativeness • defensiveness • emotion • hearing impairment • language the client speaks • being non-communicative • having a speech impairment
Obtaining information may include:	• communicating: • in person • in writing • verbally • via a third party
Verifying information may include:	• verifying personally • organising verification to be done via a third party

Unit Sector(s)

Not applicable.