



Australian Government

PSPGSD003 Conduct government service delivery interviews

Release: 1

PSPGSD003 Conduct government service delivery interviews

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGSD403A Conduct government service delivery interviews. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to conduct interviews relating to government service delivery. It includes undertaking pre-interview preparation, and obtaining compliance with legislative requirements.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

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.

Those undertaking this unit would work independently, performing routine tasks in a familiar context.

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

Competency Field

Government service delivery

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Undertake interviews	1.1 Prepare for interview. 1.2 Discuss and adhere to meeting structures, timeframes and protocols. 1.3 Employ a range of communication strategies and questioning techniques. 1.4 Use problem-solving skills to test and confirm the reliability of the information as it is provided, and review and clarify information to ensure its relevance and sufficiency. 1.5 Communicate outcomes of interactions with interviewees.
2. Ensure compliance	2.1 Identify and explain legislation requirements and entitlements. 2.2 Explain consequences of non-compliance. 2.3 Check interviewees' understanding of compliance requirements and the consequences of non-compliance and clarify any issues as required. 2.4 Refer to more senior staff if interviewees do not accept and comply with legislative requirements. 2.5 Maintain records of interviews.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGSD403A Conduct government service delivery interviews.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPGSD003 Conduct government service delivery interviews

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- reading complex, formal documents including legislation and guidelines and explaining them to people from diverse backgrounds
- gathering and analysing information using communication strategies and questioning techniques
- applying workplace safety procedures in the context of government service delivery interviews
- identifying and explaining legislation requirements and entitlements using language, materials and support to suit the needs of interviewees

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- the range of applicant circumstances and complexity of needs in the context of government service delivery
- legal requirements relating to interviewing in a government service delivery context
- legislation requirements and entitlements
- legislation, policy, procedures and protocols relating to government service delivery, including work health and safety and environment
- principles of equal employment opportunity and diversity

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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