



Australian Government

Assessment Requirements for PSPGSD015 Conduct government service delivery interviews

Release: 1

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Modification History

Supersedes and is equivalent to PSPGSD003 Conduct government service delivery interviews.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- read complex, formal documents including legislation and guidelines
- gather information using communication strategies and questioning techniques
- identify and explain legislation requirements and entitlements using language, materials and support to address the individual needs of interviewee.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- applicant circumstances and complexity of needs in the context of government service delivery
- interview techniques
- communication methods suited to the audience and workplace environment
- legislation, policy, procedures and protocols relating to government service delivery including:
 - legal requirements for conducting interviews
 - compliance requirements
 - identifying non-compliance and consequences
 - responding to individual requirements of applicants
 - issues and situations requiring referral to senior staff
 - privacy and information security, storage and handling.
 - work health and safety.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, policy, procedures and protocols relating to government service delivery

- documentation used in government service delivery case studies and workplace scenarios to capture the circumstances encountered in interviews in the government service delivery environment
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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