



Australian Government

PSPGSD015 Conduct government service delivery interviews

Release: 1

PSPGSD015 Conduct government service delivery interviews

Modification History

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

Application

This unit describes the performance outcomes, skills and knowledge required to conduct interviews relating to government service delivery.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit work independently, performing routine tasks in a familiar context.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Government service delivery

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Conduct interviews.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Gather and review existing information in preparation for interview.
- 1.2. Discuss and adhere to required meeting structures, timeframes and protocols.
- 1.3. Use communication strategies and questioning techniques to obtain information from interviewee.
- 1.4. Use problem-solving skills to test and confirm the reliability of the information 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 legislative requirements and entitlements in language the interviewee can understand.
 - 2.2. Explain consequences of non-compliance.
 - 2.3. Confirm interviewees' understanding of compliance requirements and the consequences of non-compliance and clarify any issues.
 - 2.4. Refer to more senior staff if interviewees do not accept and comply with legislative requirements.
 - 2.5. Maintain records of interviews in accordance with organisational procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

DESCRIPTION

SKILLS

- | | |
|-------------------------------|--|
| Writing skills to: | <ul style="list-style-type: none">• document factual record of interview. |
| Oral communication skills to: | <ul style="list-style-type: none">• ask open and closed questions to gather and confirm information from interviewee• participate in a variety of spoken exchanges with others using clear and direct language to convey, request and confirm understanding of information. |
| Numeracy skills to: | <ul style="list-style-type: none">• apply entitlement information within compliance frameworks• manage timeframes effectively. |
| Problem-solving skills to: | <ul style="list-style-type: none">• identify verbal and non-verbal signs of conflict or aggression and misunderstanding. |
| Technology skills to: | <ul style="list-style-type: none">• use main features and functions of technology and software programs to complete work tasks. |

Unit Mapping Information

Supersedes and is equivalent to PSPGSD003 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>

Assessment Requirements for PSPGSD015 Conduct government service delivery interviews

Modification History

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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

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