



Australian Government

PSPREG012 Gather information through interviews

Release: 1

PSPREG012 Gather information through 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 PSPREG411A Gather information through interviews. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to gather information through interviews. It includes preparing for and conducting interviews and reviewing and correlating information.

This unit applies to those working in regulatory roles within the public sector involved in information gathering through interviews.

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 as part of a team, performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

Regulatory

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. Prepare for interview	1.1 Determine the need for an interview and establish the context and requirements. 1.2 Plan interview to ensure desired outcomes are achieved. 1.3 Make interview arrangements. 1.4 Prepare materials to be used during the interview. 1.5 Seek advice on legislative or administrative issues relating to the conduct of the interview.
2. Conduct interview	2.1 Commence the interview following organisational protocols and comply with legislative requirements. 2.2 Conduct interview in a planned manner, with the sequence evident to others who may use the outcomes. 2.3 Select and use questions that are relevant, comprehensive, appropriate to the situation and the interviewee and adhere to the rules of evidence. 2.4 Use problem solving skills to test, compare and contrast information as it is provided to influence the direction of further questions. 2.5 Record information. 2.6 Maintain personal conduct and take account of cultural and ethical issues.
3. Review and correlate information	3.1 Review and clarify information to ensure its relevance and sufficiency prior to concluding the interview. 3.2 Transcribe information if necessary and deal with sensitive information appropriately. 3.3 Conduct detailed analysis and identify and note incomplete and irregular information or followed up in accordance with the nature of the interview. 3.4 Confirm behavioural characteristics of significance to the purpose of the interview. 3.5 Undertake post-interview activities.

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 PSPREG411A Gather information through 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 PSPREG012 Gather information through 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.

- using interviewing techniques and varying style and language structure to suit situation and interviewee(s)
- engaging in exchanges of sometimes complex oral information
- using techniques to deal with difficult interview situations
- using communication techniques, including establishing rapport, listening, probing, reflecting, negotiation, conflict resolution
- using critical analysis, evaluation and deductive reasoning
- using problem solving and decision making related to interviewing
- using judgment, to test the veracity of information and vary questions and interviewing techniques to suit
- preparing interview documentation requiring accuracy of expression and formality in structure and format
- operating technical and electronic equipment, where necessary

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.

- application of legislation to interviewing including, privacy, ethics, confidentiality and freedom of information
- organisational policies and guidelines relating to interviews

- questioning techniques
- legal and ethical considerations for conducting interviews
- cultural awareness in the context of interviewing
- procedures for using interpreters
- legal and organisational requirements for documentation
- legal requirements relating to recording of information
- public sector legislation

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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