



Australian Government

Assessment Requirements for PSPREG039

Gather information through interviews

Release: 1

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Modification History

Supersedes and is not equivalent to PSPREG012 Gather information through 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 two occasions:

- use interviewing techniques and vary style and language structure to suit situation and interviewee(s)
- use techniques to deal with difficult interview situations
- use communication techniques, including establishing rapport, listening, probing, reflecting, negotiation, conflict resolution
- use critical analysis, evaluation and deductive reasoning
- use problem solving and decision making related to interviewing
- use judgment, to test the veracity of information and vary questions and interviewing techniques to suit
- complete post-interview requirements in according to organisational requirements.

Knowledge Evidence

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

- legislation relating to interviewing, including, privacy, ethics, confidentiality and freedom of information
- organisational policies, procedures and guidelines for 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 for the recording of information.

Assessment Conditions

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

Assessment must ensure access to:

- legislation relating to interviewing including, privacy, ethics, confidentiality and freedom of information
- organisational policies, procedures and guidelines relating to gathering information through interviews
- 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>