



Australian Government

PSPREG039 Gather information through interviews

Release: 1

PSPREG039 Gather information through interviews

Modification History

Supersedes and is not equivalent to PSPREG012 Gather information through interviews.

Application

This unit describes the performance outcomes, skills and knowledge required to gather information through interviews.

This unit applies to those working in regulatory roles.

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

Regulatory

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for interview.

PERFORMANCE CRITERIA

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

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 according to organisational procedures.
 - 2.6. Maintain personal conduct, following organisational and legal requirements.
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 and handle sensitive information appropriately.
 - 3.3. Conduct detailed analysis and identify and note incomplete and irregular information or follow 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 essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Writing skills to:	• prepare interview documentation with accuracy of expression and formality in structure and format.
Oral communication skills to:	• engage in exchanges of sometimes complex information.

Unit Mapping Information

Supersedes and is not equivalent to PSPREG012 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>

Assessment Requirements for PSPREG039 Gather information through interviews

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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 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.

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