



Australian Government

Department of Education, Employment and Workplace Relations

PSPGSD403A Conduct government service delivery interviews

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers conduct of interviews relating to government service delivery. It includes undertaking pre-interview preparation, undertaking interviews and obtaining compliance with legislative requirements.

In practice, conducting interviews for government service delivery may overlap with other generalist and specialist work activities, such as working ethically, complying with legislation, applying government processes, using advanced communication strategies, gathering and analysing information etc.

licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Undertake interviews

- 1.1 ***Pre-interview preparation*** is undertaken in accordance with organisational requirements.
- 1.2 Meeting structures, timeframes and protocols are mutually agreed and adhered to.
- 1.3 A range of ***communication strategies*** and questioning techniques is employed according to the progress of the interviews and the information obtained.
- 1.4 Problem solving skills are used to test and confirm the reliability of the information as it is provided, and information is reviewed and clarified to ensure its relevance and sufficiency prior to concluding the interview.
- 1.5 Interviews are conducted in accordance with legal and organisational requirements and take account of cultural and ethical issues.
- 1.6 Outcomes of interactions with interviewees are ***communicated*** in accordance with ***legislation, policy and procedures***.

2. Gain compliance

- 2.1 Legislation requirements and entitlements are identified and explained using language, ***materials and support*** as required to suit the needs of interviewees.
- 2.2 ***Consequences*** of non-compliance are explained.
- 2.3 Interviewees' understanding of compliance requirements and the consequences of non-compliance is checked and any required issues are clarified.
- 2.4 If interviewees do not accept and comply with legislative requirements, referral to more senior staff is made in line with organisational procedures.
- 2.5 Records of interviews are made and maintained in accordance with organisational procedures and legislation.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- reading complex, formal documents such as legislation and guidelines and explaining them to people from diverse backgrounds
- gathering and analysing information using a range of communication strategies and questioning techniques
- clarifying information and checking understanding
- preparing a record of interview
- responding to diversity, including gender and disability
- applying workplace safety procedures in the context of government service delivery interviews

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- the range of applicant circumstances and complexity of needs in the context of government service delivery
- legal requirements relating to interviewing in a government service delivery context
- legislation requirements and entitlements
- legislation, policy, procedures and protocols relating to government service delivery, including occupational health and safety and environment
- principles of equal employment opportunity and diversity

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV406B Gather and analyse information
 - PSPGOV422A Apply government processes
 - PSPGSD401A Identify and select government service delivery options
 - PSPGSD402A Administer government service delivery requirements
 - PSPLEGN401A Encourage compliance with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- the conduct of government service delivery interviews in a range of (3 or more) contexts (or occasions over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to government service delivery
- case studies and workplace scenarios to capture the range of people, circumstances and attitudes likely to be encountered

Where and how to assess evidence

Valid assessment of this unit requires:

- an environment that closely resembles normal work practice and replicates the range of conditions likely to be encountered when conducting government service delivery interviews, including coping with difficulties, irregularities

and breakdowns in routine

- the conduct of government service delivery interviews in a range of (3 or more) contexts

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- demonstration
- observation
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Pre-interview

preparation may include:

- making phone contact
- research into customer/client records
- reviewing of files

Communication

strategies may include:

- summarising
- re-phrasing
- paraphrasing
- open and closed questions

Communication of

interview outcomes may include:

- documenting
- reporting

Legislation, policy and

procedures may include:

- customer service charters and guidelines
- customer aggression policies
- statutory or legislative provisions
- Centrelink Development Agreement 2002 - 2005, or as revised

Materials and support

may include:

- diagrams and pictures
- brochures in languages other than English
- interpreter/translator
- access to internal specialists, social workers, psychologists, etc

Consequences may

include:

- breach of service offer agreement
- debt recovery action
- criminal/legal action

Unit Sector(s)

Not applicable.

Competency field

Government Service Delivery.