

<b>UNIT CODE</b>	<b>PSPGSD003</b>
<b>UNIT TITLE</b>	<b>Conduct government service delivery interviews</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to conduct interviews relating to government service delivery.</p> <p>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.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	Government service delivery
<b>UNIT SECTOR</b>	

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Undertake interviews	<p>1.1 Prepare for interview.</p> <p>1.2 Discuss and adhere to meeting structures, timeframes and protocols.</p> <p>1.3 Employ communication strategies and questioning techniques to obtain information from interviewee.</p> <p>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.</p> <p>1.5 Communicate outcomes of interactions with interviewees.</p>

2. Ensure compliance	2.1 Identify and explain legislation requirements and entitlements. 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.
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FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Writing skills to:	<ul style="list-style-type: none"> <li>document factual record on interview.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>ask open and closed question to gather and confirm information from interviewee</li> <li>participate in a variety of spoken exchanges with a range of audiences varying structure, content and language to suit the audience.</li> </ul>
Problem-solving skills to:	<ul style="list-style-type: none"> <li>identify verbal and non-verbal signs of conflict or aggression misunderstanding.</li> </ul>
Technology skills to:	<ul style="list-style-type: none"> <li>use main features and functions of technology and software programs to complete work tasks.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	Release 1: Supersedes and is equivalent to PSPGSD003 Conduct government service delivery interviews.
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for PSPGSD003 Conduct government service delivery interviews</b>
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<b>PERFORMANCE EVIDENCE</b>	<p>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:</p> <ul style="list-style-type: none"> <li>■ read complex, formal documents including legislation and guidelines</li> <li>■ gather and analyse information using communication strategies and questioning techniques</li> <li>■ apply workplace safety procedures in the context of government service delivery interviews</li> <li>■ identify and explain legislation requirements and entitlements using language, materials and support to suit the needs of interviewees.</li> </ul>
<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>■ applicant circumstances and complexity of needs in the context of government service delivery</li> <li>■ legal requirements relating to interviewing in a government service delivery context</li> <li>■ legislation requirements and entitlements</li> <li>■ interview techniques</li> <li>■ communication methods suited to the audience and workplace environment</li> <li>■ legislation, policy, procedures and protocols relating to government service delivery.</li> </ul>
<b>ASSESSMENT CONDITIONS</b>	<p>Skills must be demonstrated in either a:</p> <ul style="list-style-type: none"> <li>■ workplace environment or</li> <li>■ simulated environment.</li> </ul> <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>■ legislation, policy, procedures and protocols relating to government service delivery.</li> </ul> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide