

UNIT CODE	PSPREG012
UNIT TITLE	Gather information through interviews
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to gather information through interviews.</p> <p>This unit applies to those working in regulatory roles involved in gathering information through interviews.</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>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Regulatory
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for interview	<p>1.1 Determine the need for an interview and establish the context and requirements.</p> <p>1.2 Plan interview to ensure desired outcomes are achieved.</p> <p>1.3 Make interview arrangements.</p> <p>1.4 Prepare materials to be used during the interview.</p> <p>1.5 Seek advice on legislative or administrative issues relating to the conduct of the interview.</p>

2. Conduct interview	<p>2.1 Commence the interview following organisational protocols and comply with legislative requirements.</p> <p>2.2 Conduct interview in a planned manner, with the sequence evident to others who may use the outcomes.</p> <p>2.3 Select and use questions that are relevant, comprehensive, appropriate to the situation and the interviewee and adhere to the rules of evidence.</p> <p>2.4 Use problem solving skills to test, compare and contrast information as it is provided to influence the direction of further questions.</p> <p>2.5 Record information.</p> <p>2.6 Maintain personal conduct and take account of cultural and ethical issues.</p>
3. Review and correlate information	<p>3.1 Review and clarify information to ensure its relevance and sufficiency prior to concluding the interview.</p> <p>3.2 Transcribe information and deal with sensitive information appropriately.</p> <p>3.3 Conduct detailed analysis and identify and note incomplete and irregular information or follow up in accordance with the nature of the interview.</p> <p>3.4 Confirm behavioural characteristics of significance to the purpose of the interview.</p> <p>3.5 Undertake post-interview activities.</p>

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
UNIT MAPPING INFORMATION	Release 1: Supersedes and is equivalent to PSPREG012 Gather information through interviews
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPREG012 Gather information through interviews
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PERFORMANCE EVIDENCE	<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 each of the following:</p> <ul style="list-style-type: none"> ■ use interviewing techniques and vary style and language structure to suit situation and interviewee(s) ■ engage in exchanges of sometimes complex oral information ■ 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 ■ prepare interview documentation requiring accuracy of expression and formality in structure and format ■ operate technical and electronic equipment.
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KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ 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.
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ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in either:</p> <ul style="list-style-type: none"> ■ a workplace environment or ■ a simulated environment. <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"> ■ legislation, policy, procedures and protocols relating to gathering information through interviews. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
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LINKS	Companion Volume Implementation Guide
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