



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# PSPREG411A Gather information through interviews

Revision Number: 1

## PSPREG411A Gather information through interviews

### Modification History

Not applicable.

### Unit Descriptor

#### Unit descriptor

This unit covers gathering information through interviews that do not result in a formal record of interview in the legal sense. Interviews may be conducted in a range of locations for a range of reasons. They may be overt or covert. The unit includes preparing for the interview, conducting the interview, and reviewing and correlating interview information.

Verbal questioning and other interactions undertaken outside a formal interview structure are not addressed in this unit as these are covered in other communication units in the Training Package, such as *PSPGOV412A Use advanced workplace communication strategies*.

In practice, gathering information through interviews may overlap with other generalist or specialist public sector work activities such as acting ethically, exercising regulatory powers, applying government processes, gathering and analysing information, assessing compliance, receiving and validating information, etc.

This is a new unit of competency, added to the *Regulatory* Competency field of the Training Package in 2004.

### Application of the Unit

Not applicable.

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

Not applicable.

## Employability Skills Information

**Employability skills**      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. Prepare for interview	<p>1.1 The need for an interview is determined, and the <i>context</i> and <i>requirements</i> are established in accordance with <i>organisational and legislative requirements</i></p> <p>1.2 Interview <i>planning</i> is undertaken to ensure desired outcomes are achieved</p> <p>1.3 Interview arrangements are made in accordance with legislative and organisational requirements</p> <p>1.4 <i>Materials</i> to be used during the interview are prepared as required</p> <p>1.5 Advice is obtained as required on legislative or administrative issues relating to the conduct of the interview</p>
2. Conduct interview	<p>2.1 Commencement of the interview is undertaken following organisational <i>protocols</i> and complies with legislative requirements</p> <p>2.2 Interview is conducted in a planned manner, with the sequence evident to others who may use the outcomes</p> <p>2.3 <i>Questions</i> are selected and used that are relevant, comprehensive, appropriate to the situation and the interviewee and adhere to the rules of evidence</p> <p>2.4 Problem solving skills are used to test, compare and contrast information as it is provided to influence the direction of further questions</p> <p>2.5 Information is <i>recorded</i> in accordance with organisational policy and procedures</p> <p>2.6 Personal conduct is maintained in accordance with legal and organisational requirements and takes account of cultural and ethical issues</p>
3. Review and correlate information	<p>3.1 Information is reviewed and clarified to ensure its relevance and sufficiency prior to concluding the interview</p> <p>3.2 Information is transcribed if necessary and sensitive information is <i>dealt with</i> in accordance with organisational policy and procedures</p> <p>3.3 Detailed analysis is conducted, and incomplete and irregular information is identified and noted or followed up in accordance with the nature of the interview and organisational requirements</p> <p>3.4 Behavioural characteristics of significance to the purpose of the interview are confirmed</p> <p>3.5 <i>Post-interview activities</i> are undertaken as required in accordance with organisational policy and procedures</p>

## Required Skills and Knowledge

### 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:

- using interviewing techniques to suit a range of situations and interviewees
- engaging in exchanges of sometimes complex oral information
- varying style and language structure to suit a range of interviewees
- using techniques to deal with difficult interview situations
- using a range of communication techniques that include establishing rapport, listening, probing, reflecting, negotiation, conflict resolution
- responding to diversity, including gender and disability
- using critical analysis, evaluation and deductive reasoning
- using problem solving and decision making related to interviewing
- using judgment, to test the veracity of information and vary questions and interviewing techniques to suit
- preparing interview documentation requiring accuracy of expression and formality in structure and format
- operating technical and electronic equipment, where necessary
- applying public sector standards and legislation such as occupational health and safety and environment in the context of interviewing

#### Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- 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
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment, relating to interviews

# Evidence Guide

## 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

PSPGOV408A Value diversity

PSPGOV422A Apply government processes

PSPLEGN401A Encourage compliance with legislation in the public sector

PSPREG401C Exercise regulatory powers

PSPREG403B Assess compliance

PSPREG415A Receive and validate information

### 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)
- information gathered via 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 gathering information through interviews
- case studies and workplace scenarios to capture the range of situations likely to be encountered when gathering information through interviews

### Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be

## EVIDENCE GUIDE

encountered when gathering information through interviews, including coping with difficulties, irregularities and breakdowns in routine

- information gathered via interviews in a range of (3 or more) contexts (or occasions, over time)

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:

- case studies
- 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

### 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 *italics* in the Performance Criteria is explained here.

#### *Contexts may include*

- informal interviews
- interviews against set criteria
- interviews to assess applications
- initial investigation of complaints
- audits
- intelligence gathering
- threat assessment
- security vetting
- overt interviews
- covert interviews, under specific legislative powers

#### *Requirements may include*

- interview location/environment:
- office
- designated interview room
- in the field (including overseas)
- private home
- at a client/contractor location
- in other agencies
- timing
- personnel present:
- senior staff
- colleagues
- interpreter
- support persons
- method of recording:
- tape recording
- videotaping
- hand written
- typewritten/word processed
- file notes
- equipment:
- electronic equipment
- recording equipment
- computer equipment



## RANGE STATEMENT

### *Organisational and legislative requirements may include*

- availability of interviewee
- organisational policy, procedures and guidelines
- international treaties and protocols
- cross-jurisdictional protocols
- organisation's strategic objectives
- national strategic objectives
- security constraints
- public sector codes of conduct/ethics
- confidentiality requirements
- Commonwealth, State/Territory or Local Government legislation such as:
  - Freedom of Information Act 1982
  - Privacy Act 1988
  - Archives Act
  - Crimes Act 1914 and Criminal Code 1995
  - Evidence Act
  - the organisation's enabling legislation

### *Interview planning may include*

- purpose
- structure
- context
- expectations
- intended/desired outcomes
- criteria for assessment
- risk management considerations
- key questions in sequential order, highlighting main points
- assessing sources of information
- interview strategies appropriate to the situation and purpose of the interview, such as:
  - direct questioning
  - empathetic questioning
  - investigative interviewing
  - exclusion of leading questions
  - avoidance of cross-examination
  - safety requirements for interviewer, interviewee and others present

### *Materials may include*

- paper-based and electronic documents, including:
  - maps
  - photographs
  - videotapes
  - physical objects and materials

## RANGE STATEMENT

- audiotapes
  - introductions
  - producing identification/authority
  - explaining the purpose, process and recording requirements
  - confirming confidentiality of information, if appropriate to the interview purpose
- Commencement protocols may include*
- summarising
  - re-phrasing
  - paraphrasing
  - open and closed questions
  - cognitive interviewing
  - using silence
  - active listening
  - using and recognising body language
  - identifying and overcoming barriers to communication
  - investigative interviewing techniques
- Questioning techniques may include*
- hand written record of interview
  - typewritten record of interview
  - audiotapes
  - videotapes
- Recording may include*
- information security procedures
- Dealing with sensitive information may include*
- interview report
  - interview assessment report
  - informal judgment
  - recommendations with supporting reasons/evidence
  - suggesting solutions to problems encountered during the interview
  - informing stakeholders of outcome of interview
  - providing briefings on outcomes
- Post-interview activities may include*

## Unit Sector(s)

Not applicable.

## Competency field

Competency field            Regulatory