Assessment Requirements for PSPGSD001 Identify and select government service delivery options

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Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- using active listening to gather information and clarify circumstances
- reading complex, formal documents including legislation and guidelines and explaining them to people from diverse backgrounds
- gathering and analysing information to match needs to services
- determining eligibility, entitlements and allowances
- identifying when referrals are required and making them to the appropriate agency
- applying workplace safety procedures in the context of government service delivery

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- the organisation's protocols for introducing oneself to customers/clients
- the range of applicant circumstances and complexity of needs in the context of government service delivery
- barriers to effective service delivery
- service offers
- range of services available through the organisation
- legislation, policy and procedures relating to government service delivery, including work health and safety and environment and sustainability practices

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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