



Australian Government

**Assessment Requirements for PSPGSD010
Develop and implement procedures for
government service delivery**

Release: 1

Assessment Requirements for PSPGSD010 Develop and implement procedures for government service delivery

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit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.

- developing systems, processes, strategies and procedures to support staff in the provision of quality government service delivery
- writing procedures requiring precision of expression
- reading complex documents including legislation and policies and translating them into action through the development of systems, procedures and processes
- working with government service users with complex needs
- working with people from diverse backgrounds

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 range of circumstances and complexity of needs of individuals accessing government service delivery
- information needs of teams and team leaders in government service delivery
- quality standards relating to government service delivery
- available specialist service providers
- legislation, policy, procedures and protocols relating to government service delivery, including work health and safety and environment
- principles of equal employment opportunity and diversity of staff and clients/customers in a government service delivery environment

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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