PSPGSD010 Develop and implement procedures for government service delivery

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGSD501A Develop and implement procedures for government service delivery. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to provide quality service delivery through the development and implementation of systems, strategies and procedures. It includes monitoring procedures to maximise the quality of government service delivery.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously in consultation with others, performing complex tasks in a familiar context.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Government service delivery

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe	Performance criteria describe the performance needed to demonstrate

SkillsIQ

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Develop procedures to maximise the quality of service delivery	1.1 Implement procedures to ensure that decisions about targeting of government services are based on up-to-date information about available services and users. 1.2 Establish and maintain systems and procedures so teams can access specialist information and assistance when working with organisations and individuals with particular needs. 1.3 Develop and implement procedures to monitor and address changing trends in circumstances, legislation, environmental factors or urgency of needs. 1.4 Develop and implement client/customer contact strategies and protocols. 1.5 Develop and implement strategies for internal and external distribution of information to ensure individual and organisational effectiveness is maximised. 1.6 Develop and implement strategies to deal with contingencies, identified gaps and inadequacies in service provision.
2. Implement and monitor procedures to maximise the quality of service delivery	2.1 Monitor organisational standards and procedures application within the team. 2.2 Implement programs to ensure that the skills required to work with a diverse client/customer group are developed within the team. 2.3 Respond to operational issues requiring action. 2.4 Establish and maintain networks, to ensure appropriate referrals to services from within and outside the organisation. 2.5 Share information and strategies relating to the government service delivery role through interaction and consultation with colleagues and users of the services. 2.6 Monitor the quality and efficiency of processes and identify improvements.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGSD501A Develop and implement procedures for government service delivery.

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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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