



**Australian Government**

**Assessment Requirements for PSPCRT009  
Provide court registry and information  
services**

**Release: 1**

# Assessment Requirements for PSPCRT009 Provide court registry and information services

## 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"><li>• Assessment Requirements created drawing upon specified assessment information from superseded unit</li></ul>

## 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.

- gathering and analysing information
- responding to queries
- dealing effectively with diverse clients including offending parties, legal practitioners, judicial and sheriff's officers and media
- listening actively, showing empathy, building rapport, resolving conflict and managing situations
- using case management systems
- accessing relevant information on websites
- reconciling accounts
- applying legislative requirements relating to the provision of court registry and information services

## 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.

- rules, Acts, procedures and legislation relating to court registry and information services
- courts administration structure, including departmental organisation
- principles of judicial independence
- current approaches to courts administration
- limits of authority to provide advice

- procedure for referrals to legal assistance
- court-specific software programs
- records management procedures and protocols

## Assessment Conditions

Assessment of this unit requires evidence gathered over time in a workplace environment or one that closely resembles normal work practice and replicates the diverse conditions likely to be encountered when providing court registry and information services.

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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