



**Australian Government**

**Assessment Requirements for PSPCART014  
Contribute to an integrated service delivery  
program**

**Release: 1**

# Assessment Requirements for PSPCRT014 Contribute to an integrated service delivery program

## 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• Assessment Requirements created drawing upon specified assessment information from superseded unit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.

- applying legislation, rules, regulations and codes of practice
- providing explanations to others
- promoting understanding of applicable legislation, regulations, organisational procedures and codes of practice
- dealing responsively with complaints, conflict and issues arising from collaboration
- contributing to problem-solving strategies
- collecting, analysing and organising information
- providing information to others in accordance with legislation, regulations, organisational procedures, standards, codes of practice and service agreements

## 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.

- organisational goals, processes and hierarchy relating to court services and integrated service delivery programs
- relevant legislation, regulations, organisational procedures and/or codes of practice in particular in the context of privacy
- relevant integrated service agreements
- limitations on resources and authority to contribute services
- principles of effective client service delivery

## Assessment Conditions

Assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the diverse conditions likely to be encountered when contributing to an integrated service delivery program.

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>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>