



Australian Government

**Assessment Requirements for PSPGSD002
Administer government service delivery
requirements**

Release: 1

Assessment Requirements for PSPGSD002 Administer government service delivery requirements

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• Assessment Requirements created drawing upon specified assessment information from superseded unit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

- reading complex, formal documents including legislation and guidelines and explaining them to people from diverse backgrounds
- granting and adjusting payments

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 applicant circumstances and complexity of needs in the context of government service delivery
- range of services available through the organisation
- mutual obligations, rights and responsibilities
- service offers
- appeal processes
- administration systems and requirements for payments and benefits
- legislation, policy, procedures and protocols relating to government service delivery, including work health and safety and environment and sustainability practices
- principles of equal employment opportunity and diversity

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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