



Australian Government

**Assessment Requirements for PSPGSD011
Manage the emergent dynamics of
government service delivery**

Release: 1

Assessment Requirements for PSPGSD011 Manage the emergent dynamics of 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• Assessment Requirements created drawing upon specified assessment information from superseded unit |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.

- working with government service users with complex needs
- communicating with diverse audiences for purposes including liaising, referring, questioning, resolving conflict
- working with people from diverse backgrounds
- dealing with aggression
- debriefing affected parties after an incident
- preparing records of incidents

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
- risk management and response
- established frameworks for resolving conflict and aggression
- available emergency services
- available specialist service providers
- legislation, policy, procedures and protocols relating to government service delivery, including work health and safety and 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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