Assessment Requirements for PSPGSD013 Identify and select government service delivery options

Assessment Requirements for PSPGSD013 Identify and select government service delivery options

Modification History

Supersedes and is equivalent to PSPGSD001 Identify and select government service delivery options.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- use active listening to gather information and clarify circumstances
- read complex, formal documents including legislation and guidelines and explain them to people from diverse backgrounds
- gather and analyse information to match needs to services
- determine eligibility, entitlements and allowances
- identify when referrals are required and make them to the appropriate agency
- apply workplace safety procedures in the context of government service delivery.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational protocols for introducing oneself to customers and clients
- applicant circumstances and complexity of needs in the context of government service delivery
- barriers to effective service delivery
- the nature of service offers and how they are made by the organisation
- range of services available through the organisation
- legislation, policy, procedures and protocols relating to government service delivery including:
  - sources of information for access and benefit frameworks
  - responding to individual requirements of applicants
  - negotiation and conflict resolution strategies
  - privacy and information security, storage and handling.
  - work health and safety.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, policy, procedures and protocols relating to government service delivery
- documentation used in government service delivery
- case studies and workplace scenarios to capture the circumstances and attitudes likely to be encountered in government service delivery environment
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' 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