



Australian Government

PSPGSD014 Administer government service delivery requirements

Release: 1

PSPGSD014 Administer government service delivery requirements

Modification History

Supersedes and is equivalent to PSPGSD002 Administer government service delivery requirements.

Application

This unit describes the performance outcomes, skills and knowledge required to administer government service offers, agreements and records.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit work independently, performing routine tasks in a range of familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Government service delivery

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Administer service offers or agreements.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and act on the need for assistance to applicant.
- 1.2. Identify and explain service offer and mutual obligations, rights and responsibilities associated with government service delivery to applicant.
- 1.3. Ensure delivery of services matches the circumstances and government service delivery legislation, policy, procedures and protocols.

2. Review service offers or agreements.
 - 2.1. Review service offer decisions as indicated by new information or circumstances.
 - 2.2. Process appeals against service offer decisions in accordance with appeals procedures.
 - 2.3. Identify and negotiate ongoing resources and support required to progress the service offer.
 - 2.4. Update records to reflect changes in circumstances.
3. Review and update government service delivery records.
 - 3.1 Review service delivery records for accuracy and currency.
 - 3.2. Record and update information about individuals' needs as circumstances change.
 - 3.3. Update information systems and records about services provided to individuals.
 - 3.4. Protect the privacy and security of personal information and records.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- | | |
|-------------------------------|--|
| Reading skills to: | <ul style="list-style-type: none">• interpret a variety of texts to determine and confirm information required from applicant. |
| Writing skills to: | <ul style="list-style-type: none">• use factual information to complete required documentation. |
| Oral communication skills to: | <ul style="list-style-type: none">• participate in a variety of spoken exchanges with a range of audiences using clear and direct language to convey, request and clarify information. |
| Numeracy skills to: | <ul style="list-style-type: none">• calculate payments and related adjustments within prescribed frameworks and cycles• record numerical data accurately• manage timeframes effectively. |
| Technology skills to: | <ul style="list-style-type: none">• use main features and functions of technology and software programs to complete work tasks. |

Unit Mapping Information

Supersedes and is equivalent to PSPGSD002 Administer government service delivery requirements.

Links

Companion Volume implementation guides are found in VETNet -

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