



Australian Government

**Assessment Requirements for PSPGSD016
Administer delivery of financial and other
benefits**

Release: 1

Assessment Requirements for PSPGSD016 Administer delivery of financial and other benefits

Modification History

Supersedes and is not equivalent to PSPGSD004 Administer delivery of financial and other benefits.

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:

- explain a package of services or benefits, in relation to identified needs, to an applicant including mutual rights and obligations.
- complete payment processing records.

Knowledge Evidence

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

- circumstances and complexity of needs in the context of government service delivery
- legislative requirements for entitlements and allowances
- legislation, policy, procedures and protocols relating to government service delivery, including:
 - addressing individual requirements of applicants
 - individual assistance available
 - methods of preventing or minimising debt
 - mutual obligations, rights and responsibilities
 - 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 the delivery of financial and other benefits
- case studies and workplace scenarios to capture the circumstances and attitudes likely to be encountered in government service delivery environment
- resource 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>