



Australian Government

PSPINM013 Maintain and monitor service standards

Release: 1

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Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPIM503A Maintain and monitor service standards.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to maintain high-quality rehabilitation and injury management service and standards. It includes monitoring standards, improving service delivery, and developing and maintaining professional competence in injury management.

This unit applies to those working as house rehabilitation coordinators, with relevant professional background.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently while performing routine tasks in a range of familiar contexts.

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

Competency Field

Injury management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Monitor standards and improve service delivery	1.1 Monitor documentation, processes and practices. 1.2 Monitor service and standards and identify ways in which planning and operations could be improved using organisation's systems and technologies. 1.3 Implement continuous improvement techniques to strengthen the standards. 1.4 Document work performance and use the information to identify opportunities for improvement to systems and processes. 1.5 Manage records, reports and recommendations for improvement. 1.6 Set, monitor and review service benchmarks.
2. Maintain and further develop professional competence in injury management	2.1 Maintain a knowledge of industry trends/changes and legislative updates. 2.2 Use feedback from clients and colleagues to identify and develop ways to improve personal competence. 2.3 Select and use professional development opportunities suited to personal learning style.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPIM503A Maintain and monitor service standards.

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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