



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PSPCRT408B Provide court registry and information services**

**Revision Number: 3**

## PSPCRT408B Provide court registry and information services

### Modification History

Release	TP Version	Comments
3	PSP12V1	Elements and performance criteria pre-content edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

### Unit Descriptor

This unit covers the ability to provide an effective registry and information service to court clients according to the court's business plan. It includes advising on court practice and procedures, processing incoming registry work, and handling documents (and exhibits) lodged.

In practice, provision of a court registry and information service may overlap with other generalist or specialist public sector work activities, such as acting ethically, working with diversity, complying with legislation, applying government processes, and gathering and analysing information.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### Application of the Unit

The task of providing a registry may be performed for commonwealth, state and territory courts and will be undertaken by authorised court officials in accordance with prescribed legislative and organisational requirements, policy and procedures.

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

Not applicable.

## Employability Skills Information

This unit contains employability skills.

### Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1. Communicate court practice and procedures.</b>	<p>1.1. <i>Information, options</i> and <i>advice</i> are provided on legislation requirements and organisational policy and procedures.</p> <p>1.2. <i>Questions</i> raised are responded to in line with client diversity and needs according to <i>client service practice and standards</i>.</p> <p>1.3. Problems raised by clients are solved, options are formulated, and/or <i>referrals</i> provided in accordance with delegated authority.</p> <p>1.4. Complex operational queries are referred and assistance is obtained when necessary according to organisational policy and procedures.</p> <p>1.5. Information services are optimised through effective use of <i>technical resources</i> and <i>computerised information systems</i>.</p>
<b>2. Process incoming registry work.</b>	<p>2.1. Incoming applications and other materials are processed in accordance with legislative requirements, practice and procedures.</p> <p>2.2. Files are <i>transferred</i> using appropriate technical resources in accordance with listings and registry requirements.</p> <p>2.3. Fees are assessed, processed and receipted according to organisational policy and procedures on public monies.</p>
<b>3. Handle lodged documents.</b>	<p>3.1. <i>Documents</i> for <i>lodgement</i> are processed according to organisational policy and procedures.</p> <p>3.2. Information is entered into the file management system within timeframes set out in legislation and organisational policy and procedures.</p> <p>3.3. Documents are received and recorded in accordance with legislative requirements, policy and procedures.</p>

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- literacy skills to gather and analyse information
- problem-solving skills to respond to queries
- communication skills to:
  - deal effectively with diverse clients, including offending parties, legal practitioners, judicial officers, and sheriff's officers
  - listen actively
  - express empathy
  - build rapport
  - resolve conflict
  - manage situations
- interpersonal skills to respond to diversity, including gender and disability
- technology skills to:
  - use case management systems
  - access information on websites
- technical skills to:
  - process fee payments
  - reconcile accounts
- initiative and enterprise skills to:
  - apply legislative requirements relating to the provision of court registry and information services
  - apply procedures relating to public sector legislation, such as procedures relating to OHS and environment in the context of:
    - court registry and information services
    - access, input and retrieval of information databases

### Required knowledge

- rules, Acts, procedures, practice directions and legislation relating to court registry and information services
- courts administration structure, including department organisational structure
- principles of judicial independence
- current approaches to courts administration
- limit of authority to provide advice
- procedure for referrals to legal assistance
- computer software, such as Word, Excel and Access
- court-specific software programs
- records management procedures and protocols
- equal employment opportunity principles

- equity and diversity principles
- working ethically
- public sector legislation, such as OHS and environment in the context of providing court registry and information services

## Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- access relevant information from a range of appropriate sources
- provide appropriate responses to a range of enquiries from diverse parties
- apply scope of authority and refer complex queries that fall outside that
- apply legislative and organisational requirements, policies, practices and procedures to providing registry services
- process fees accurately and according to policy on public monies
- apply appropriate practices and procedures to receiving, lodging and recording documents
- apply appropriate procedures when dealing with exhibits to ensure safety of self, others and the workplace

### Consistency in performance

Competency should be demonstrated by providing court registry and information services on a range of occasions, over time.

### Context of and specific resources for assessment

Assessment must comply with:

- applicable regulations and codes
- workplace procedures and protocols

Access may be required to:

- a workplace environment or one that closely resembles normal work practices and replicates the range of conditions likely to be encountered when providing court registry and information services, including coping with difficulties, irregularities and breakdowns in routine
- legislation, policy, procedures and protocols relating to court registry and information services
- case studies and workplace scenarios to capture the range of situations likely to be encountered when providing court registry and information services
- court-specific software

### Guidance information for assessment

The following assessment methods are suggested:

- oral questioning about relevant legislation, acting ethically, and applying processes
- observation of the candidate responding to a range of contexts to ensure achievement of the unit outcomes
- feedback from peers and/or supervisor that the candidate consistently

applies relevant workplace procedures

- review of records completed by candidate or reports of performance

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency that are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.



## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><b><i>Information and options</i></b> may:</p>	<ul style="list-style-type: none"> <li>• relate to:             <ul style="list-style-type: none"> <li>• appeals process</li> <li>• listings</li> <li>• rules</li> <li>• procedures</li> <li>• divorce</li> <li>• bankruptcy</li> <li>• registry</li> <li>• judges' diaries</li> <li>• hearing dates</li> </ul> </li> <li>• be provided:             <ul style="list-style-type: none"> <li>• orally</li> <li>• by way of precedents and brochures</li> </ul> </li> </ul>
<p><b><i>Advice:</i></b></p>	<ul style="list-style-type: none"> <li>• is not legal advice</li> <li>• covers:             <ul style="list-style-type: none"> <li>• civil</li> <li>• criminal</li> <li>• fines payment</li> <li>• family</li> </ul> </li> <li>• relates to a range of commonwealth, state and territory courts</li> </ul>
<p><b><i>Questions</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• locations of various courts and courtrooms</li> <li>• a range of questions relating to court procedures and possible outcomes</li> </ul>
<p><b><i>Client service practice and standards</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• dealing with difficult clients</li> <li>• conflict resolution</li> <li>• empathy</li> <li>• listening</li> <li>• communication</li> <li>• friendly approach</li> <li>• building rapport</li> <li>• being a team player</li> <li>• maintaining high level of service</li> <li>• equality</li> <li>• situation management</li> </ul>

	<ul style="list-style-type: none"> <li>• confidentiality</li> <li>• assertiveness and firmness</li> <li>• composure</li> <li>• liaising with other parties</li> </ul>
<b>Referrals</b> may be to:	<ul style="list-style-type: none"> <li>• police</li> <li>• issuing authorities, such as local government councils</li> <li>• legal advice clinic or similar options</li> </ul>
<b>Technical resources</b> may include:	<ul style="list-style-type: none"> <li>• all materials that include specific information</li> <li>• manuals</li> <li>• guidelines</li> <li>• pamphlets</li> </ul>
<b>Computerised information systems</b> may include:	<ul style="list-style-type: none"> <li>• case management systems</li> <li>• electronic information systems</li> </ul>
<b>Transferred</b> may include between:	<ul style="list-style-type: none"> <li>• physical locations</li> <li>• jurisdictions</li> <li>• lists</li> </ul>
<b>Documents</b> may include:	<ul style="list-style-type: none"> <li>• Crown papers</li> <li>• witness statements</li> <li>• medical records</li> <li>• materials tendered in answer to a subpoena</li> <li>• affidavits</li> <li>• claims</li> <li>• complaints and information</li> <li>• exhibits</li> <li>• subpoenas</li> <li>• applications</li> </ul>
<b>Lodgement</b> may include:	<ul style="list-style-type: none"> <li>• e-filing</li> <li>• e-lodgement</li> <li>• mail</li> <li>• in person</li> <li>• fax</li> </ul>

## Unit Sector(s)

Not applicable.

## **Competency field**

Courts.