



Australian Government

Department of Education, Employment and Workplace Relations

PSPGSD409A Deal with incorrect payments and debts

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers detection and investigation of incorrect payments and debts and strategies to deal with them. It includes preventing or minimising debt, investigating payments and debts and negotiating repayments.

In practice, dealing with incorrect payments and debts may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, using government processes, working with diversity, gathering and analysing information, etc.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prevent or minimise debt	<p>1.1 Systems and procedures are implemented to prevent or minimise the impact of incorrect payments on those in receipt of government benefits, and the organisation.</p> <p>1.2 Sources of incorrect payments or causes of debt are investigated and processes or procedures reviewed.</p> <p>1.3 Risks and penalties associated with fraud and default are communicated to the team and service recipients to deter overpayments.</p>
2. Investigate payments and debts	<p>2.1 Incorrect payments and recoverable debts are identified promptly and corrective actions are recorded.</p> <p>2.2 <i>Legislation</i> is researched to guarantee its correct application to outstanding debts.</p> <p>2.3 Service delivery records are reviewed to identify under- and over-payments.</p>
3. Instigate recovery action	<p>3.1 Personal details and relevant information about recipients' circumstances and environment are confirmed, within established guidelines.</p> <p>3.2 Repayment strategies are negotiated that are mutually acceptable and meet legislative and policy requirements.</p> <p>3.3 Repayments are monitored to ensure compliance with the strategy and allow early intervention and negotiation on non-compliance to ensure a satisfactory outcome.</p>

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to benefits, payments and debt recovery
- recoverable debts
- payment strategy options
- fraud control principles
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environmental requirements in the context of dealing with incorrect payments and debts

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to payments, benefits, debt recovery and fraud control
- applying mathematical techniques for developing payment strategies
- communicating with diverse clients including consulting, negotiating, interviewing and dealing with conflict
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environmental issues in the context of debt recovery

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV402B Deliver and monitor service to clients
 - PSPGOV406B Gather and analyse information
 - PSPGOV411A Deal with conflict
 - PSPGOV412A Use advanced workplace communication strategies
 - PSPGOV417A Identify and treat risks
 - PSPGOV422A Apply government processes
 - PSPGSD404A Administer delivery of financial and other benefits
 - PSPLEGN401A Encourage compliance with legislation in the public sector
 - PSPOHS401B Implement workplace safety procedures and programs

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- incorrect payments and debts dealt with in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to relating to benefits, payments and debt recovery
- examples of repayment schedules for a range of circumstances
- case studies and workplace scenarios to capture the range of

situations likely to be encountered when dealing with incorrect payments and debts

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when dealing with incorrect payments and debts, including coping with difficulties, irregularities and breakdowns in routine
- incorrect payments and debts dealt with in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in *bold italics* in the Performance Criteria is explained here.

Legislation may include:

- Social Security Act 1991
- Social Security Administration Act 1999
- Social Security International Agreements Act 1999
- Australian Public Services Act 1999
- Family Assistance Act 1999
- Family Assistance Administration Act 1999
- Student Assistance Act

Unit Sector(s)

Not applicable.

Competency field

Government Service Delivery.