



**Australian Government**

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

# **PSPGSD501A Develop and implement procedures for government service delivery**

**Revision Number: 2**

## **PSPGSD501A Develop and implement procedures for government service delivery**

### **Modification History**

PSPGSD501A Release 2: Layout adjusted. No changes to content.

PSPGSD501A Release 1: Primary release.

### **Unit Descriptor**

This unit covers quality service delivery through the development and implementation of systems, strategies and procedures. It includes developing, implementing and monitoring procedures to maximise the quality of government service delivery.

In practice, developing and implementing procedures may overlap with other generalist and specialist work activities, such as working ethically, complying with legislation, monitoring and maintaining workplace safety, developing client services, undertaking research and analysis etc.

This is a new unit of competency, added to the *Government Service Delivery* Competency field of the Training Package in 2004.

### **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. Develop procedures to maximise the quality of service delivery

- 1.1 Procedures are put in place to ensure that decisions about targeting of *government services* are based on up-to-date information about available services and users.
- 1.2 Systems and procedures are established and maintained so teams can access *specialist information and assistance* when working with organisations and individuals with particular needs.
- 1.3 Procedures are developed and implemented to monitor and address changing trends in circumstances, legislation, *environmental factors* or urgency of needs.
- 1.4 Client/customer *contact strategies and protocols* are developed and implemented.
- 1.5 Procedures are developed to ensure organisational standards and procedures are applied consistently within organisational teams.
- 1.6 Strategies for internal and external distribution of information are developed and implemented to ensure individual and organisational effectiveness is maximised.
- 1.7 Strategies to deal with contingencies, identified gaps and inadequacies in service provision are developed and implemented.

#### 2. Implement and monitor procedures to maximise the quality of service delivery

- 2.1 Organisational standards and procedures are monitored to ensure they are applied consistently within the team.
- 2.2 Programs are implemented to ensure that the skills required to work with a *diverse* client/customer group are developed within the team.
- 2.3 Timely responses to operational issues requiring prompt action are made in accordance with *legislation, policy and guidelines*.
- 2.4 Networks are established and maintained, to ensure appropriate referrals to services from within and outside the organisation.
- 2.5 Information and strategies relating to the government service delivery role are shared through interaction and consultation with colleagues and users of the services.
- 2.6 The quality and efficiency of processes are monitored and improvements are identified where necessary to maximise service delivery outcomes.

## Required Skills and Knowledge

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

### Skill requirements

Look for evidence that confirms skills in:

- developing systems, processes, strategies and procedures to support staff in the provision of quality government service delivery
- writing procedures requiring precision of expression
- reading complex documents such as legislation and policies and translating them into action through the development of systems, procedures and processes
- working with government service users with complex needs
- working with people from diverse backgrounds
- responding to diversity, including gender and disability
- applying workplace safety procedures in the context of government service delivery

### Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- the range of circumstances and complexity of needs of individuals accessing government service delivery
- information needs of teams and team leaders in government service delivery
- quality standards relating to government service delivery
- available specialist service providers
- legislation, policy, procedures and protocols relating to government service delivery, including occupational health and safety and environment
- principles of equal employment opportunity and diversity of staff and clients/customers in a government service delivery environment

## 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:

PSPETHC501B Promote the values and ethos of public service

PSPGOV502B Develop client services

PSPGOV504B Undertake research and analysis

PSPGSD502A Manage the emergent dynamics of government service delivery

PSPGSD503A Provide specialist technical service delivery

PSPLEGN501B Promote compliance with legislation in the public sector

PSPOHS501A Monitor and maintain workplace safety

### 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)
- development and implementation of procedures in a range of (3 or more) government service delivery contexts (or occasions, over time)

### Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to government service delivery
- case studies and workplace scenarios to capture the range of areas where procedures are required to underpin service delivery

### 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 developing and implementing procedures, including coping with difficulties, irregularities and breakdowns in routine
- development and implementation of procedures in a range of (3 or more) government service delivery 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
- 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.

***Government services*** may include:

- disability support services
- resource facilitation and case management
- community protection
- tenancy support
- property management
- disaster and emergency management
- clinical therapy services

***Specialist information and assistance*** may include:

- psychologists
- social workers
- community workers
- job network members
- counsellors

***Environmental factors*** may include:

- life events
- national emergencies
- industrial action
- industry collapse
- commencement or cessation of employment
- change of address

***Contact strategies and protocols*** may include:

- structured interviews
- phone calls
- scheduled contacts
- home visits

***Diverse client/customer group*** includes differences in:

- age
- cultural background
- educational level
- ethnicity
- expertise
- family responsibilities
- gender
- interests
- interpersonal approach
- language
- life experience
- marital status



- not fitting the dominant paradigm of the organisation
- personality
- physical ability
- political orientation
- religious belief
- sexual orientation
- socio-economic background
- thinking/learning styles
- work experience
- working styles
- statutory or legislative provisions
- Centrelink Development Agreement 2002 - 2005, or as revised
- other government agencies' standards and expectations

***Legislation, policy and guidelines*** may include:

## **Unit Sector(s)**

Not applicable.

## **Competency field**

Government Service Delivery.