Australian Government

Department of Education, Employment and Workplace Relations

PSPGSD502A Manage the emergent dynamics of government service delivery

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PSPGSD502A Manage the emergent dynamics of government service delivery

Modification History

Not applicable.

Unit Descriptor

Unit descriptor   This unit covers contingency management in a government service delivery environment. It includes managing government service reception, dealing with complaints and aggression, and assuring public safety in a government service delivery environment.

In practice, managing emergent dynamics may overlap with other generalist and specialist work activities, such as working ethically, complying with legislation, monitoring and maintaining workplace safety, 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

Employability skills   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. Manage government service reception	1.1 Reception and/or front office *functions* and efficiency are established and monitored in accordance with organisational policy and procedures
	1.2 The effectiveness of *queuing strategies* is monitored and evaluated, and *responses* are made to peak demand periods to minimise impact on individuals
	1.3 Items and information available to the public in *government service delivery* sites are maintained in accordance with organisational policy and procedures
2. Deal with complaints and aggression	2.1 The *complex needs and challenges* facing individuals accessing government service delivery are recognised and catered for
	2.2 Ongoing satisfaction is monitored and the concerns of dissatisfied and aggrieved individuals are identified
	2.3 Established frameworks for resolving conflict and aggression in government service delivery are identified and applied
	2.4 *Action* to resolve identified issues is reviewed and agreed with individuals, within the bounds of *legislation*, *processes and guidelines*
	2.5 Referrals are made, in consultation with the individual and *specialist service providers*
3. Assure public safety in a government service delivery environment	3.1 A risk management and response plan for potential emergencies or crises is developed and implemented as required
	3.2 Relevant *emergency services* are accessed when required
	3.3 Affected parties are debriefed in accordance with operational policy and procedures
	3.4 A record of any incidents is completed in accordance with legal and organisational requirements

Required Skills and Knowledge

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:

- working with government service users with complex needs
- communicating with a range of audiences for purposes such as liaising, referring, questioning, resolving conflict etc
- working with people from diverse backgrounds
- responding to diversity, including gender and disability
- dealing with aggression
- debriefing affected parties after an incident
- preparing records of incidents
- 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
- risk management and response
- established frameworks for resolving conflict and aggression
- available emergency services
- 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

Evidence Guide

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* unitsthat <u>must</u> be achieved <u>prior</u> to this unit:*Nil* • *Co-requisite* unitsthat <u>must</u> be assessed <u>with</u> this unit:*Nil* *Co-assessed units* that <u>may</u> 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 PSPGOV507A Undertake negotiations PSPGOV508A Manage conflict PSPGOV511A Provide leadership PSPGOV516A Develop and use emotional intelligence PSPGOV517A Coordinate risk management PSPGSD501A Develop and implement procedures for 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) management of emergent dynamics 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 circumstances and cases likely to be encountered

EVIDENCE GUIDE

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 managing emergent dynamics, including coping with difficulties, irregularities and breakdowns in routine
- management of emergent dynamics 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

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

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 *italics* in the Performance Criteria is explained here.

Front office functions may include	reception
	bookings
	switchboard operation
	face-to-face client contact
	first point of contact
Queuing strategies may include	local/area office guidelines and processes
Response in peak demands may be affected by	staffing schedules
	implementation of queuing strategies
Government service delivery may be	single agency
	multi-site
	whole of government (one tier, or all three)
Complex needs and challenges may include	homelessness
	domestic violence
	diversity issues
	disability
	substance abuse
	English language, literacy and numeracy skills
Action to resolve issues may include	mediation
	implementation of local customer aggression practices
	intervention
Legislation, processes and guidelines may include	Social Security Act 1991
	Social Security Administration Act 1999
	Social Security International Agreements Act 1999

RANGE STATEMENT

Australian Public Services Act 1999

Family Assistance Act 1999

Family Assistance Administration Act 1999

Student Assistance Act

Centrelink Development Agreement 2002 - 2005, or as revised

Specialist service providers may include

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

counsellors

health professionals

Emergency services may include

- job network providers
- police
- ambulance
- building security personnel
- government security advisers

Unit Sector(s)

Not applicable.

Competency field

Competency field   Government Service Delivery