



**Australian Government**

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

# **PSPIM503A Maintain and monitor service standards**

**Revision Number: 2**

## **PSPIM503A Maintain and monitor service standards**

### **Modification History**

PSPIM503A Release 2:      Layout adjusted. No changes to content.  
PSPIM503A Release 1:      Primary release.

### **Unit Descriptor**

This unit covers maintenance of 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. The unit may not be appropriate for those in-house rehabilitation coordinators who do not have a professional background.

In practice, maintaining and monitoring service standards may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, delivering client services, managing resources, undertaking research and analysis, project management etc.

This is a new unit of competency, added to the *Injury Management* 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
<p><b>1. Monitor standards and improve service delivery</b></p>	<p>1.1 <i>Documentation</i>, processes and practices are monitored in accordance with best practice principles to ensure compliance with <i>legislation, policy and procedures</i>.</p> <p>1.2 The organisation's systems and technology are used to <i>monitor service and standards</i> and to identify ways in which planning and operations could be improved.</p> <p>1.3 Service is strengthened through the use of continuous improvement techniques such as acting on <i>feedback</i> from <i>stakeholders</i> regarding rehabilitation services.</p> <p>1.4 Work performance is documented and the information is used to identify opportunities for improvement to systems and processes.</p> <p>1.5 Records, reports and recommendations for improvement are managed within the organisation's systems and processes.</p> <p>1.6 Service benchmarks are set, monitored and reviewed to ensure a cycle of continuous improvement.</p>
<p><b>2. Maintain and further develop professional competence in injury management</b></p>	<p>2.1 Knowledge of industry trends/changes and legislative updates is maintained to ensure service standards to clients.</p> <p>2.2 Feedback from clients and colleagues is used to identify and develop ways to improve personal competence.</p> <p>2.3 Professional development opportunities suited to personal learning style/s are selected and used to develop competence, in accordance with organisational requirements and available resources.</p> <p>2.4 Participation in professional development activities and networks is used to enhance personal knowledge and skills related to <i>changes in service provision</i>, and to build and maintain professional relationships.</p>

## 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:

- applying legislation, regulations and policies relating to maintenance of rehabilitation injury management service and standards
- applying principles of continuous improvement to injury management practices and processes
- using communication with diverse stakeholders including interviewing, gathering feedback etc
- responding to diversity, including gender and disability
- continuously updating knowledge and skills through both formal and informal means
- applying procedures relating to occupational health and safety and environment in the context of injury management

### Knowledge requirements

look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to injury management
- privacy legislation
- procedures to ensure confidentiality and security of information
- public sector management acts
- industry standards for rehabilitation
- continuous improvement principles
- professional development and its relationship to quality service delivery
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of injury management

## 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* 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

PSPGOV503B Coordinate resource allocation and usage

PSPGOV504B Undertake research and analysis

PSPGOV505A Promote diversity

PSPLEGN501B Promote compliance with legislation in the public sector

PSPPM502B Manage complex projects

#### 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)
- service standards maintained/monitored 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 injury management
- case studies and workplace scenarios to capture the range of situations likely to be encountered when maintaining and monitoring rehabilitation service standards

#### 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 maintaining and monitoring rehabilitation service standards, including coping with difficulties,

## EVIDENCE GUIDE

irregularities and breakdowns in routine

- service standards maintained/monitored 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
- 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.

***Documentation*** may include:

- incoming documents such as prescribed medical certificates, claim forms etc
- plans
- programs
- case files

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

- workers rehabilitation/compensation legislation
- allied legislation such as occupational health and safety acts, regulations and associated standards
- privacy legislation
- procedures to ensure confidentiality and security of information
- performance standards
- rehabilitation and return to work manual
- claims management manual
- public sector legislation and standards
- codes of conduct
- codes of ethics

***Monitoring service and standards*** may include:

- facilitating review activities
- obtaining feedback from stakeholders
- liaison with service providers
- feedback from injured workers

***Feedback*** may include:

- surveys
- anecdotal evidence
- case conference feedback
- formal complaints/grievances
- congratulatory correspondence
- letters of appreciation

***Stakeholders*** may be:

- injured workers
- supervisors/managers
- doctors/specialists
- claims management
- case managers
- approved rehabilitation providers
- unions

***Changes in service***

- new technology

*provision* may be in response to:

- new medical approaches to rehabilitation
- legislation
- organisational policy, procedures and protocols
- case law

## **Unit Sector(s)**

Not applicable.

## **Competency field**

Injury Management.