



Australian Government

PSPCART005 Serve process

Release: 1

PSPCART005 Serve process

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPCART404C Serve process. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice • PC 1.1 and 1.2 merged

Application

This unit describes the skills required to serve or attempt to serve process, as requested by a court, tribunal, agency or other party. It includes dealing with difficult collection situations, and completing preliminary requirements prior to serving process.

This unit applies to those working within the court system operating under procedures set by the court.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those set by the court.

Those undertaking this unit would generally work independently with occasional supervisory responsibilities. They would perform complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

Courts

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Complete requirements prior to serving process	1.1 Process documents and forward incorrectly received documents to correct location for service. 1.2 Enter details of process to be served into data system.
2. Serve process	2.1 Attempt service of process according to the type of process being served, the jurisdiction and prescribed timeframes. 2.2 Verify the identity of the person being served and clarify the nature of the document to the person during personal service process. 2.3 Comply with legislative requirements during a non-personal service process. 2.4 Comply with prescribed timeframes within legislative requirements where there is non-service.
3. Complete administrative requirements	3.1 Obtain signatures acknowledging service and complete required reports. 3.2 Prepare sworn affidavits and dispatch with annexures. 3.3 Detail refusal to sign in affidavits of service. 3.4 Prepare and dispatch reports or notices of non-service.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning NA					Reading					Writing					Oral communication					Numeracy NA				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPCRT404C Serve process.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPCART005 Serve process

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying legislative requirements to serving process
- understanding requirements of process to be served
- identifying intended recipients
- explaining nature of process
- dealing effectively with contingencies
- completing affidavits
- maintaining records

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislation and rules relating to personal and non-personal service of process
- jurisdiction policies and procedures relating to service of process
- rules for swearing affidavits
- procedures relating to public sector legislation, including WHS procedures for operational safety while serving process

Assessment Conditions

Assessment of this unit requires evidence gathered over time in a workplace environment or one that closely resembles normal work practice and replicates the diverse conditions likely to be encountered when serving process.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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