



Australian Government

PSPCART009 Provide court registry and information services

Release: 1

PSPCART009 Provide court registry and information services

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 PSPCART408B Provide court registry and information services. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice • PC 3.3 removed

Application

This unit describes the skills required to provide an effective registry and information service to court clients according to the court's business plan. It includes advising on court practice and procedures, processing incoming registry work, and handling documents and exhibits lodged.

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 the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Communicate court practice and procedures	1.1 Provide information, options and advice on legislation requirements and organisational policy and procedures. 1.2 Respond to questions related to client diversity and needs according to client service practice and standards. 1.3 Offer solutions to problems raised by clients and provide options and/or referrals in accordance with delegated authority. 1.4 Refer complex operational queries and obtain assistance when necessary. 1.5 Optimise information services through use of technical resources and digital information systems.
2. Process incoming registry work	2.1 Process incoming applications and other materials. 2.2 Transfer files using appropriate technical resources in accordance with listings and registry requirements. 2.3 Process and receipt fees.
3. Handle lodged documents	3.1 Receive and record documents. 3.2 Lodge documents and enter information into the file management system within set timeframes.

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					Reading					Writing					Oral communication					Numeracy				

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 PSPCRT408B Provide court registry and information services.

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 PSPCRT009 Provide court registry and information services

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.

- gathering and analysing information
- responding to queries
- dealing effectively with diverse clients including offending parties, legal practitioners, judicial and sheriff's officers and media
- listening actively, showing empathy, building rapport, resolving conflict and managing situations
- using case management systems
- accessing relevant information on websites
- reconciling accounts
- applying legislative requirements relating to the provision of court registry and information services

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.

- rules, Acts, procedures and legislation relating to court registry and information services
- courts administration structure, including departmental organisation
- principles of judicial independence
- current approaches to courts administration
- limits of authority to provide advice
- procedure for referrals to legal assistance

- court-specific software programs
- records management procedures and protocols

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 providing court registry and information services.

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

Links

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