



Australian Government

PSPGEN022 Give and receive workplace feedback

Release: 1

PSPGEN022 Give and receive workplace feedback

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 PSPGOV315A Give and receive workplace feedback. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to give and receive feedback in the workplace. It includes seeking and acting on workplace feedback, and providing informal as well as formal feedback in the workplace.

This unit applies to those working in generalist and specialist roles within the public sector.

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.

Those undertaking this unit would work under supervision, performing routine 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

General

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. Seek and act on workplace feedback	1.1 Seek feedback on performance and other workplace issues from others. 1.2 Discuss feedback asking questions to clarify understanding, and listening actively to ensure understanding of the issues and any constructive suggestions. 1.3 Consider diversity issues when evaluating feedback to ensure correct interpretation. 1.4 Consider and implement suggestions for improvements made by other workgroup members where appropriate.
2. Provide informal feedback in the workplace	2.1 Consider evidence from a range of sources in providing feedback in the workplace. 2.2 Evaluate performance of self and others and confirm with workgroup members. 2.3 Plan and implement strategies for continuous improvement in consultation with the workgroup, and recognise performance.
3. Provide formal feedback in the workplace	3.1 Identify and clarify standards and criteria for feedback. 3.2 Prepare written or verbal feedback to address required criteria and purpose. 3.3 Consider opinions and ideas where others disagree with feedback provided, amend or support feedback in line with organisational procedures. 3.4 Negotiate and agree upon actions and/or follow-up resulting from formal feedback. 3.5 Report where agreement cannot be reached and take further action if necessary.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV315A Give and receive workplace feedback.

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 PSPGEN022 Give and receive workplace feedback

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.

- using techniques for maintaining objectivity while giving and receiving feedback
- using communication techniques within a diverse workforce, including negotiating, questioning, clarifying, understanding, active listening, evaluating ideas and opinions
- evaluating workplace performance and issues affecting clients and others

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.

- public sector legislation, regulations, policies, procedures and guidelines relating to giving and receiving feedback
- organisation policies, practices and procedures relating to feedback
- workplace performance requirements and issues

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

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

Links

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