



Australian Government

Assessment Requirements for PSPGEN122 Give and receive workplace feedback

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGEN022 Give and receive workplace feedback.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- use techniques for maintaining objectivity:
 - giving feedback on at least two occasions
 - receiving feedback on at least two occasions
- plan a strategy for actions to improve individual or workgroup outcomes based on one of the following scenarios:
 - client feedback
 - 360° feedback
 - work performance feedback.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to giving and receiving feedback
- key features of the following types of feedback on performance and how they can be used:
 - workplace requirements and issues
 - client feedback
 - 360° feedback
 - feedback from assessors
 - performance feedback
 - feedback on a job application.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to giving and receiving feedback

- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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