



Australian Government

PSPGEN122 Give and receive workplace feedback

Release: 1

PSPGEN122 Give and receive workplace feedback

Modification History

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

Application

This unit describes the performance outcomes, skills and knowledge required to give and receive feedback in the workplace.

This unit applies to those working in generalist and specialist roles within the public sector or similar organisational contexts. Those undertaking this unit work under supervision, performing routine tasks in a range of familiar and unfamiliar contexts

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Seek and act on workplace feedback.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Seek feedback on performance and 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. Implement suggestions for improvements in accordance with organisational policies and procedures.

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| 2. Provide informal feedback in the workplace. | <ul style="list-style-type: none">2.1. Gather evidence from relevant sources to provide feedback in the workplace.2.2. Provide workplace feedback in a manner that shows respect for the individual(s) receiving the feedback.2.3. Evaluate performance of self and others2.4. Confirm evaluations and recognise performance with workgroup members.2.5. Plan and implement strategies for continuous improvement in consultation with the workgroup. |
| 3. Provide formal feedback in line with organisational procedures. | <ul style="list-style-type: none">3.1. Identify and clarify standards and criteria for feedback.3.2. Gather evidence from relevant sources.3.3. Prepare and deliver written or verbal feedback to address required criteria and purpose.3.4. Consider opinions and ideas where others disagree with feedback provided and amend or support feedback in line with organisational procedures.3.5. Negotiate and agree on actions or follow up resulting from formal feedback.3.6. Report where agreement cannot be reached and take further action if necessary. |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN022 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>

Assessment Requirements for PSPGEN122 Give and receive workplace feedback

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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

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