



Australian Government

PSPGSD002 Administer government service delivery requirements

Release: 1

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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 PSPGSD402A Administer government service delivery requirements. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to administer government service offers, agreements and records. It includes reviewing service offers or agreements, and reviewing and updating records.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

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 independently, performing routine tasks in a range of familiar contexts.

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

Competency Field

Government service delivery

Elements and Performance Criteria

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

essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Administer service offers or agreements	1.1 Identify and act on the need for assistance. 1.2 Identify and explain mutual obligations, rights and responsibilities associated with government service delivery. 1.3 Ensure delivery of services matches the circumstances.
2. Review service offers or agreements	2.1 Review service offer decisions as required. 2.2 Process appeals against service offer decisions. 2.3 Identify and negotiate ongoing resources and support required to progress the service offer. 2.4 Update records to reflect changes in circumstances.
3. Review and update government service delivery records	3.1 Review service delivery records for accuracy and currency. 3.2 Record and update information about individuals' needs as circumstances change. 3.3 Update information systems and records related to services provided to individuals. 3.4 Protect the privacy and security of personal information and records.

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 PSPGSD402A Administer government service delivery requirements.

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 PSPGSD002 Administer government service delivery requirements

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.

- reading complex, formal documents including legislation and guidelines and explaining them to people from diverse backgrounds
- granting and adjusting payments

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.

- the range of applicant circumstances and complexity of needs in the context of government service delivery
- range of services available through the organisation
- mutual obligations, rights and responsibilities
- service offers
- appeal processes
- administration systems and requirements for payments and benefits
- legislation, policy, procedures and protocols relating to government service delivery, including work health and safety and environment and sustainability practices
- principles of equal employment opportunity and diversity

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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