



Australian Government

PSPGSD004 Administer delivery of financial and other benefits

Release: 1

PSPGSD004 Administer delivery of financial and other benefits

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 PSPGSD404A Administer delivery of financial and other benefits. • 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 financial and other benefits relating to government service delivery. It includes determining entitlements and allowances, administering payments and benefits, and processing payments.

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 familiar context.

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 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. Determine entitlements and allowances	1.1 Determine individuals' eligibility for government products or services. 1.2 Apply eligibility tests or checks to confirm payment stream, entitlements and allowances. 1.3 Identify and accommodate special needs. 1.4 Offer a package of services and benefits which matches needs and entitlements.
2. Administer ongoing entitlements and obligations	2.1 Fulfil the government's obligations. 2.2 Support the recipients' obligations to the government. 2.3 Action, as needed, breaches, suspensions and restorations.
3. Administer payments and benefits	3.1 Grant payments or benefits. 3.2 Make adjustments to payments and benefits consultatively with the individuals concerned. 3.3 Confirm and review payments and benefits. 3.4 Identify and recover errors and debts.
4. Process payments	4.1 Establish entitlements and record obligations, if required. 4.2 Initiate transactions having confirmed individuals' preferred option for payment delivery. 4.3 Authorise and send payments.

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 PSPGSD404A Administer delivery of financial and other benefits.

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 PSPGSD004 Administer delivery of financial and other benefits

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
- applying workplace safety procedures in the context of government service delivery

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 circumstances and complexity of needs in the context of government service delivery
- special needs of applicants
- special assistance available
- mutual obligations, rights and responsibilities
- legislative requirements for entitlements and allowances
- methods of preventing or minimising debt
- legislation, policy, procedures and protocols relating to government service delivery, including work health and safety and environment

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.

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