



Australian Government

Assessment Requirements for PSPGSD007

Assist self-management of government service offers

Release: 1

Assessment Requirements for PSPGSD007 Assist self-management of government service offers

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 • Assessment Requirements created drawing upon specified assessment information from superseded unit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
- gathering and analysing information to re-assess service offers
- communicating with diverse audiences for purposes including liaison, referral, handover of information
- interviewing people from diverse backgrounds
- providing personalised service
- dealing with payment-related issues, breaches and debts
- identifying and dealing with risk, potential risk and urgent needs

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
- barriers to social and economic participation
- rights, responsibilities, mutual obligations and breaching
- personalised intervention strategies
- service agreements and plans
- internal advisers available

- quality and accuracy standards for records
- legislation, policy, procedures and protocols relating to government service delivery, including work health and safety and environment
- 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

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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