



Australian Government

PSPGSD009 Deal with incorrect payments and debts

Release: 1

PSPGSD009 Deal with incorrect payments and debts

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 PSPGSD409A Deal with incorrect payments and debts. • 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 detect and investigate incorrect payments and debts, and to develop strategies to deal with them. It includes preventing or minimising debt and negotiating repayments.

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 autonomously in consultation with others, performing complex 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 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. Prevent or minimise debt	1.1 Implement systems and procedures to prevent or minimise the impact of incorrect payments on those in receipt of government benefits, and the organisation. 1.2 Investigate sources of incorrect payments or causes of debt and review processes or procedures. 1.3 Communicate risks and penalties associated with fraud and default, to the team and service recipients, to deter overpayments.
2. Investigate payments and debts	2.1 Identify incorrect payments and recoverable debts and record corrective actions. 2.2 Research legislation to guarantee its correct application to outstanding debts. 2.3 Review service delivery records to identify under- and over-payments.
3. Instigate recovery action	3.1 Confirm personal details and relevant information about recipients' circumstances and environment. 3.2 Negotiate repayment strategies that are mutually acceptable and meet legislative and policy requirements. 3.3 Monitor repayments to ensure compliance with the strategy and allow early intervention and negotiation on non-compliance.

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 PSPGSD409A Deal with incorrect payments and debts.

Links

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for PSPGSD009 Deal with incorrect payments and debts

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.

- applying legislation, regulations and policies relating to payments, benefits, debt recovery and fraud control
- applying mathematical techniques for developing payment strategies
- communicating with diverse clients including consulting, negotiating, interviewing and dealing with conflict

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.

- legislation, regulations, policies, procedures and guidelines relating to benefits, payments and debt recovery
- recoverable debts
- payment strategy options
- fraud control principles
- equal employment opportunity, equity and diversity principles
- public sector legislation including work health and safety and environmental requirements, in the context of dealing with incorrect payments and debts

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>

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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