



Australian Government

PSPGSD010 Develop and implement procedures for government service delivery

Release: 1

PSPGSD010 Develop and implement procedures for government service delivery

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 PSPGSD501A Develop and implement procedures for government service delivery. • 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 provide quality service delivery through the development and implementation of systems, strategies and procedures. It includes monitoring procedures to maximise the quality of government service delivery.

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 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	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Develop procedures to maximise the quality of service delivery	1.1 Implement procedures to ensure that decisions about targeting of government services are based on up-to-date information about available services and users. 1.2 Establish and maintain systems and procedures so teams can access specialist information and assistance when working with organisations and individuals with particular needs. 1.3 Develop and implement procedures to monitor and address changing trends in circumstances, legislation, environmental factors or urgency of needs. 1.4 Develop and implement client/customer contact strategies and protocols. 1.5 Develop and implement strategies for internal and external distribution of information to ensure individual and organisational effectiveness is maximised. 1.6 Develop and implement strategies to deal with contingencies, identified gaps and inadequacies in service provision.
2. Implement and monitor procedures to maximise the quality of service delivery	2.1 Monitor organisational standards and procedures application within the team. 2.2 Implement programs to ensure that the skills required to work with a diverse client/customer group are developed within the team. 2.3 Respond to operational issues requiring action. 2.4 Establish and maintain networks, to ensure appropriate referrals to services from within and outside the organisation. 2.5 Share information and strategies relating to the government service delivery role through interaction and consultation with colleagues and users of the services. 2.6 Monitor the quality and efficiency of processes and identify improvements.

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 PSPGSD501A Develop and implement procedures for government service delivery.

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 PSPGSD010 Develop and implement procedures for government service delivery

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.

- developing systems, processes, strategies and procedures to support staff in the provision of quality government service delivery
- writing procedures requiring precision of expression
- reading complex documents including legislation and policies and translating them into action through the development of systems, procedures and processes
- working with government service users with complex needs
- working with people from diverse backgrounds

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 of individuals accessing government service delivery
- information needs of teams and team leaders in government service delivery
- quality standards relating to government service delivery
- available specialist service providers
- legislation, policy, procedures and protocols relating to government service delivery, including work health and safety and environment
- principles of equal employment opportunity and diversity of staff and clients/customers in a government service delivery 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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