



Australian Government

PSPGSD011 Manage the emergent dynamics of government service delivery

Release: 1

PSPGSD011 Manage the emergent dynamics of 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 PSPGSD502A Manage the emergent dynamics of 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 perform contingency management in a government service delivery environment. It includes managing government service reception, dealing with complaints and aggression, and assuring public safety in a government service delivery environment.

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 as necessary, performing routine tasks in a range of contexts that could be unpredictable.

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. Manage government service reception	1.1 Establish and monitor reception and/or front office functions and efficiency. 1.2 Monitor and evaluate the effectiveness of queuing strategies, and make responses to peak demand periods to minimise impact on individuals. 1.3 Maintain items and information available to the public in government service delivery sites.
2. Deal with complaints and aggression	2.1 Recognise and cater for the complex needs and challenges facing individuals accessing government service delivery. 2.2 Monitor ongoing satisfaction and identify the concerns of dissatisfied and aggrieved individuals. 2.3 Identify and apply established frameworks for resolving conflict and aggression in government service delivery. 2.4 Review and agree on actions to resolve identified issues with individuals. 2.5 Make referrals in consultation with the individual and specialist service providers.
3. Assure public safety in a government service delivery environment	3.1 Develop and implement, risk management and response plans for potential emergencies or crises. 3.2 Access relevant emergency services. 3.3 Debrief affected parties. 3.4 Record any incidents.

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 PSPGSD502A Manage the emergent dynamics of 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 PSPGSD011 Manage the emergent dynamics of 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.

- working with government service users with complex needs
- communicating with diverse audiences for purposes including liaising, referring, questioning, resolving conflict
- working with people from diverse backgrounds
- dealing with aggression
- debriefing affected parties after an incident
- preparing records of incidents

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
- risk management and response
- established frameworks for resolving conflict and aggression
- available emergency services
- available specialist service providers
- 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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