



Australian Government

Assessment Requirements for PSPGSD012 Provide specialist technical service delivery

Release: 1

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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 Assessment Requirements created drawing upon specified assessment information from superseded unit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.

- undertaking high-level investigation and decision-making related to specialist technical service delivery
- working with government service users with complex needs
- communicating with diverse audiences for different purposes
- working with people from diverse backgrounds
- providing training in business structures and related income and assets test issues to other service delivery staff

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
- complex investment and financial arrangements of government service users
- legislation, policy, procedures and protocols relating to government service delivery, including occupational health and safety and environment
- policy, instructions and legislation on issues relating to income and assets tests

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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