



Australian Government

PSPGSD012 Provide specialist technical service delivery

Release: 1

PSPGSD012 Provide specialist technical 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 PSPGSD503A Provide specialist technical 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 apply technical, policy and administrative knowledge to handle complex cases in a government service delivery environment. It includes facilitating application of complex legislation, policy and guidelines, establishing and managing the relationship between the organisation and other service sectors, and handling complex cases.

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 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	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. Facilitate application of complex legislation, policy and guidelines	1.1 Interpret legislation in relation to complex income and asset determinations, qualifications and eligibility. 1.2 Review policy and guidelines in relation to legislated requirements relating to complex investment and financial arrangements. 1.3 Apply high-level investigative and decision-making skills in the application of legislation, policy and guidelines. 1.4 Tailor and provide consultancy services regarding complex issues to service delivery staff in accordance with their needs and experience. 1.5 Provide training in business structures and related income and assets test issues to other service delivery staff.
2. Establish and manage the relationship between the organisation and other service sectors	2.1 Develop and maintain relationships with other service sectors that can assist government service users. 2.2 Obtain advice on the interpretation of policy, instructions and legislation regarding issues relating to income and assets tests. 2.3 Provide advice to government service users, their representatives and the welfare services sector on the interpretation of policy, instructions and legislation on issues relating to income and assets tests. 2.4 Broker contact between government service users, their representatives and the financial services sector on issues which involve the income and assets tests.
3. Handle complex cases	3.1 Apply technical, policy and administrative knowledge to assess the entitlements of government service users with complex needs. 3.2 Analyse and investigate complex issues. 3.3 Assess and review service offers for individuals with complex needs routinely. 3.4 Exercise delegations to make determinations of entitlements and obligations.

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 PSPGSD503A Provide specialist technical 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 PSPGSD012 Provide specialist technical 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.

- 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.

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