



Australian Government

Assessment Requirements for PSPGSD014 Administer government service delivery requirements

Release: 1

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Modification History

Supersedes and is equivalent to PSPGSD002 Administer government service delivery requirements.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- read complex, formal documents including legislation and guidelines
- explain service offer decision to an applicant including:
 - entitlements
 - rights and responsibilities of applicant
 - confirming understanding of entitlements
 - confirming payment cycle
- grant, record and adjust payments.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- applicant circumstances and complexity of needs in the context of government service delivery
- services available through the organisation
- mutual obligations, rights and responsibilities
- the nature of service offers and how they are made by the organisation
- appeal processes
- administration systems and requirements for payments and benefits
- communication methods suited to the audience and workplace environment
- legislation, policy, procedures and protocols relating to government service delivery, including:
 - sources of information for access and benefit frameworks
 - responding to individual requirements of applicants
 - negotiation and conflict resolution strategies
 - privacy and information security, storage and handling.
 - work health and safety.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, policy, procedures and protocols relating to government service delivery
- documentation used in government service delivery
- case studies and workplace scenarios to capture the circumstances and attitudes likely to be encountered in government service delivery environment
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' 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>