



Australian Government

PSPGSD014 Administer government service delivery requirements

Release: 1

PSPGSD014 Administer government service delivery requirements

Modification History

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

Application

This unit describes the performance outcomes, skills and knowledge required to administer government service offers, agreements and records.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit work independently, performing routine tasks in a range of familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Government service delivery

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Administer service offers or agreements.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and act on the need for assistance to applicant.
- 1.2. Identify and explain service offer and mutual obligations, rights and responsibilities associated with government service delivery to applicant.
- 1.3. Ensure delivery of services matches the circumstances and government service delivery legislation, policy, procedures and protocols.

2. Review service offers or agreements.
 - 2.1. Review service offer decisions as indicated by new information or circumstances.
 - 2.2. Process appeals against service offer decisions in accordance with appeals procedures.
 - 2.3. Identify and negotiate ongoing resources and support required to progress the service offer.
 - 2.4. Update records to reflect changes in circumstances.
3. Review and update government service delivery records.
 - 3.1 Review service delivery records for accuracy and currency.
 - 3.2. Record and update information about individuals' needs as circumstances change.
 - 3.3. Update information systems and records about services provided to individuals.
 - 3.4. Protect the privacy and security of personal information and records.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- | | |
|-------------------------------|--|
| Reading skills to: | <ul style="list-style-type: none">• interpret a variety of texts to determine and confirm information required from applicant. |
| Writing skills to: | <ul style="list-style-type: none">• use factual information to complete required documentation. |
| Oral communication skills to: | <ul style="list-style-type: none">• participate in a variety of spoken exchanges with a range of audiences using clear and direct language to convey, request and clarify information. |
| Numeracy skills to: | <ul style="list-style-type: none">• calculate payments and related adjustments within prescribed frameworks and cycles• record numerical data accurately• manage timeframes effectively. |
| Technology skills to: | <ul style="list-style-type: none">• use main features and functions of technology and software programs to complete work tasks. |

Unit Mapping Information

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGSD014 Administer government service delivery requirements

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.

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