



**Australian Government**

# **Assessment Requirements for PSPGSD017**

## **Assist self-management of government service offers**

**Release: 1**

# **Assessment Requirements for PSPGSD017 Assist self-management of government service offers**

## **Modification History**

Supersedes and is equivalent to PSPGSD007 Assist self-management of government service offers.

## **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, and explain them to a government service recipient
- gather and analyse information to reassess service offers
- provide personalised service
- deal with payment-related issues including:
  - late payment
  - under-payment
  - over-payment
  - identifying breaches
  - raising debts
- identify and deal with risk, potential risk or urgent needs.

## **Knowledge Evidence**

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

- recipient circumstances and complexity of needs in the context of government service delivery
- workload and case management arrangements applied to service delivery function
- barriers to social and economic participation
- communication and presentation methods suited to the audience and workplace environment
- service agreements and plans
- payment related issues
- internal adviser services available
- legislation, policy, procedures and protocols relating to government service delivery, including:
  - sources of information for access and benefit frameworks
  - rights, responsibilities, mutual obligations and breaching
  - personalised intervention strategies

- privacy and information security, storage and handling.

## 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 customer service in government service delivery
- case studies and workplace scenarios to capture the circumstances and attitudes encountered in providing assistance to government benefit recipients
- 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>