



Australian Government

PSPREG004 Promote client compliance

Release: 1

PSPREG004 Promote client compliance

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 PSPREG402C Promote client compliance. • 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 promote client compliance. It includes advising and assisting clients to comply with legislation or standards and implementing communication strategies to improve compliance.

This unit applies to those working in public sector roles conducting regulatory activities.

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 independently as part of a team, performing routine tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

Regulatory

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. Advise and assist clients to comply with legislation or standards	1.1 Confirm client needs, expectations, attitudes and current level of knowledge. 1.2 Identify and manage risks related to possible confrontations. 1.3 Provide advice to client's that is current, prompt and meets the specific needs of clients in its range, depth and form of presentation. 1.4 Seek feedback on clients' levels of understanding and use additional information or explanation to clarify issues if required. 1.5 Provide information to promote the benefits of compliance and the consequences of non-compliance. 1.6 Advise clients of processes and timelines when interpretation and/or advice from others is needed for complex matters.
2. Implement communication strategies to improve compliance	2.1 Tailor communication strategies to the audience and the context. 2.2 Apply presentation standards in accordance with the needs of clients. 2.3 Highlight community rights and responsibilities and avenues for public redress under legislation or standards, when applicable. 2.4 Use conflict resolution techniques if necessary and protect the safety of self and others. 2.5 Adjust content and presentation of communication strategies in response to feedback gathered from a range of clients.

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 PSPREG402C Promote client compliance.

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 PSPREG004 Promote client compliance

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.

- providing advice and discussion involving exchanges of sometimes complex oral information
- delivering presentations tailored to the needs of people from diverse backgrounds
- reading and explaining complex and formal documents, including their application to clients' situations
- using active listening and questioning strategies to clarify understanding
- using information technology to access relevant legislation and guidelines

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.

- public sector legislation including
- consequences of non-compliance
- terminology used in legislation and procedures
- organisational procedures, guidelines and protocols
- delivery approaches to address diverse learning styles
- industry knowledge

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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