



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV315A Give and receive workplace feedback

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers feedback in the workplace, both giving and receiving. It includes seeking and acting on workplace feedback, and providing informal as well as formal feedback in the workplace.

In practice, giving and receiving feedback may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, working effectively, working with diversity, contributing to the workgroup, building networks, etc. This is one of 4 units in the *Working in Government* and *Management* Competency Fields that deal with performance. Related units are:

- PSPGOV416A Monitor performance and provide feedback
- PSPGOV519A Manage performance
- PSPMNGT603B Facilitate people management
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- No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Seek and act on workplace feedback

- 1.1 **Feedback** on performance and **other workplace issues** is sought from **others** in accordance with organisational policy and procedures.
- 1.2 Feedback is discussed, questions asked to clarify understanding, and active listening used to ensure understanding of the issues and any constructive suggestions.
- 1.3 **Diversity issues** are considered when evaluating feedback to ensure correct interpretation.
- 1.4 Suggestions for improvements made by other workgroup members are considered objectively and implemented where appropriate.

2. Provide informal feedback in the workplace

- 2.1 Informal feedback is given regularly, in a timely manner, in accordance with workplace procedures and protocols.
- 2.2 Evidence from a range of sources is considered in providing feedback in the workplace.
- 2.3 The opinions of others are considered when providing informal feedback.
- 2.4 Performance of self and others is evaluated and confirmed with workgroup members.
- 2.5 **Strategies/opportunities for continuous improvement** are planned and implemented in consultation with the workgroup, and notable performance is recognised in accordance with organisational policy and procedures.

3. Provide formal feedback in the workplace

- 3.1 Where they exist, processes/**guidelines** for providing **formal feedback** are used to ensure feedback meets purpose/s for which it is required.
- 3.2 **Standards/criteria** for feedback are identified and clarified.
- 3.3 Written or verbal feedback is prepared to address required criteria and purpose in accordance with **legislation, policy and procedures**.
- 3.4 Where others disagree with feedback provided, their opinions and ideas are considered objectively and the feedback is amended or supported in line with organisational procedures.
- 3.5 Agreement with those seeking formal feedback is negotiated and documented regarding any actions/follow-up as a result of feedback.
- 3.6 Where agreement cannot be reached, reports are prepared and further action is taken if necessary, in accordance with organisational policy and procedures.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- using techniques for maintaining objectivity while giving and receiving feedback
- using a range of communication techniques with members of a diverse workforce, including negotiating, questioning, clarifying, understanding, active listening, evaluating the ideas and opinions of others
- evaluating workplace performance and issues affecting clients and others
- responding to diversity, including gender and disability
- applying legislation such as occupational health and safety and environment in the context of giving and receiving feedback

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- public sector legislation, regulations, policies, procedures and guidelines relating to giving and receiving feedback
- organisation policies, practices and procedures relating to feedback
- workplace performance requirements and issues
- equal employment opportunity, equity and diversity principles

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC301B Uphold the values and principles of public service
 - PSPGOV301B Work effectively in the organisation
 - PSPGOV302B Contribute to workgroup activities
 - PSPGOV303B Build and maintain internal networks
 - PSPGOV307B Organise workplace information
 - PSPGOV308B Work effectively with diversity
 - PSPGOV312A Use workplace communication strategies
 - PSPGOV313A Compose workplace documents
 - PSPGOV314A Contribute to conflict management
 - PSPLEGN301B Comply with legislation in the public sector
 - PSPOHS301A Contribute to workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- feedback given and received in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to feedback in the workplace
- case studies and workplace scenarios to capture the range of situations likely to be encountered when giving and receiving workplace feedback

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when giving and receiving workplace feedback, including coping with difficulties, irregularities and

breakdowns in routine

- feedback given and received in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

<i>Feedback on performance</i> may include:	• client feedback • 360° feedback • feedback from assessors • performance feedback • feedback on a job application
<i>Other workplace issues</i> may include:	• personal presentation • attitude • style, tone and form of language used • body language • cultural interactions • equity and diversity • telephone manner • client service manner
<i>Others</i> may include:	• team members • colleagues • superiors • subordinates • clients • assessors • performance appraisers • referees • interview panels • validators
<i>Diversity issues</i> may include:	• accepting that different ways of working and communicating are valid • focus on outcomes rather than process so that different ways of reaching the same end are not raised as negative feedback • interpreting feedback in light of diversity considerations • using culturally appropriate verbal and non-verbal language
<i>Strategies/opportunities for continuous improvement</i> may include:	• coaching, mentoring and/or supervision • formal/informal learning programs • internal/external training provision • work experience/exchange/opportunities • personal study

	• career planning/development • learning pathways.
Guidelines may include:	• sources of evidence • feedback methods/decisions • how to provide feedback • who gets feedback • appeal processes • grievance processes • dispute resolution processes • confidentiality • privacy • freedom of information requirements
Formal feedback may be required by:	• peers • managers/supervisors/team leaders • employees • teams and team members • clients/customers • job applicants (360° feedback)
Standards/criteria may include:	• selection criteria • best practice standards • organisational practice standards • competencies • service level standards • codes of ethics/conduct • legislation/regulations
Legislation, policy and procedures may include:	• State/Territory and Commonwealth legislation and regulations such as: • public sector management acts • privacy legislation • freedom of information • equal employment opportunity, anti-discrimination and harassment legislation • occupational health and safety legislation • environmental legislation • ethics and accountability standards • public sector standards • organisational policy, procedures and protocols • international legislation/codes of behaviour

Unit Sector(s)

Not applicable.

Competency field

Working in Government