



Australian Government

Department of Education, Employment and Workplace Relations

PSPGSD402A Administer government service delivery requirements

Release 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 administration of government service offers, agreements and records. It includes administering and reviewing service offers or agreements, and reviewing and updating records.

In practice, administration of service delivery requirements may overlap with other generalist and specialist work activities, such as working ethically, complying with legislation, applying government processes, delivering client service, gathering and analysing information etc.

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. Administer service offers or agreements	1.1 The <i>need for assistance</i> is identified and acted on in accordance with legislative requirements and organisational policy and procedures. 1.2 <i>Mutual obligations, rights and responsibilities</i> associated with government service delivery are identified and explained. 1.3 <i>Services</i> are delivered in a timely manner and matched to the circumstances.
2. Review service offers or agreements	2.1 <i>Service offer</i> decisions are reviewed as required. 2.2 Appeals against service offer decisions are processed according to <i>legislation, policy and guidelines</i>. 2.3 Ongoing resources and support required to progress the service offer are identified and negotiated as required. 2.4 Records are updated to reflect changes in circumstances.
3. Review and update government service delivery records	3.1 Service delivery records are reviewed for accuracy and currency. 3.2 Information about individuals' needs is recorded and updated as circumstances change. 3.3 Information systems and records related to services provided to individuals are updated. 3.4 The privacy and security of personal information and records is protected.

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:

- reading complex, formal documents such as legislation and guidelines and explaining them to people from diverse backgrounds
- gathering and analysing information to review and update records
- granting and adjusting payments
- responding to diversity, including gender and disability
- applying workplace safety procedures in the context of government service delivery

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- the range of applicant circumstances and complexity of needs in the context of government service delivery
- range of services available through the organisation
- mutual obligations, rights and responsibilities
- service offers
- appeal processes
- administration systems and requirements for payments and benefits
- legislation, policy, procedures and protocols relating to government service delivery, including occupational health and safety and environment and sustainability practices
- principles of equal employment opportunity and diversity

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:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV402B Deliver and monitor service to clients
 - PSPGOV406B Gather and analyse information
 - PSPGOV422A Apply government processes
 - PSPGSD401A Identify and select government service delivery options
 - PSPGSD403A Conduct government service delivery interviews
 - PSPLEGN401A Encourage compliance with legislation in the public sector

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 the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- administration of government service delivery requirements 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 government service delivery
- case studies and workplace scenarios to capture the range of people, circumstances and attitudes likely to be encountered

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 administering government

service delivery requirements, including coping with difficulties, irregularities and breakdowns in routine

- administration of government service delivery requirements 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
- 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.

Need for assistance may include:

- income support
- rent assistance
- family support
- supported/crisis accommodation

Mutual obligations, rights and responsibilities may be included in:

- service level agreements with client departments
- participation agreements between personal advisers and clients
- legislation, policy and government directions

Services may include:

- benefits
- referrals to external service providers
- referrals to community groups
- assistance in applying for training courses
- access to Centrelink programs

A service offer refers to:

- appropriate government benefit and/or service

Legislation, policy and guidelines may include:

- statutory or legislative provisions
- Centrelink Development Agreement 2002 - 2005, or as revised
- Client agency partnerships and agreements.

Unit Sector(s)

Not applicable.

Competency field

Government Service Delivery.