



Australian Government

Department of Education, Employment and Workplace Relations

PSPGSD407A Assist self-management of government service offers

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 provision of assistance to recipients of government benefits and entitlements with managing their own service offers. This assistance is typically provided by customer service officers. The unit includes providing personalised service, maintaining detailed service plans, managing mutual obligations and breaching, and responding to changes in need. In practice, assisting with self-management of government service offers may overlap with other generalist and specialist work activities, such as working ethically, complying with legislation, applying government processes, 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. Provide personalised service	1.1 Personal interaction is employed to ensure that <i>service offers</i> remain relevant to circumstances. 1.2 Enquiries related to the service offers are dealt with in accordance with organisational policy and procedures. 1.3 General information about payments and services is provided on request. 1.4 <i>Streaming</i> and referrals to other <i>internal advisers</i> are provided in accordance with needs and organisational guidelines.
2. Maintain detailed service plans	2.1 Accurate and up-to-date information about individuals, service options and the service being delivered, is used as the basis of service delivery. 2.2 <i>Payment-related issues</i> are identified and resolved in accordance with <i>legislation, policies and guidelines</i>. 2.3 Interventions are initiated, as indicated by history or need. 2.4 Established quality and accuracy standards are applied for all records.
3. Manage mutual obligations and breaching	3.1 Progress against agreed plans is monitored. 3.2 Government service information is recorded, maintained and applied to future dealings so service developments are well-informed and appropriate. 3.3 Debts are raised, and waived or finalised, when required, in accordance with legislation, policy and procedures.
4. Respond to changes in need	4.1 Service offers are routinely reassessed in the light of changing circumstances and needs. 4.2 <i>Situations of risk, potential risk or urgent need</i> are identified and reported promptly in accordance with organisational procedures. 4.3 Liaison is undertaken with other staff to ensure changes to service offers are made in line with agreed requirements and to arrange handovers when required.

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 re-assess service offers
- communicating with a range of audiences for purposes such as liaison, referral, handover of information, etc
- interviewing and questioning of people from diverse backgrounds
- responding to diversity, including gender and disability
- providing personalised service
- dealing with payment-related issues, breaches and debts
- identifying and dealing with risk, potential risk and urgent needs
- 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 circumstances and complexity of needs in the context of government service delivery
- barriers to social and economic participation
- rights, responsibilities, mutual obligations and breaching
- personalised intervention strategies
- service agreements and plans
- internal advisers available
- quality and accuracy standards for records
- legislation, policy, procedures and protocols relating to government service delivery, including occupational health and safety and environment
- 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
 - 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)
- assistance with self-management of government service offers 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 circumstances and cases 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 assisting with self management of government service delivery, including

coping with difficulties, irregularities and breakdowns in routine

- assistance with self-management of government service offers 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.

- A service offer*** refers to:
- appropriate government benefit and/or service
- Streaming*** refers to:
- workload and case management arrangements applied to similar service delivery functions
- Internal advisers*** may include:
- multicultural service officers
 - indigenous service officers
 - disability officers
 - complex assessment officers
 - financial information service officers
 - jobs education and training advisers
- Payment-related issues*** may include:
- late payments
 - over-payments
 - under-payments
- Legislation, policies and guidelines*** may include:
- statutory or legislative provisions
 - Centrelink Development Agreement 2002 - 2005, or as revised
- Situations of risk, potential risk or urgent need*** may include:
- homelessness
 - domestic violence
 - prison release
 - substance abuse
 - illiteracy
 - differing cultural expectations
 - severe disability

Unit Sector(s)

Not applicable.

Competency field

Government Service Delivery.