



Australian Government

Department of Education, Employment and Workplace Relations

PSPLAND409A Handle compensation claims

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 settlement of compensation claims with respect to public land. It includes responding to claims, and determining and settling compensation.

In practice, handling compensation claims may overlap with other generalist or specialist public sector work activities such as working ethically, complying with legislation, applying government processes, using resources, gathering and analysing information, working with diversity.

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. Respond to claims for compensation	1.1 Claims are assessed and responded to within statutory timeframes. 1.2 Compensation claims are served in the required format within the specified time period. 1.3 A determination is made as to whether a <i>claimant</i> is entitled to compensation in accordance with legislation, organisational policy and procedures.
2. Determine compensation	2.1 <i>Settlement terms</i> are determined according to <i>legislation, organisational policy and procedures</i>. 2.2 Advice is obtained as necessary to deal with any <i>non-routine aspects</i> of claims. 2.3 Agreement is negotiated with the claimant in accordance with organisational policy and procedures. 2.4 If agreement cannot be reached, an action is prepared and processed through court or compensation court in accordance with <i>organisational procedures</i>. 2.5 Settlement documents are prepared in accordance with the compensation determination containing information that is technically correct.
3. Settle compensation	3.1 Once a settlement is reached, compensation is paid in the required timeframe in accordance with agreements or court determination. 3.2 Settlement release is obtained from client and/or third party, as applicable. 3.3 Records of finalised compensation claims are stored, maintained and secured according to organisational policy and legislative requirements.

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:

- interpreting and applying legislation relating to Crown/State land administration and compensation
- communicating with diverse stakeholders including effective negotiation
- generating documentation to organisational standards
- writing reports requiring formality of language and structure
- responding to diversity, including gender and disability
- applying public sector legislation such as occupational health and safety, environment, anti-discrimination and diversity in the context of compensation

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, policies and procedures relating to Crown/State land administration and compensation
- organisational processes and protocols relating to the handling of compensation claims
- court procedures
- public sector legislation including occupational health and safety and environment in the context of compensation

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
 - PSPGOV403B Use resources to achieve work unit goals
 - PSPGOV406B Gather and analyse information
 - PSPGOV408A Value diversity
 - PSPGOV422A Apply government processes
 - 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)
- handling compensation claims 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 compensation
- case studies and workplace scenarios to capture the range of situations likely to be encountered when handling compensation claims

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 handling compensation claims, including coping with difficulties, irregularities and breakdowns in routine

- handling compensation claims 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.

Claimants may include:

- Aboriginal groups
- Local Government
- government agencies
- Aboriginal land councils
- Aboriginal land trusts
- public

Settlement terms may include:

- cash settlement

Legislation, organisational policy and procedures may include:

- legislation related to public land administration
- public sector legislation such as equal employment opportunity, anti-discrimination, diversity, occupational health and safety
- privacy legislation and freedom of information
- public sector standards
- jurisdictional and organisational code/s of practice and code/s of ethics
- organisational standards
- industry standards

Non routine aspects may include:

- special inclusions/exclusions

Organisational procedures may include:

- regulatory requirements
- industry practices
- manual or electronic applications

Organisational procedures may be specified in:

- procedures manual
- office practice guidelines
- workplace notices
- computer training manuals

Unit Sector(s)

Not applicable.

Competency field

Public Land Administration.