

UNIT CODE	PSPGSD002
UNIT TITLE	Administer government service delivery requirements
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to administer government service offers, agreements and records.</p> <p>This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit work independently, performing routine tasks in a range of familiar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Government service delivery
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Administer service offers or agreements	1.1 Identify and act on the need for assistance to applicant. 1.2 Identify and explain mutual obligations, rights and responsibilities associated with government service delivery. 1.3 Ensure delivery of services matches the circumstances.
2. Review service offers or agreements	2.1 Review service offer decisions as required. 2.2 Process appeals against service offer decisions. 2.3 Identify and negotiate ongoing resources and support required to progress the service offer. 2.4 Update records to reflect changes in circumstances.

3. Review and update government service delivery records	3.1 Review service delivery records for accuracy and currency. 3.2 Record and update information about individuals' needs as circumstances change. 3.3 Update information systems and records related to services provided to individuals. 3.4 Protect the privacy and security of personal information and records.
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FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> ■ interpret a variety of text to determine and confirm information required from applicant.
Writing skills to:	<ul style="list-style-type: none"> ■ use factual information to complete required documentation.
Oral communication skills to:	<ul style="list-style-type: none"> ■ listening skills to understand needs of others ■ participate in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience.
Technology skills to:	<ul style="list-style-type: none"> ■ use main features and functions of technology and software programs to complete work tasks.
UNIT MAPPING INFORMATION	Release 1: Supersedes and is equivalent to PSPGSD002 Administer government service delivery requirements.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGSD002 Administer government service delivery requirements
PERFORMANCE EVIDENCE	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion: <ul style="list-style-type: none"> ■ read complex, formal documents including legislation and guidelines ■ explain service offer decision to applicant including: <ul style="list-style-type: none"> ○ entitlements ○ rights and responsibilities of applicant ○ confirm understanding of entitlements ○ confirm payment cycle ■ grant, record and adjust payments.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ applicant circumstances and complexity of needs in the context of government service delivery ■ services available through the organisation ■ mutual obligations, rights and responsibilities ■ service offers ■ appeal processes ■ administration systems and requirements for payments and benefits ■ communication methods suited to the audience and workplace environment ■ legislation, policy, procedures and protocols relating to government service delivery, including work health and safety.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in either a:</p> <ul style="list-style-type: none"> ■ workplace environment or ■ simulated environment. <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ legislation, policy, procedures and protocols relating to government service delivery ■ case studies and workplace scenarios to capture the circumstances and attitudes likely to be encountered in government service delivery environment. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide