

UNIT CODE	PSPGEN022
UNIT TITLE	Give and receive workplace feedback
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to give and receive feedback in the workplace. It includes seeking and acting on workplace feedback and providing informal as well as formal feedback in the workplace.</p> <p>This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit would work under supervision, performing routine tasks in a range of familiar and unfamiliar 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	General
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. Seek and act on workplace feedback	1.1 Seek feedback on performance and workplace issues from others. 1.2 Evaluate and clarify feedback to confirm understanding. 1.3 Implement suggestions for improvements according to organisation policies and procedures.

2. Provide informal feedback in the workplace	2.1 Gather evidence from relevant sources and prepare to give feedback in the workplace. 2.2 Provide workplace feedback. 2.3 Evaluate performance of self and others 2.4 Confirm evaluations and recognise performance with workgroup members. 2.5 Plan and implement strategies for continuous improvement in consultation with the workgroup.
3. Provide formal feedback in line with organisational procedures	3.1 Identify and clarify organisation policies and procedures relating to feedback. 3.2 Gather evidence from relevant sources. 3.3 Prepare and deliver written or verbal feedback. 3.4 Agree on actions resulting from formal feedback. 3.5 Report where agreement cannot be reached.

FOUNDATION SKILLS

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	<ul style="list-style-type: none"> ask open and closed questions and actively listen to seek information and confirm understanding provide clear and objective information engage respectfully with a diverse workforce.
Problem-solving skills to:	<ul style="list-style-type: none"> resolve disagreements with feedback provided and received negotiate actions arising from formal feedback.
UNIT MAPPING INFORMATION	Release 1- This unit supersedes and is equivalent to PSPGEN022 Give and receive workplace feedback
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN022 Give and receive workplace feedback
--------------	--

PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ use techniques for maintaining objectivity <ul style="list-style-type: none"> ○ giving feedback on at least two occasions and ○ receiving feedback on at least two occasions ■ plan a strategy for actions to improve individual or workgroup outcomes based one of the following scenarios: <ul style="list-style-type: none"> ○ client feedback ○ 360° feedback ○ work performance feedback.
-----------------------------	---

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"> ■ public sector legislation, regulations, policies, procedures and guidelines relating to giving and receiving feedback ■ organisation policies, practices and procedures relating to feedback ■ key features of the following feedback on performance: <ul style="list-style-type: none"> ○ workplace requirements and issues ○ client feedback ○ 360° feedback ○ feedback from assessors ○ performance feedback ○ feedback on a job application.
---------------------------	--

ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.</p> <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 giving and receiving feedback in the workplace. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide

