

<b>UNIT CODE</b>	<b>PSPGSD001</b>
<b>UNIT TITLE</b>	<b>Identify and select government service delivery options</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to select and offer government service delivery options to meet the needs of eligible applicants.</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 within a team, performing complex 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>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	Government service delivery
<b>UNIT SECTOR</b>	

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Assess the need for government services	1.1 Assess applicant circumstances and needs for complexity, urgency and eligibility and identify priorities for service delivery. 1.2 Identify and assess barriers. 1.3 Establish and maintain professional rapport and mutual respect.

2. Identify government service delivery options	<p>2.1 Obtain, record and validate personal details and relevant information about circumstances and environment.</p> <p>2.2 Identify and explain statutory or legislative provisions related to the provision of government services.</p> <p>2.3 Follow and explain accepted practice, duty of care obligations and the code of conduct of the organisation.</p> <p>2.4 Identify and reflect internal expectations about team strategies to deliver government services to the public.</p> <p>2.5 Identify and provide information about service options that match documented needs.</p>
3. Match service delivery to needs	<p>3.1 Use documented information to determine applicant needs and identify best fit service option.</p> <p>3.2 Identify and address issues.</p> <p>3.3 Obtain consent to receive services and exchange personal information.</p> <p>3.4 Make a service offer based on up-to-date information on available options, consistent with entitlements.</p> <p>3.5 Communicate own roles and responsibilities and the rights and obligations of those receiving government services.</p>
4. Address concerns/issues	<p>4.1 Promote positive participation in questioning and conversations.</p> <p>4.2 Encourage open expression of thoughts and ideas.</p> <p>4.3 Undertake negotiation and accept and consider differences in views.</p> <p>4.4 Identify situation requiring assistance and ask for support from supervisor.</p> <p>4.5 Apply conflict resolution strategies to deal with aggression.</p>
5. Make referrals	<p>5.1 Obtain support where there is a complexity of needs or there are issues outside the area of own responsibility.</p> <p>5.2 Establish and maintain networks to ensure referrals to appropriate personnel or services.</p> <p>5.3 Provide assistance with access to services from within and outside the organisation.</p>

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"> <li>■ interpret a variety of text to determine and confirm information required from applicant.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>■ document simple instructions for applicant</li> <li>■ use factual information to complete required documentation.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>■ participate in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience.</li> </ul>

Problem-solving skills to:	<ul style="list-style-type: none"> <li>■ identify where additional information is required from applicant.</li> </ul>
Initiative and enterprise skills to:	<ul style="list-style-type: none"> <li>■ use interpersonal skills to establish effective working relationships within the work environment.</li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>■ follow internal procedures and protocols for storing information related to applicants.</li> </ul>
Technology skills to:	<ul style="list-style-type: none"> <li>■ use main features and functions of technology and software programs to complete work tasks.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	Release 1: Supersedes and is equivalent to PSPGSD001 Identify and select government service delivery options.
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for PSPGSD001 Identify and select government service delivery options</b>
<b>PERFORMANCE EVIDENCE</b>	<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 on at least one occasion:</p> <ul style="list-style-type: none"> <li>■ use active listening to gather information and clarify circumstances</li> <li>■ read complex, formal documents including legislation and guidelines and explain them to people from diverse backgrounds</li> <li>■ gather and analyse information to match needs to services</li> <li>■ determine eligibility, entitlements and allowances</li> <li>■ identify when referrals are required and make them to the appropriate agency</li> <li>■ apply workplace safety procedures in the context of government service delivery.</li> </ul>

<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>■ the organisation's protocols for introducing oneself to customers and clients</li> <li>■ applicant circumstances and complexity of needs in the context of government service delivery</li> <li>■ barriers to effective service delivery</li> <li>■ service offers</li> <li>■ communication methods suited to the audience and workplace environment</li> <li>■ range of services available through the organisation</li> <li>■ legislation, policy and procedures relating to government service delivery.</li> </ul>
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<b>ASSESSMENT CONDITIONS</b>	<p>Skills must be demonstrated in either a:</p> <ul style="list-style-type: none"><li>■ workplace environment or</li><li>■ simulated environment.</li></ul> <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"><li>■ legislation, policy, procedures and protocols relating to government service delivery.</li></ul> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide