

<b>UNIT CODE</b>	<b>PSPGSD007</b>
<b>UNIT TITLE</b>	<b>Assist self-management of government service offers</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to provide assistance to recipients of government benefits and entitlements with managing their own service offers.</p> <p>This unit applies to those working as customer service officers providing assistance to government benefit recipients. Those undertaking this unit work independently with supervision responsibilities, while performing complex tasks in 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. Provide personalised service	1.1 Ensure service offers remain relevant to circumstances. 1.2 Deal with enquiries related to the service offers. 1.3 Provide general information about payments and services. 1.4 Provide streaming and referrals to other internal advisers.
2. Maintain detailed service plans	2.1 Use accurate and up to date information about individuals, service options and the service being delivered as the basis of service delivery. 2.2 Identify and resolve payment related issues. 2.3 Initiate interventions, as indicated by history or need. 2.4 Apply established quality and accuracy standards for all records.

3. Manage mutual obligations and breaching	3.1 Monitor progress against agreed plans. 3.2 Record, maintain and apply government service information to future dealings. 3.3 Raise debts, and waive or finalise, according to organisation guidelines
4. Respond to changes in need	4.1 Reassess service offers in the light of changing circumstances and needs. 4.2 Identify and report situations of risk, potential risk or urgent need. 4.3 Liaise with other staff to ensure changes to service offers are made in line with agreed requirements and to arrange handovers when required.

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
Writing skills to:	<ul style="list-style-type: none"> <li>provide simple instruction.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>interview people from diverse backgrounds</li> <li>participate in a variety of spoken exchanges with a range of audiences varying structure, content and language to suit the audience.</li> </ul>
Technology skills to:	<ul style="list-style-type: none"> <li>use and explain main features and functions of technology and software programs to support applicant to manage services.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	Release 1: Supersedes and is equivalent to PSPGSD007 Assist self-management of government service offers.
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for PSPGSD007 Assist self-management of government service offers</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>read complex, formal documents including legislation and guidelines and explaining them to an applicant</li> <li>gather and analyse information to re assess service offers</li> <li>provide personalised service</li> <li>deal with payment related issues, breaches and debts</li> <li>identify and deal with risk, potential risk or urgent needs.</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 range of circumstances and complexity of needs in the context of government service delivery</li><li>■ barriers to social and economic participation</li><li>■ rights, responsibilities, mutual obligations and breaching</li><li>■ personalised intervention strategies</li><li>■ service agreements and plans</li><li>■ internal adviser services available</li><li>■ communication and presentation methods suited to the audience and workplace environment</li><li>■ quality and accuracy standards for records</li><li>■ legislation, policy, procedures and protocols relating to government service delivery.</li></ul>
<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