

UNIT CODE	PSPREG008
UNIT TITLE	Act on non-compliance
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to issue advice, instructions, warnings, notices, fines and other actions in response to non-compliance situations.</p> <p>This unit applies to those working in roles conducting regulatory activities. Those undertaking this unit work as part of a team under routine guidance, performing routine tasks in a range of mostly 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	Regulatory
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. Attend situations where non-compliance is suspected/alleged	1.1 Follow procedure. 1.2 Maintain personal conduct. 1.3 Protect the safety of self and others. 1.4 Make prompt requests for assistance. 1.5 Carry out activities and actions in accordance with rules of evidence.
2. Take action on non-compliance	2.1 Consider mitigating circumstances. 2.2 Select action on non-compliance to match the seriousness of the offence. 2.3 Inform clients of the action, justification for it and their rights of appeal. 2.4 Take action in accordance with legal requirements. 2.5 Carry out personal actions and/or conduct in accordance with protocols and protect the rights and responsibilities of clients.

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
UNIT MAPPING INFORMATION	Release 1: Supersedes and is equivalent to PSPREG008 Act on non-compliance
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPREG008 Act on non-compliance
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 on at least one occasion, each of the following in relation to regulatory activities:</p> <ul style="list-style-type: none"> ■ undertake negotiation and conflict resolution ■ apply risk management and self-preservation techniques ■ use judgment and decision making ■ exchange often complex oral information in a form to suit diverse audiences ■ write with accuracy of expression and formality in structure and format according to organisational requirements.

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 ■ organisational parameters for decision-making ■ range of appropriate actions possible for different offences ■ negotiation skills in the context of achieving compliance ■ awareness of social and cultural issues.
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ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in either:</p> <ul style="list-style-type: none">■ a workplace environment or■ a 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, regulations, policy, guidelines and standards■ public sector values and codes of conduct■ range of actions appropriate for non-compliance under the legislation/regulations/standards. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide