

UNIT CODE	PSPGSD004
UNIT TITLE	Administer delivery of financial and other benefits
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to administer financial and other benefits relating to government service delivery.</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 familiar context.</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. Determine entitlements and allowances	1.1 Determine individuals' eligibility for government products or services. 1.2 Apply eligibility tests or checks to confirm payment stream, entitlements and allowances. 1.3 Identify and accommodate special needs. 1.4 Offer a package of services and benefits which matches needs and entitlements.
2. Administer ongoing entitlements and obligations	2.1 Fulfil the government's obligations. 2.2 Support the recipients' obligations to the government. 2.3 Action breaches, suspensions and restorations.

3. Administer payments and benefits	3.1 Grant payments or benefits. 3.2 Make adjustments to payments and benefits consultatively with the individuals concerned. 3.3 Confirm and review payments and benefits. 3.4 Identify and recover errors and debts.
4. Process payments	4.1 Establish entitlements and record obligations. 4.2 Initiate transactions having confirmed individuals' preferred option for payment delivery. 4.3 Authorise and send payments.

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 accuracy of financial administration of benefits.
Writing skills to:	<ul style="list-style-type: none"> complete accurate financial records.
Numeracy skills to:	<ul style="list-style-type: none"> select and interpret mathematical information that relevant to administration of government service delivery within own job functions calculate inaccuracies in benefits provided.
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 PSPGSD004 Administer delivery of financial and other benefits.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGSD004 Administer delivery of financial and other benefits
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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:</p> <ul style="list-style-type: none"> ■ read complex, formal documents including legislation and guidelines and explaining them to people from diverse backgrounds ■ apply workplace safety procedures in the context of government service delivery.
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"> ■ circumstances and complexity of needs in the context of government service delivery ■ special needs of applicants ■ special assistance available ■ mutual obligations, rights and responsibilities ■ legislative requirements for entitlements and allowances ■ methods of preventing or minimising debt ■ legislation, policy, procedures and protocols relating to government service delivery.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in either a:</p> <ul style="list-style-type: none"> ■ 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, policy, procedures and protocols relating to government service delivery. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide