



**Australian Government**

**Australian Public Service Commission**

# **Candidate Skills Recognition Booklet**

**PSP40104 Certificate IV in Government**

**PSPGOV402B:  
Deliver and monitor service to clients**



**NATIONALLY RECOGNISED  
TRAINING**

**Candidate Name:  
Department/Agency:  
Telephone:  
Email:**

## Skills Recognition

This Booklet is designed for the recognition candidate to initially self-assess against each element within the unit of competency. It is, however, recommended that the supervisor is involved in supporting the Candidate through the assessment of their skills.

While this Booklet addresses each of these elements individually, they will be assessed together as a Unit of Competency or in conjunction with a number of Units.

This Booklet:

- ⇒ provides a framework to guide the Candidate in preparing a portfolio of evidence as a basis for recognition under the National Skills Framework for this Unit of Competency
- ⇒ breaks the unit down into its component elements and addresses these in order. While the recognition process itself will be more holistic, the Booklet allows Candidates to address each element either in isolation or in combination with other elements or Units
- ⇒ encourages the Candidate to identify evidence from within the workplace, if possible
- ⇒ contains a range statement that explains some of the terms in *italics* used in the Performance Criteria for each element
- ⇒ provides examples of evidence and optional work based activities
- ⇒ includes a third party report template and a feedback form.

Candidates should familiarise themselves with the information contained in the Candidates Information Guide that can be downloaded from the Australian Public Service Commission's website: <http://www.apsc.gov.au/rto/>

More information about the Unit of Competency contained in this booklet is available from the National Training Information Service. A link to the unit is included on page 3 of this booklet.

**Note: Evidence must be gathered over time in a range of contexts to ensure you can achieve the unit outcome and apply the competency in different situations and environments.**

This Booklet can be downloaded from the Australian Public Service Commission website <http://www.apsc.gov.au/rto/> and printed for completion by hand or electronic means. If there is insufficient space to record your input, please insert or attach additional pages. A completed copy of this booklet (with appropriate supporting evidence) can be submitted for recognition which can lead to the awarding of a nationally recognised Statement of Attainment or a Qualification from the Australian Public Service Commission.

## Deliver and monitor service to clients

### Introduction

This is a core unit of competency in the PSP40104 Certificate IV in Government and covers delivery and monitoring of service to clients that requires understanding of the needs of existing and new clients which influence service requirements.

Being competent in this unit means being able to:

- ✓ *Identify and define client needs*
- ✓ *Deliver client service*
- ✓ *Monitor and improve client service delivery*
- ✓ *Review client service*

There are other related competencies in the key area of working in government and management that deal with service to clients. If you feel this unit: **Deliver and monitor service to clients** is not appropriate to your skill level, please consider one of the Units below as an alternative.

- PSPGOV203B Deliver a service to clients
- PSPGOV309A Address client needs
- PSPGOV502B Develop client services

### Useful links

Unit of Competency: PSPGOV402B Deliver and monitor service to clients

<http://www.ntis.gov.au/Default.aspx?/trainingpackage/PSP04/unit/PSPGOV402B>

The National Training Information Service: <http://www.ntis.gov.au/>

The APSC Registered Training Organisation website: <http://www.apsc.gov.au/rto/>

### Relationship to the Integrated Leadership System

This Unit of Competency underpins the following capabilities outlined in the Integrated Leadership System.

- |       |   |
|-------|---|
| APS 6 | Supports productive working relationships <ul style="list-style-type: none"> <li>➤ nurtures internal and external relationships</li> <li>➤ listens to, understands and recognises the needs of others</li> <li>➤ values individual differences and diversity</li> </ul> |
| APS 6 | Communicates with influence <ul style="list-style-type: none"> <li>➤ communicates clearly</li> <li>➤ listens, understands and adapts to audience</li> <li>➤ negotiates confidently</li> </ul>   |

### For further information

Please consult the Commission's [Candidate Information Guide](#) for additional information on the recognition process and how to initiate formal assessment and recognition by the Australian Public Service Commission.

## Information for supervisors

As a supervisor you play an important role in assisting the Candidate to develop their skills. By undertaking this recognition activity, the Candidate will be assessed against competencies developed by Government Skills Australia, the Industry Skills Council with responsibility for the public sector. By having their skills recognised, the Candidate is contributing to the identification of your organisation's intellectual capital.

As every organisation is different, you may be able to assist the Candidate identify the work requirements, work practices and knowledge relevant to your environment.

The Candidate is encouraged to complete the self-assessment checklist and identify appropriate evidence, which is then recorded in the 'supporting evidence list' section. Sample work-based activities have been included in the Booklet for the candidate who is unable to identify sufficient evidence to address each competency and needs to produce further evidence of their skills and knowledge. The sample activities in the Booklet could be modified by the candidate and their supervisor to better suit workplace requirements and needs.

## Third party reports

At the end of the booklet is a blank Third Party Report template. In some cases the candidate may require a corroborating statement from a third party. Supervisors, or other third parties, can complete these reports, where appropriate, which Candidates can add to their portfolio of evidence.

On completing their portfolio of evidence, Candidates can submit it to the Australian Public Service Commission for recognition, which can contribute to the awarding of a Diploma of Government.

## Benefits for Supervisors

The self assessment process will enable you and your staff to identify current skill levels and assists you in determining if your staff are ready to undertake recognition or whether they may require additional training and/or development. Formal training can be an expensive option, especially if the Candidate can already demonstrate their existing skills and have them recognised.

Additionally, the assistance you provide the Candidate can be used as evidence for recognition of your skills against the *PSPGOV416A Monitor performance and provide feedback* and *PSPGOV510A Undertake and promote career management units of competency*.

## Further information

If you have any questions, you can contact the National Recognition Coordinator on 02 6202 3787 or email your query to [rto@apsc.gov.au](mailto:rto@apsc.gov.au).

## Feedback

Finally, a feedback form template is included at the end of this Booklet. As we seek to continuously improve our processes, procedures and resource materials, we would appreciate your feedback as a supervisor. You can use a copy this template to detail your comments. If you provide feedback, consider keeping a copy of your submission as it supports *PSPGOV405B Provide Input to change processes*.

## 1 Identify and define clients

This element requires:

- **Client** information is used to identify services required
- **Specific** needs of clients are recognised and addressed in targeting client services
- Potential difficulties in providing **client services** are identified and addressed or referred for recommended action

Text in *italics* is explained in the Range Statement on page 16 of the Booklet.



### Self assessment

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do I use <b>client</b> information to identify services required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I recognise and address <b>specific</b> needs of clients in targeting client services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I identify and address or refer potential difficulties in providing <b>client services</b> for recommended action?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



### Examples of evidence

The following list may provide guidance in identifying suitable evidence of your knowledge and skills.

- A list of the different client groups to whom you deliver a service and a description of the strategies you have in place to identify their particular needs.
- Copies of interview sheets or assessment forms used to determine a client group's needs. Identify the client group and explain why you use this method of needs analysis.
- A copy of a diary or work log – maintained over a five day period – where client requests are recorded and collated.
- A survey tool you use with internal clients or external organisations to identify their specific needs. This should be accompanied by a summary of when and how often you use this tool and the impact it has had on the service you provide.
- A report/email or document written for other team members or your line manager identifying a specific client need you are unable to address and proposing a line of action.

- Copies of at least two letters you have written to clients (but remember to maintain confidentiality) where you acknowledged a specific need, explained your team's inability to meet their requirements and referred them to a more appropriate organisation or service.
- A letter of verification from your line manager providing practical examples of your ability to identify and define particular client needs.



### Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.



### Work-based activity: Identify and define client services

The following suggestion for a work-based activity may be of use in demonstrating your ability to meet the competency requirements of this unit. **These activities provide options that can form a basis of discussion between Candidate and Supervisor. These activities can be adjusted to better reflect workplace needs.**

List the different client groups to whom you have delivered a service. Select one of these groups and use the checklist below to identify and describe the strategies you had in place to identify their particular needs.



### Activity checklist

Detail the nature of your client groups, and the service you have delivered.	
What client information did you use?	
How did you identify the services they require?	
How did you address the <b>specific</b> needs of clients in targeting client services?	

What potential difficulties did you identify?	
What steps did you take to address these potential difficulties?	
Who did you refer the matter to?	
What action did you recommend?	

## 2 Deliver client services

This element requires:

- Responses to client enquiries are made in accordance with **legislation, policy and procedures**
- **Service delivery** is provided that is appropriate, timely and accurately targeted
- **Communication** with clients is tailored to the situation and their specific needs
- **Negotiation**/conflict resolution techniques are used to resolve difficult situations or referrals are made in accordance with organisational policy and procedures
- Remedial actions are undertaken or recommended for clients with specific needs or in potential areas of difficulty
- **Accountability requirements** are identified and used, including organisation client service charter and/or external *review*



### Self assessment

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do I respond to client enquiries in accordance with <b>legislation, policy and procedures</b> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I provide appropriate, timely and accurately targeted <b>service delivery</b> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I tailor <b>communication</b> with clients to the situation and their specific needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

---

Do I use **negotiation**/conflict resolution techniques to resolve difficult situations or referrals? Are my techniques in accordance with organisational policy and procedures?

---

Do I undertake or recommend remedial actions for clients with specific needs or in potential areas of difficulty?

---

Do I identify and use **accountability requirements**, including organisation client service charter and/or external *review*?

---



### Examples of evidence

- A summary of the services you provide to each of your major client groups, and the legislation, policies and procedures that affect your service delivery.
- Copies of brochures, letters or materials you've written explaining the service your workplace provides.
- Two specific examples of actions you have taken to provide services to clients with special or unusual needs.
- Letters from at least three different clients – or a senior manager from another organisation – acknowledging your ability to provide an appropriate service.
- Documents you have written to particular clients acknowledging their requests for a particular service, explaining your inability to address all of their needs and proposing workable alternatives.
- Minutes of meetings between yourself and the client are also acceptable.
- A copy of your organisation's customer/client service charter. Explain the things you do to ensure your service to your clients fulfils these obligations.



### Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this Booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.

 **Work-based activity:** Deliver client services

The following suggestion for a work-based activity may be of use in demonstrating your ability to meet the competency requirements of this unit. **These activities provide options that can form a basis of discussion between Candidate and Supervisor. These activities can be adjusted to better reflect workplace needs.**

Review the service you delivery to your client groups. Select one the client groups you identified in the first activity to describe the services you deliver. Use the checklist below to assist you with this activity.

**Activity checklist**

Describe the client group and the services you delivered.	
How did you respond to enquiries from these clients?	
What communication style did you use?	
What policies and procedures did you follow?	
How did you ensure your response was in accordance with <b>legislation</b> ?	
What steps did you follow to ensure your service delivery was provided in an appropriate and timely manner?	
What did you do to ensure the <b>service delivery</b> was accurately targeted?	
How did you tailor your communication with the clients to the situation?	
How did you ensure that you met their specific needs?	
What techniques did you use to resolve any difficult situations?	
Who did you refer the negotiations or conflict situation to?	

What policies and procedures did you follow?	
What remedial actions did you undertake for your clients with specific needs?	
What recommendations did you provide for your clients in potential areas of difficulty?	
What <b>accountability requirements</b> did you follow for?	
What organisational client service charter and/or external <i>review</i> did you follow?	

### 3 Monitor and improve client services

This element requires:

- Client service delivery is monitored and regular feedback from colleagues is used to improve personal service
- Feedback is provided to workgroup members in regard to quality of client service delivery
- Changes in policies and procedures that impact upon client relations are conveyed to clients in a timely manner in accordance with organisational policy and procedures
- **Assistance** is accessed to assist in dealing with client service issues, meeting changing needs and achieving service potential



#### Self assessment

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do I monitor client service delivery and use regular feedback from colleagues to improve personal service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I provide feedback to workgroup members in regard to quality of client service delivery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I convey changes in policies and procedures that impact upon client relations to clients in a timely manner in accordance with organisational policy and procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Do I access **assistance** to assist in dealing with client service issues, meeting changing needs and achieving service potential?



### Examples of evidence

- Notes or diary entries documenting discussions you've had with colleagues about your service delivery and actions you've taken to respond to their comments.
- A copy of the records you've kept to monitor particular aspects of your service delivery (e.g. a response log with the date and time of calls received and returned) and a summary of the findings.
- A copy of a recent performance appraisal summarising your work with clients. Note the changes you have made to your approach or service as a result of this feedback.
- Minutes of meetings where you summarised client feedback on the work team's performance. Attach any handouts or notes used as part of your presentation.
- Letters or handouts you have distributed to clients informing them of changes in workplace policies or procedures that will affect any aspect of the service they receive. Describe the timing of the notification.
- Copies of letters you've sent to clients thanking them for their feedback on your service and explaining the changes you will be making as a result.



### Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this Booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.



### Work-based activity: Monitor and improve client services

Use the checklist below to describe how you have monitored and improved particular aspects of your service delivery for the client group you identified in the previous activity.



### Activity checklist

Detail the nature of the client services, including response log with the date and time of calls received and returned.	
What steps did you follow to monitor the service you delivered to your client groups?	
What feedback did you get from colleagues to improve personal service?	
How did you use their feedback?	
What feedback did you provide to workgroup members in regard to quality of client service delivery?	
When and how did you convey changes in policies and procedures to clients?	
How did these changes impact on your relationship with your clients?	
What did you do to ensure these changes were conveyed in a timely manner and in accordance with organisational policy and procedures?	
What help did you seek in dealing with client issues?	
What recommendations did you make to improve service potential?	

## 4 Review client services

This element requires:

- Client feedback about service is sought and responded to
- Procedural aspects of service delivery are monitored and records are maintained as appropriate

- Proposals for change are based on feedback on service development and delivery
- Modifications to client service are carried out where required, within area of responsibility and limits imposed by government



### Self assessment

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do I seek and respond to client feedback about service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I monitor procedural aspects of service delivery and maintain records appropriately?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I base proposals for change on feedback on service development and delivery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I carry out modifications to client service where required, within area of responsibility and limits imposed by government?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



### Examples of evidence

- Copies of questionnaires/client satisfaction forms distributed to your clients to gather information on the appropriateness of your service. Attach a summary of the findings and a description of any changes made.
- Evidence of any workplace audit or customer satisfaction survey you've undertaken and a description of subsequent modifications to your service.
- Minutes of meetings where you have proposed changes/improvements to the service based on client feedback. Summarise the impact of any changes that occurred as a result of your suggestions.
- Submissions you've written either to or on behalf of your workgroup suggesting changes to any aspect of your service based on client feedback.

If your evidence isn't complete you can supplement it by adding one or more of the following to your portfolio (make sure you have permission where relevant and you protect privacy requirements):

- emails/letters where you have identified and responded to specific client needs
- reports of focus groups conducted with clients to evaluate their needs

- diary entries or notes illustrating the strategies you've employed to handle difficult or complex needs
- minutes of meetings where you have been an active participant in discussions relating to monitoring and improving aspects of the organisation's service
- statements of workshop attendance or evidence of professional development relating to customer service, quality assurance, client consultation etc
- letters from clients praising the appropriate and timely service they've received
- minutes of meetings where you have identified specific client needs and proposed a service or strategy to meet those needs
- testimonials from peers providing examples of your ability to identify, define and deliver a service that meets client needs
- customer service awards or in-house recognition of your service (this could be through the agency newsletter for instance).



### Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this Booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.



### Work-based activity: Review client services

Use the checklist below to describe how you review your client services. Present your findings to your workgroup. Note: that your presentation can be used as evidence for recognition of your skills against the *PSPGOV412A Use advanced workplace communication strategies*.

**Activity checklist**

Detail the nature of the specific client needs and the service or strategy to meet those needs.	
How did you seek feedback from you clients about the service you provided them?	
What response did you give the client to their feedback?	
How did you monitor procedural aspects of service delivery?	
What records did you maintain? How did you ensure the records were appropriate?	
What proposals did you make for change on feedback on service development and delivery?	
What modifications were required to client service?	
Which modifications were out of your area of responsibility?	
What modifications to service delivery did you carry out?	
What were the limitations?	
Which limitations were imposed by government?	
Third party confirmation:	Signature: ..... Date: .....


**Range statement**

The following information is taken from the Unit of Competency as outlined in the Public Sector Training Package (PSP04).

The range statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The range statement also provides a focus for assessment. It relates to the unit as a whole. Text in italics in the Performance Criteria is explained here.

<b>Clients</b> may include	<ul style="list-style-type: none"> <li>• individual members of the public</li> <li>• other agencies</li> <li>• community groups</li> <li>• other work areas in the organisation</li> <li>• individual members of the organisation</li> <li>• senior management</li> <li>• government</li> <li>• Minister</li> </ul>
<b>Specific needs</b> of clients may include	<ul style="list-style-type: none"> <li>• age</li> <li>• culture</li> <li>• disability</li> <li>• ethnicity</li> <li>• gender</li> <li>• language</li> <li>• literacy and numeracy</li> <li>• medical conditions</li> <li>• remote location</li> <li>• state of mind</li> </ul>
<b>Client services</b> may include	<ul style="list-style-type: none"> <li>• any services (or products) provided by the organisation to internal or external clients</li> </ul>
<b>Legislation, policy and procedures</b> may include	<ul style="list-style-type: none"> <li>• State/Territory and Commonwealth legislation and regulations such as: <ul style="list-style-type: none"> <li>○ organisational enabling legislation</li> <li>○ public sector management acts</li> <li>○ financial management acts</li> <li>○ privacy legislation</li> <li>○ equal employment opportunity, anti-discrimination and harassment legislation</li> <li>○ occupational health and safety legislation</li> <li>○ consumer legislation</li> <li>○ environment legislation</li> </ul> </li> <li>• risk management guidelines</li> <li>• ethics and accountability standards</li> <li>• public sector standards</li> <li>• fraud control standards</li> <li>• government security standards</li> <li>• organisational client service standards</li> <li>• client service charter</li> <li>• organisational policy, procedures and protocols</li> </ul>
<b>Service delivery</b> occurs within	<ul style="list-style-type: none"> <li>• protocols</li> <li>• duty of care responsibility</li> <li>• codes of conduct</li> <li>• framework of accountability</li> <li>• client service charter</li> </ul>
<b>Communication</b> techniques may include	<ul style="list-style-type: none"> <li>• active listening</li> <li>• using open and/or closed questions</li> <li>• speaking clearly and concisely</li> <li>• varying language and tone of voice to</li> </ul>

	<p>suit the audience and purpose</p> <ul style="list-style-type: none"> <li>• giving clients full attention</li> <li>• maintaining eye-contact when culturally appropriate (for face-to-face interactions)</li> <li>• using non-verbal communication (for face-to-face interactions) such as: <ul style="list-style-type: none"> <li>○ body language</li> <li>○ personal presentation</li> </ul> </li> <li>• using clear, legible writing</li> <li>• handling sensitive and confidential issues</li> </ul>
<b>Negotiation</b> may include	<ul style="list-style-type: none"> <li>• effective listening</li> <li>• questioning</li> <li>• constructive feedback</li> <li>• issues identification</li> <li>• exploring options</li> <li>• identifying areas of agreement</li> <li>• recording agreements</li> <li>• non-verbal as well as verbal communication</li> <li>• culturally appropriate strategies, language and non-verbal cues</li> </ul>
<b>Accountability requirements</b> may include	<ul style="list-style-type: none"> <li>• client service records</li> <li>• client feedback procedures</li> <li>• refund policy</li> <li>• grievance procedures</li> <li>• complaints register</li> </ul>
<b>Assistance</b> may include	<ul style="list-style-type: none"> <li>• advice</li> <li>• mentoring</li> <li>• coaching</li> <li>• training</li> </ul>

 **Do you have any questions?**

A list of Frequently Asked Questions is published in the Candidate Information Guide and also available via the Australian Public Service Commission's RTO website.

<http://www.apsc.gov.au/rto/faq.html>

 **Third party report**

Third party reports provide supplementary evidence to support the recognition of your skills. Completed Third Party Reports can be referenced in your booklet and a copy placed in your portfolio of evidence. Copy this form if you require additional Reports. An electronic version in Microsoft Word format can be downloaded from <http://www.apsc.gov.au/rto/downloads.html>.

 **Candidate to complete:**

Dear <insert name of third party>,

In support of my seeking skills recognition I am requesting a third party report for the following Unit of Competency element.

<Candidate to write in element name>

I would appreciate your comments in relation to myself against the above criteria I would appreciate your return of the report to me on completion

Portfolio reference: \_\_\_\_\_

Candidate Name: ..... Signature:.....

 **Third Party to complete:**

It would be appreciated if you could provide comments relating to the above-named Candidate for recognition against the criteria they have selected

Please provide your appraisal on the Candidate in the context of observed performance. Where possible please refer to relevant situations and examples of which you have observed or are aware.

Name:	Signature:
Position:	Date:
Relationship to Candidate: Indicate one (eg supervisor, manager, peer, other)	Duration: for ..... months

If you have any queries about this process, please email the [rto@apsc.gov.au](mailto:rto@apsc.gov.au)  
 Additional information is available on the Australian Public Service Commission's RTO website:  
<http://www.apsc.gov.au/rto/>

## Feedback

The Australian Public Service Commission welcomes for comments, feedback and suggestions for improvement.

We hope you have had the opportunity to review this booklet and would especially appreciate your thoughts.

Please forward completed forms to:

National Recognition Coordinator  
Level 5, 16 Furzer Street  
PHILLIP ACT 2606  
Facsimile: 02 6202 3799  
Email: [rto@apsc.gov.au](mailto:rto@apsc.gov.au)

## Please Note:

If you provide feedback, keep a copy for your evidence portfolio as it supports *PSPGOV405B Provide Input to change processes*.

Please tick / circle your answers

1. I found this Skill Recognition Booklet to be?

Difficult to use      1      2      3      4      5      Easy to use

2. What suggestions do you have to improve this Skills Recognition Booklet?

- 3 Other comments