

Learning Assessment Guide

Unit Standard 8483 – Version 4

Contribute to the development of public sector service delivery objectives and systems

Level 5 – 10 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide is made up of:

- Task sheets for you to complete
- The summary Assessment Guide that the assessor will use to assess your competence
- User Feedback Form x 2
- A Manager Verification Form x 2
- Assessor Checklists x 2

The assessment tasks are designed to show your assessor that you can:

- Contribute to the review and evaluation of effectiveness of service delivery objectives and systems
- Contribute to the revision and development of service delivery policies and/or procedures to meet public sector organisation objectives

Assessment Task One – Element 1

Introduction

This assessment task is designed to assess your ability to:

- contribute to the review and evaluation of the effectiveness of service delivery objectives and systems.

It will often be assessed simultaneously with element two, as many learners will have been members of a project team which both reviews existing systems and then modifies them or develops new ones, including the policies and procedures. It is presented separately for those learners who may be a member of a review team, but not part of the new policy and procedure development.

Task Instructions

You will need to have contributed in a significant way to a review and evaluation of public sector service delivery. This may have been:

- a project which you completed on your own at the request of your organisation
- a project which you completed as a member of a review team
- a review which you completed as the manager of a service delivery operation.
- variations of the above.

Provide your assessor with a copy of the write-up of your review project and any relevant documentation that you have on file.

Have your manager complete the Manager Verification Form, confirming your involvement and contribution to the review.

Have one other person who is directly affected by the changes complete the User Feedback Form. This will need to be someone who was surveyed as part of the project.

Make an appointment to discuss your review with your assessor. This discussion will be your opportunity to fill in any gaps in evidence provision and for the assessor to clarify your involvement, along with any details which are not clear.

Your assessor will use the Task One Assessor Checklist to assess and document your evidence. You may like to use this checklist to review the evidence yourself before submitting it.

In some instances your assessor may decide that a discussion is not necessary. For example, if you were the sole reviewer and provided a comprehensive review document with supporting documentation and verifications, and your assessor is able to complete the Task One Assessor Checklist based on documentary evidence, s/he may consider this unnecessary.

Manager Verification Form – Task One

To: Manager of learner

_____ (name of learner) is currently being assessed toward Unit Standard 8483 Contribute to the development of public sector service delivery objectives and systems. Your knowledge of the learner is sought to confirm that the learner:

1. Had substantial input into the documents listed. (Learner to list documents submitted for assessment.)

2. Made a significant contribution to the review and evaluation of the effectiveness of service delivery objectives and systems.

3. The learner’s performance was in accordance with relevant legislation and the underlying values and responsibilities of people working in the public sector, including the Treaty of Waitangi and its principles.

Comments:

Unless indicated otherwise, your signature on this verification form will be interpreted as confirmation of the above.

Signed: _____

Date: _____

Position: _____

Contact telephone number: _____

Thank you for your assistance.

User Feedback Form – Task One

To: User of review information

Name: _____ **Review commented on:** _____

Please provide an example or comment related to your experience for each of the following:

1. How were you invited to provide feedback on objectives and systems under review?
2. What is your opinion of the improvements recommended?
3. Are the review recommendations consistent with government policy objectives, in your view?
4. What new opportunities have been created for staff and clients to improve the effectiveness of service delivery?
5. Have the advantages and disadvantages of any changes recommended in the review been communicated clearly to you?

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Task One Assessor Checklist

To: Assessor

Please indicate ✓ or x whether or not each of the criteria has been met through the documents submitted and any discussion with you. Use the 'comments' section to take notes for feedback and moderation purposes.

Contribute to the review and evaluation of effectiveness of service delivery objectives and systems.

- Feedback was sought from colleagues, clients, and users on objectives and systems.
- Results of feedback were assessed for relevance to the achievement of improvements.
- Review and evaluation processes address the extent to which the achievement of specific public sector organisation objectives is consistent with the achievement of government policy objectives.
- Opportunities are identified for changes in operations and systems to reflect client or staff needs and enhance effectiveness. Proposals for improvement are offered.
- Advantages and disadvantages of introducing changes are assessed against current operating standards and systems and communicated clearly.
- Participation in special purpose teams to monitor work practices and identify areas for improvement.
- Cooperation with others by sharing relevant and useful information, and contributing to team activities.
- Assessments of work practices address emerging trends in staff and client needs and professional and technical work practices.
- Decisions are made in relation to opportunities identified to enhance service delivery effectiveness.
- Proposals for improvement are communicated to the appropriate people.

Comments:

Learner met requirements: Yes / No

Signed: _____

Date: _____

Assessment Task Two – Element 2

Introduction

This task is designed to assess your ability to:

- contribute to the revision and development of service delivery policies and/or procedures to meet public sector organisation objectives.

If you have been involved in a major review of service delivery objectives and systems that also involved the revision of policies and procedures, the examples used in Task One may be used for this task also.

If your evidence for Task One was based upon your participation in a review activity which ended at the recommendation stage, you will need a different example to complete this assessment.

Task Instructions

You will need to have been involved in a project team, working party or similar on the development of policy and/or procedures related to the delivery of services to the public or to public sector organisations.

Alternatively you may be a first line manager who has developed and piloted new policies and/or procedures for your organisation. However, the activities will need to be appropriate to the level and credit value of this unit standard.

Provide your assessor with whatever documentation you have related to your involvement in this project, including the final write-up or procedures that resulted from your work or that of the group.

The assessment activity for Task Two will be similar to that of Task One, namely:

- Obtain a completed Manager Verification Form
- Obtain a completed User Feedback Form from a person affected by the changes who has the insight to provide useful comment.
- Participate in discussion with your assessor based on your documentary evidence and the above two forms (completed), if required.

If you are using the same project as evidence for both assessment tasks, you will still need to have each set of verification and feedback forms completed, as they contain different criteria.

Your assessor will use the Task Two Assessor Checklist to document this assessment. You should ensure that you meet the criteria of this checklist before approaching your assessor to discuss your evidence.

Manager Verification Form – Task Two

To: Manager of learner

_____ (name of learner) is currently being assessed toward Unit Standard 8483 Contribute to the development of public sector service delivery objectives and systems. Your knowledge of the learner is sought to confirm that the learner:

1. Had substantial input into the documents listed. (Learner to list documents submitted for assessment.)

2. Made a significant contribution to the review and evaluation of the effectiveness of service delivery objectives and systems.

3. The learner's performance was in accordance with relevant legislation and the underlying values and responsibilities of people working in the public sector, including the Treaty of Waitangi and its principles.

Comments:

Unless indicated otherwise, your signature on this verification form will be interpreted as confirmation of the above.

Signed: _____

Date: _____

Position: _____

Contact telephone number: _____

Thank you for your assistance.

User Feedback Form – Task Two

To: User of new service delivery policies and/or procedures

Name: _____ **Policies and/or procedures:** _____

Please provide an example or comment related to your experience for each of the following:

1. How were you invited to provide input into the review of service delivery policies and/or procedures and the development of proposals?
2. Did you get an opportunity to comment on the proposals for changes to service delivery policies and/or procedures? What comment did you/would you make?
3. Was sufficient consideration given to the impact of the changes in policy and/or procedures in terms of the achievement of service delivery objectives? What, if any, areas were inadequately considered?
4. Were the reasons for the changes clearly communicated to you and your colleagues? If not, what were the deficiencies?

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5. Was the impact of the changes communicated to you and your colleagues? If not, what were the deficiencies?
6. Were the proposals and their effects on work programmes clearly communicated to colleagues, clients, and users? If not, what were the deficiencies?

Signed: _____

Date: _____

Task Two Assessor Checklist

To: Assessor

Please indicate ✓ or x whether or not each of the criteria has been met through the documents submitted and any discussion with you. Use the 'comments' section to take notes for feedback and moderation purposes.

Contribute to the revision and development of service delivery policies and/or procedures to meet public sector organisation objectives

- The learner was an active participant in work groups or project teams, by:
 - cooperating with others
 - sharing relevant and useful information
 - contributing to team activities relevant to the review of policies and/or procedures and the development of proposals
- Individual proposals for changes to policies and/or procedures to achieve improvements were developed and communicated to the appropriate people.
- Options developed for changes to policy and/or procedures are assessed for their impact on service delivery objectives in relation to government policy objectives, and the results of these assessments are communicated to the appropriate people.
- Proposals resulting from revision and development of policies and procedures are communicated to members of the business unit and/or work group in terms of rationale and impact of changes.
- Proposals resulting from revision and development are communicated to colleagues, clients and users, and the rationale for changes is explained in terms of effects on work programmes.

Comments:

Learner met requirements: Yes / No

Signed: _____

Date: _____

Assessment Guide

The following guide will be used to assess your competence in unit standard 8483 version 4: Contribute to the development of public service delivery objectives and systems.

Task / Element	Evidence Required	Judgment	
<p><i>Task 1 / Element 1</i></p> <p>The learner is required to provide evidence of his/her contribution to the review and evaluation of the effectiveness of service delivery objectives and systems.</p> <p>Documentary evidence is complemented by workplace verifications and discussion with the assessor.</p>	Available documentary evidence relating to the learner's involvement in a review and evaluation of the effectiveness of service delivery objectives and systems is provided.	Workplace documentation is of a review and evaluation of the effectiveness of service delivery that justifies the award of a unit at this level and credit value.	Yes / No
	Completed Manager Verification Form and User Feedback Form are required.	Completed Manager Verification Form verifies the learner's involvement and performance.	Yes / No
	The learner discussed his/her participation with the assessor.	Completed User Feedback Form confirms an effective review.	Yes / No
	The assessor documents all of the above evidence on the Task One Assessor Checklist.	Documentation and discussion, if required, results in completion of the Task One Assessor Checklist.	Yes / No
<p><i>Task 2 / Element 2</i></p> <p>This task involves the learner in providing evidence of his/her contribution to the revision and development of service delivery policies to meet public sector organisation objectives.</p> <p>As with Task One, documentary evidence is complemented by workplace verifications and discussion with the assessor.</p>	Learner provides available workplace documentation from their involvement in service delivery policy and/or procedure review.	Involvement and nature of the review is at a level that justifies the use of this unit standard.	Yes / No
	Manager Verification Form is completed. User Feedback Form is completed.	Completed Manager Verification Form confirms learner's contribution and that performance meets legal, professional and organisational requirements.	Yes / No
	The learner discusses his/her involvement with the assessor.	Completed Task Two User Feedback Form confirms adequate information sharing and communication of proposals.	Yes / No
	Documentation and discussion with the assessor results in completion of the Task Two Assessor Checklist.	Documentation and discussion results in completion of the Task Two Assessor Checklist.	Yes / No