

Learning Assessment Guide

Unit Standard 8487 – Version 4

Meet public sector organisation requirements for the provision of services

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
- A Manager Verification Form
- A Team Member Verification Form

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

- Encompass organisation values in service delivery systems and processes
- Meet organisation objectives for service delivery
- Comply with organisation systems and procedures

Assessment Task One – Element 1

Introduction

This assessment task is designed to assess your ability to:

- encompass organisation values in service delivery systems and procedures.

You will need to produce relevant documents and answer questions to show that you have a good understanding of the values underlying service delivery in your organisation.

Task Instructions

Answer the Task One Questions.

These questions may be answered in writing, or orally through discussion with you assessor. If completed orally, your assessor may wish to tape the conversation as evidence for appeal and moderation purposes. If completed in writing, do so on a separate sheet of paper and attach it to this Learning Assessment Guide.

If you are completing this assessment orally, you may wish to bring planning or other relevant documents which contain (or describe, discuss, cover etc) performance standards, to your discussion.

Those who complete this assessment in writing may be asked to discuss answers with their assessor to clarify and elaborate on their written answers.

Special note 2 of this unit standard is especially important to this task:

Performance of elements of this unit standard will require consideration of the underlying values and responsibilities of people working in the public sector including the Treaty of Waitangi and its principles.

Task One Questions

If answering these questions in writing, do so on a separate sheet of paper.

1. Review and interpret your organisation's corporate, management and operating statements to determine what principles, philosophy and values must be addressed in service delivery systems and processes.

Include the names of the documents on which your answers are based. (You must include reference to all of the relevant documents produced by your organisation including reference to any other important Public Service documents.)

2. Review and interpret service delivery policy provisions, protocols, and purchase agreements to determine what principles, philosophy and values must be addressed in service delivery systems and processes.

As with question 1, you will need to identify the source of the policy in addition to your review and interpretation.

3. Comment on how your organisation ensures that processes and systems for the provision of services meet the identified requirements to address organisational values.

Provide any planning documents that you have written which have performance standards related to organisational values and principles.

4. Comment on how your organisation works with Māori to develop and deliver services that promote the advancement and well being of Māori communities.

Assessment Task Two – Element 2

Introduction

This assessment task is designed to assess your ability to:

- meet organisation objectives for service delivery.

As with Task One, your evidence will consist of answers to questions and reference to a number of workplace documents. More of the documents provided for this task will be your own. Your answers are likely to have more of a focus on your own work unit.

Task Instructions

The activities for Task Two may be completed in writing or orally. If completed in writing, do so on a separate sheet of paper and attach it to this Learning Assessment Guide.

As part of your answer to the Task Two Questions, you need to provide a management plan, operational plan, or work plan that you have written, or contributed to in a significant way. You also need to provide evidence of its approval.

Task Two Questions

If you are completing these questions in writing, do so on a separate sheet of paper. Attach it to your Learning Assessment Guide.

1. Identify and interpret objectives contained in your organisation's corporate, management, and operating systems related specifically to service delivery.
2. Identify and interpret objectives contained in policy provisions, protocols and purchase agreements related specifically to service delivery.
3. Identify and interpret objectives contained in section and work group programmes related specifically to service delivery.
4. Provide a management plan that you have written or contributed to that:
 - sets out strategies to meet each service delivery objective
 - identifies the resources required for each service delivery objective
 - identifies processes and systems for service delivery that match the objectives
 - has monitoring and evaluation processes which can confirm that service delivery continues to meet the identified objectives.
5. Provide evidence that the above management plan has been approved. If you do not have an approval memo, email or similar, have your manager write, sign off and date a statement of approval on the front of the copy that you submit as evidence.

Assessment Task Three – Element 3

Introduction

This assessment task is designed to assess your ability to:

- comply with organisational systems and procedures.

It covers operational and support systems and procedures.

Like the previous assessment tasks, it will consist of a combination of documentary evidence from the workplace supported by answers to questions.

Task instructions

This assessment may be completed orally or in writing. If answering in writing, do so on a separate sheet of paper.

For each question, provide workplace documentation for discussion where possible.

Discuss with your assessor who are the best people to provide workplace verification of your work performance relating to the content of this assessment. Also discuss whether your assessor wishes to initiate or collect this evidence orally, or whether s/he wants you to collect it via the accompanying verification forms.

If the latter, have your manager complete the Manager Verification Form. Have one of your staff complete the Team Member Verification Form.

You should brief both verifiers on the content of Unit Standard 8487 before asking them to complete these verifications.

Task Three Questions

1. In relation to the specific service delivery programmes in which you are involved, review the organisation systems and procedures and comment on the degree to which day-to-day processes comply.

Provide any workplace documentation that details measured compliance with systems and procedures.

2. Explain why it is important to meet organisational requirements.
3. Provide documentation of who is responsible for ensuring compliance with each system and procedure for service delivery in your work area.

If you do not have workplace documentation of these accountabilities, you will need to write this. If you provide copies of individual performance agreements, please remember to remove any personal information before submitting them as evidence.

4. What are the management reporting requirements for each of these systems and procedures?
5. Provide an evaluative document on how the delivery of the service and the service itself meet the requirements of organisation systems and procedures.

If you do not have one from your workplace, use monitoring data and workplace evaluation processes to evaluate how service delivery actions and outcomes meet the requirements of organisation systems and procedures over an appropriate time period.

Manager Verification Form

To: Manager of learner

_____ (name of learner) is currently being assessed toward Unit Standard 8487: Meet public sector organisation requirements for the provision of services. Please indicate ✓ or x whether or not the learner meets the following criteria. Use the 'comments' section to provide examples or to elaborate on your tick box response.

Meet organisation objectives for service delivery

- Objectives in section and work group programmes are clear in relation to service delivery.
- Service delivery management plans have suitable strategies and identify the resources required to achieve the objectives.
- Service delivery processes and systems established are consistent with and capable of meeting the objectives.
- Monitoring and evaluation processes are in place to assess service delivery actions and outcomes against defined objectives.

Comments

Comply with organisation systems and procedures

- Learner is clear on organisation systems and procedures for service delivery programmes in his/her work area, and has processes in place that comply with those systems and procedures.
- Processes developed communicate the need for and explain the importance of meeting organisation requirements.
- Processes established define and designate accountability for compliance with organisation systems and procedures.
- Learner is familiar with and meets the reporting requirements for compliance with organisational systems and procedures.

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- Learner has in place monitoring and evaluation processes to confirm whether service delivery actions and outcomes meet organisation systems and procedures.

Comments:

Please note:

Your signature on this verification form will be accepted as confirmation of the above unless you indicate otherwise.

Signed: _____

Date: _____

Position: _____

Contact telephone number: _____

Thank you for your assistance.

Team Member Verification Form

To: Team member

_____ (name of learner) is currently being assessed toward Unit Standard 8487: Meet public sector organisation requirements for the provision of services. Please indicate ✓ or x whether or not, in your opinion, the learner meets the following criteria. Use the 'comments' section to give examples in support of your check box indication.

Meet organisation objectives for service delivery

- Learner is clear on objectives for your section and/or work group in relation to service delivery.
- Learner has developed good strategies and identifies the resources required to achieve these objectives.
- The processes and systems in place help your team to meet section objectives.
- Monitoring and evaluation processes are in place to determine how well service delivery objectives are met.

Comments:

Comply with organisation systems and procedures

- Learner presents organisation systems and procedures related to service delivery clearly to your team.
- Processes in place are consistent with how the learner presents organisation systems and procedures.
- Processes established indicate the need and importance of meeting organisation requirements.
- Processes established define and designate accountability for compliance with the systems and procedures.

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- Learner involves you in the collection of information to meet management reporting requirements, if relevant.
- Learner has in place monitoring and evaluation processes to confirm whether service delivery actions and results meet organisational requirements.

Comments:

Signed: _____

Date: _____

Position: _____

Contact telephone number: _____

Thank you for your assistance.

Assessment Guide

The following guide will be used to assess your competence in unit standard 8487 version 4: Meet public sector organisation requirements for the provision of services.

Task / Element	Evidence Required	Judgment	
<p><i>Task 1 / Element 1</i></p> <p>The learner must show that s/he has a good understanding of the values underlying service delivery in their organisation.</p> <p>S/he must be able to identify and interpret statements relevant to principles and philosophy of service delivery in organisation documents.</p>	<p>The learner references sections of organisation documents relevant to organisation values.</p>	<p>Sections in the relevant document identified by the organisation (see Assessor Guide) are referred to.</p>	Yes / No
	<p>Learner answers the Task One Questions related to the interpretation and application of these values in their organisation.</p>	<p>Comprehensive answers are provided to the Task One Questions.</p>	Yes / No
	<p>The Task One Questions may be answered orally or in writing.</p>	<p>All of the key principles and values are identified.</p>	Yes / No
<p><i>Task 2 / Element 2</i></p> <p>This activity requires the learner to identify and interpret the organisation's objectives for service delivery.</p> <p>S/he also provides evidence of managing service delivery to meet organisation objectives.</p>	<p>The learner answers the Task Two Questions relating to organisation objectives.</p>	<p>Answers to Task Two Questions contain accurate accounts and interpretation of organisation objectives.</p>	Yes / No
	<p>Task Two Questions may be answered orally or in writing.</p>	<p>A management plan and evidence of its approval is provided.</p>	Yes / No
	<p>The learner provides an approved management plan for their work area.</p> <p>The two verifications of Task Three address performance issues of element 2 also.</p>	<p>The manager and staff member verifications of Task Three confirm the effectiveness of service delivery strategies and procedures.</p>	Yes / No
<p><i>Task 3 / Element 3</i></p> <p>This activity requires evidence that the learner's operational and support systems and procedures address compliance and comply with those promoted by the organisation.</p>	<p>The learner answers the Task Three Questions.</p> <p>The learner provides material on system checks.</p> <p>The learner provides an evaluation of service delivery.</p>	<p>Answers to Task Two Questions and associated documentation show a sound understanding of systems for checking compliance.</p>	Yes / No

<i>Task / Element</i>	<i>Evidence Required</i>	<i>Judgment</i>	
	The learner provides a completed Manager Verification Form, and Team Member Verification Form.	People responsible for ensuring compliance in the learner's section are identified.	Yes / No
		Evaluation document contains appropriate evaluative judgements.	Yes / No
		Manager and staff member verification confirms that systems are in place and that compliance is monitored and evaluated.	Yes / No