



Australian Government

Department of Education, Employment and Workplace Relations

PSP20104 Certificate II in Government

Revision Number: 2

PSP20104 Certificate II in Government

Modification History

PSP20104 Release 2: Layout adjusted. No changes to content.

PSP20104 Release 1: Primary release.

Description

This generalist qualification covers competencies that lay a foundation for a career in the public sector. The qualification has a particular focus on competencies required in a public service context, but also includes competencies that are transferable to other work contexts. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<p>Qualifications at this level cover the use of communication techniques for interacting with internal and, to a limited extent, external clients and following instructions on the basis of communication and the methods used. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Handle routine enquiries, including following and relaying routine instructions and engaging in workplace discussions, speaking, listening and reading non-verbal cues, reading, writing and visual literacy are intrinsic to the workplace communication. • Use communication styles that take account of workplace diversity and reflect the principles of emotional intelligence. • Access, identify and use information including using scanning techniques to locate main ideas, reading written materials such as manuals and codes of practice, recording details in accordance with organisational etiquette and standards • Use interpersonal communication including negotiating strategies to clarify understanding including clarifying information in order to confirm understanding, using effective listening and speaking skills including confirming understanding, applying understanding of individual differences in spoken and non-verbal communication to meet the expected standards of the workplace, engaging in workplace discussions, eliciting and giving factual information, listening for relevant information from oral discussions, exchanging information, exploring issues and solving routine problems. • Store records in accordance with organisational policy and procedures for recordkeeping and information security including collecting data to assist in evaluating client needs and services, recording verbal enquiries and resulting action. • Use established communication channels including using communication technology such as telephones, computers with audio, message bank, answering machines, email, short message service, pagers. • Respond to diversity, including gender and disability including observing and reading non-verbal cues especially those relating to culture, ethnicity, emotional state.
Teamwork	<p>Qualifications at this level cover the requirements for entry into/working as a trainee in the public sector. This includes compliance with the principles of public sector legislation and guidelines, the use of public sector and organisational procedures when dealing with others at work, respect for individual differences</p>

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	<p>and career planning. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Contribute as a workgroup member including assisting with support, learning and development for others in achieving workgroup goals, establishing workgroup parameters, and using personal strengths in contributing to the workgroup including appreciating the differences between colleagues through workplace behaviour. • Apply procedures for dealing with staff at all levels of the organisation. • Identify the staffing and organisational structure including acting on instructions within the timeframe and to the standard required by the workgroup/team leader, raising issues and ideas which affect work within the group with the appropriate person, referring unresolved conflicts which affect work in the group through the appropriate channel.
Problem solving	<p>Qualifications at this level cover the competencies of identifying and addressing workplace problems within a prescribed framework of roles, delegations and procedures. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • The provision of service to clients within a prescribed framework, including identifying procedures for dealing with clients, dealing with complaints from clients and difficult situations in accordance with organisational procedures, matching client service to needs and delivering client service in a defined range of options, resolving problems in accordance with standard procedures and referring problems to others in accordance with organisational policy and procedures and through appropriate channels. • Apply public sector legislation such as occupational health and safety and environmental procedures in the workplace and the requirements of multicultural awareness and anti-discrimination legislation. • Apply understanding of individual differences in spoken and non-verbal communication to meet the expected standards of the workplace and use oral interactions with other staff to exchange information, explore issues and solve routine problems.
Initiative and enterprise	<p>Qualifications at this level cover the requirements for entry into/working as a trainee in the public sector. This includes compliance with the principles of public sector legislation and guidelines, the use of public sector and organisational procedures when dealing with others at work, respect for individual differences</p>

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	<p>and career planning. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Participation in the change process within a workgroup. This includes suggesting options for change and contributing to the implementation of change. • Identify sources and kind of assistance. • Respond to diversity, including gender and disability. • Recognise own and others' emotions in the workplace. • Identify a range of possible career paths and plan competency areas and experiences required to pursue them. • Respond to client enquiries promptly and in accordance with accepted practice and standards of the organisation.
Planning and organising	<p>Qualifications at this level cover the implementation of work unit plans and organisational goals within trainee level job descriptions, responsibilities and delegations. This require the following performance outcomes:</p> <ul style="list-style-type: none"> • Carry out work within organisational procedures including applying legislation and guidelines common to employment in a public sector organisation, identifying key principles contained in the legislation and guidelines, finding out about procedures for dealing with clients staff at all levels of the organisation. • Use resources required to achieve work objectives including accessing and using resources and administering physical resource usage. • Identify particular needs of clients to enable targeted service delivery including making notes of oral instructions, the intent and outcomes required, and the timeframe for completion, and used to carry out instructions at a later date when required.
Self management	<p>Qualifications at this level cover the requirements for working effectively in a public sector organisation with a focus on self-management. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Evaluate and develop your own expertise, identifying career options, working within the organisational structure and culture, managing your own work and working with others. • Undertake work is in accordance with the principles contained in legislation and guidelines including taking responsibility for finding out about the range of legislation and guidelines common to employment in a public sector organisation and identify the key principles contained in the legislation and guidelines.

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	<ul style="list-style-type: none"> • Check information in order to confirm own understanding and identify available assistance and how it might help.
Learning	<p>Qualifications at this level cover the requirements for career planning and assessment and development of workplace skills. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Explore a range of possible career paths and prepare for career options. • Plan personal development including assessing skills against the requirements of current and potential work opportunities. • Plan competency areas and experiences required to develop career path, analysing personal working and learning styles, values and attitudes and seeking learning opportunities in line with personal work goals to develop new competencies.
Technology	<p>Qualifications at this level cover various applications of technology and their use to achieve work outcomes. This includes selecting, using and maintaining technology. This requires to following performance outcomes:</p> <ul style="list-style-type: none"> • Identify work requirements and select the equipment and software application of best fit in terms of timeliness, cost effectiveness, occupational health and safety conditions including, using a keyboard, using a range of technology applications, using communication to request advice, receive feedback and work with others, applying problem solving in relation to routine problems, following manufacturers' instructions, applying public sector legislation such as occupational health. • Use manuals, training booklets, online/telephone assistance or help-desks to overcome basic difficulties with technology, and more complex problems are referred for assistance in accordance with organisational policy and procedures. • Use the following equipment and technology: <ul style="list-style-type: none"> • computer facsimiles • computer technology, such as laptops, notebooks, palm pilots and personal computers • data projectors • digital cameras • electronic whiteboards • facsimile machines • keyboards • modems

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	<ul style="list-style-type: none"> • mouses • multifunction scanners/faxes/printers • pagers • photocopiers • printers • routers • scanners • tape/MD recorders • telephones/mobiles/wireless telephones • video cameras • wireless technology equipment • zip drives • information exchange systems and the Internet. • Apply knowledge of OHS requirements for using information technology. • Use communication technology such as telephones, computers with audio, message bank, answering machines, email, short message service, pagers

Packaging Rules

This qualification requires 9 units of competency:

- 4 core units
- 5 elective units

Choose 5 elective units from the list below, and/or:

- from elsewhere within this Training Package, **or** another endorsed Training Package **or** Accredited Course.

*At least one unit must be coded PSP.

Units selected should not duplicate content already covered by other units in this qualification

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

** For this qualification, a maximum of one unit from Certificate I level may be used.

Core Units

PSPGOV201B	Work in a public sector environment
PSPGOV202B	Use routine workplace communication techniques
PSPGOV203B	Deliver a service to clients
PSPOHS201B	Follow workplace safety procedures
Elective Units	
PSPGOV204B	Access and use resources
PSPGOV205B	Participate in workplace change
PSPGOV206B	Handle workplace information
PSPGOV207B	Use technology in the workplace
PSPGOV208A	Write routine workplace materials
PSPREG201A	Carry out inspections and monitoring under guidance
PSPSCI201A	Contribute to the provision of scientific technical support
BSBINM202A	Handle mail
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBSUS201A	Participate in environmentally sustainable work practices