



**Australian Government**

# **DEF43012 Certificate IV in Psychological Support**

**Release: 1**

## DEF43012 Certificate IV in Psychological Support

### Modification History

Release	TP version	Comments
2	DEF12 V2	New qualification.
1	DEF12 V1	First release.

### Description

Not applicable.

### Pathways Information

Not applicable.

### Licensing/Regulatory Information

Not applicable.

### Entry Requirements

Not applicable.

## Employability Skills Summary

Employability Skills are part of a unit of competency.

Employability Skills statements from a selection of units of competency from the DEF43012 Certificate IV in Psychological Support have been reproduced in the table below.

This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

Defence qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.

Employability Skill	Employability Skills Statement
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Listening to and understanding work instructions, client information and feedback</li> <li>• Speaking clearly/directly to provide information</li> <li>• Reading and interpreting workplace related documentation, such as guidelines, protocols and instructions</li> <li>• Writing to address audience needs, such as work notes and reports</li> <li>• Interpreting the needs of internal/ external customers from information provided</li> <li>• Applying numeracy skills to workplace requirements involving measuring, counting and calculating</li> <li>• Establishing and using networks (within scope of own work role)</li> <li>• Sharing information (within scope of own work role)</li> <li>• Negotiating responsively (within scope of own work role)</li> <li>• Persuading effectively</li> <li>• Being appropriately assertive (e.g. in relation to safe or ethical work practices and own work role)</li> <li>• Empathising (e.g. in relation to clients)</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Working as an individual and a team member</li> <li>• Working with diverse individuals and groups</li> <li>• Applying knowledge of own role as part of a team</li> <li>• Applying teamwork skills to a range of situations</li> <li>• Identifying and utilising the strengths of other team members</li> <li>• Giving feedback, coaching and mentoring</li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• Developing practical solutions to workplace problems (i.e. within scope of own role)</li> <li>• Showing independence and initiative in identifying problems (i.e. within scope of own role)</li> <li>• Solving problems individually or in teams (i.e. within scope of own role)</li> <li>• Applying a range of strategies in problem solving</li> <li>• Using numeracy skills to solve problems</li> </ul>

	<ul style="list-style-type: none"> <li>• Testing assumptions and taking context into account (i.e. with an awareness of assumptions made and work context)</li> <li>• Listening to and resolving concerns in relation to workplace issues</li> <li>• Resolving customer concerns relative to workplace responsibilities</li> </ul>
<b>Initiative and enterprise</b>	<ul style="list-style-type: none"> <li>• Adapting to new situations (i.e. within scope of own role)</li> <li>• Being creative in response to workplace challenges (i.e. within relevant guidelines and protocols)</li> <li>• Identifying opportunities that might not be obvious to others (i.e. within a team or supervised work context)</li> <li>• Generating a range of options in response to workplace matters</li> <li>• Translating ideas into action (i.e. within own work role)</li> <li>• Developing innovative solutions (i.e. within a team or supervised work context and within established guidelines)</li> <li>• Developing a strategic, creative, long-term vision</li> </ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>• Collecting, analysing and organising information (i.e. within scope of own role)</li> <li>• Using organisation systems for planning and organising (i.e. if applicable to own role)</li> <li>• Being appropriately resourceful</li> <li>• Taking initiative and making decisions within workplace role (i.e. within authorised limits)</li> <li>• Participating in continuous improvement and planning processes (i.e. within scope of own role)</li> <li>• Working within or establishing clear work goals and deliverables</li> <li>• Determining or applying required resources (i.e. within scope of own role)</li> <li>• Allocating people and other resources to tasks and workplace requirements (only for team leader or leading hand roles)</li> <li>• Managing time and priorities (i.e. in relation to tasks required for own role)</li> <li>• Adapting resource allocations to cope with contingencies (i.e. if relevant to own role)</li> </ul>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• Being self-motivated (i.e. in relation to requirements of own work role)</li> <li>• Articulating own ideas (i.e. within a team or supervised work context)</li> <li>• Balancing own ideas and values with workplace values and requirements</li> <li>• Monitoring and evaluating own performance (i.e. within a team or supervised work context)</li> <li>• Taking responsibility at the appropriate level</li> </ul>
<b>Learning</b>	<ul style="list-style-type: none"> <li>• Being open to learning new ideas and techniques)</li> <li>• Learning in a range of settings including informal learning</li> </ul>

	<ul style="list-style-type: none"> <li>• Participating in ongoing learning</li> <li>• Learning in order to accommodate change</li> <li>• Learning new skills and techniques</li> <li>• Taking responsibility for own learning (i.e. within scope of own work role)</li> <li>• Contributing to the learning of others (e.g. by sharing information)</li> <li>• Applying a range of learning approaches (i.e. as provided)</li> <li>• Developing own learning pathways</li> <li>• Participating in developing own learning plans (e.g. as part of performance management)</li> </ul>
<b>Technology</b>	<ul style="list-style-type: none"> <li>• Using technology and related workplace equipment (i.e. if within scope of own role)</li> <li>• Using basic technology skills to organise data</li> <li>• Adapting to new technology skill requirements (i.e. within scope of own role)</li> <li>• Applying OHS knowledge when using technology</li> <li>• Applying technology as a management tool</li> </ul>

## Packaging Rules

13 units of competency are required for this qualification including:

- 3 core units
- 10 elective units

Choose a minimum of 7 elective units from the Group A or B lists below, of which 6 units must be from Group A.

Choose the remaining 3 elective units from either the Group A or B elective lists below, **or** elsewhere within this training package, **or** another endorsed training package, **or** accredited course.

Where a pre-requisite unit is attached to an elective unit it is identified by this symbol □.

The pre-requisite units attached to any of the elective units must be undertaken and are additional to the number of elective units required for the qualification.

The elective units should be selected from the units that most closely align to an individual's occupational outcomes.

**Elective units selected must not duplicate content already covered by other units in this qualification.**

Code	Core Units
CHCCOM302D	Communicate appropriately with clients and colleagues
CHCCS400C	Work within a relevant legal and ethical framework
CHCMH401A	Work effectively in mental health settings
Code	Group A Elective Units (Specialisation)
DEFPS001	Assist in the conduct of a psycho-social selection activity
DEFPS002	Conduct a mental health screening interview
DEFPS003	Conduct a psychometric testing activity
BSBINM303A	Handle receipt and despatch of information
BSBMED305B	Apply the principles of confidentiality, privacy and security within the medical environment
CHCCS514B	Recognise and respond to individuals at risk
CHCORG322B	Contribute to implementation of service delivery strategy
HLTDEFHC406B	Participate in a deployed health capability

HLTCOM407B	Provide reception services for a practice
<b>Code</b>	<b>Group B Elective Units (General)</b>
BSBINM301A	Organise workplace information
PSPGOV403B	Use resources to achieve work unit goals
PUACOM001C	Communicate in the workplace
PUACOM007B	Liaise with other organisations
PUATEA002B	Work autonomously
PUATEA003B	Lead, manage and develop teams
TAEDEL301A	Provide work skill instruction
TAEDEL401A	Plan, organise and deliver group-based learning
TAEDEL402A	Plan, organise and facilitate learning in the workplace
TAADEL404B	Facilitate work-based learning
TAAENV402B	Foster and promote an inclusive learning culture
TAAENV403B	Ensure a healthy and safe learning environment