PSPGEN001 Work in a public sector environment

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.
	This unit supersedes and is equivalent to PSPGOV201B Work in a public sector environment.
	- Unit code updated - Content and formatting updated to comply with new standards - All PC transitioned from passive to active voice

Application

This unit describes the skills required to work as a trainee or new employee in the public sector. It includes accessing and using legislation, guidelines and organisational information, working with a diverse range of people and investigating career options.

This unit applies to those commencing work in generalist or specialist roles across the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work as part of a team under supervision, performing routine tasks in familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Access and use legislation and guidelines	1.1 Access the range of legislation and guidelines common to employment in a public sector organisation. 1.2 Identify the key principles contained in the legislation and guidelines. 1.3 Clarify information in order to confirm own understanding. 1.4 Apply the principles contained in legislation and guidelines to individual workplace practice.
2. Access and use organisational information	2.1 Identify the staffing and organisational structure. 2.2 Identify and clarify procedures for dealing with staff at all levels of the organisation. 2.3 Identify procedures for dealing with clients. 2.4 Identify sources of assistance and types of assistance available from each source.
3. Work with diversity	3.1 Demonstrate appreciation of the differences between colleagues through workplace behaviour. 3.2 Use effective communication styles to take account of workplace diversity and reflect the principles of emotional intelligence. 3.3 Make contribution to the workgroup to utilise personal strengths and take any opportunities provided to develop new competencies. 3.4 Meet the requirements of multicultural awareness and anti discrimination legislation.
4. Investigate career options	4.1 Identify personal working and learning styles, values and attitudes and weigh against the requirements of current and potential work opportunities. 4.2 Identify and prioritise personal work goals. 4.3 Seek advice on future work/career options. 4.4 Identify a range of possible career paths and undertake initial planning to map out broad competency areas and experiences required to pursue them. 4.5 Plan personal development to prepare for career options. 4.6 Seek and access learning opportunities in line with personal work goals.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

SkillsIQ

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
			4				3					3						4						
Learning					Reading					Writing					Oral communication					Numeracy NA				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
	2						3						4				3		
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV201B Work in a public sector environment.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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