



**Australian Government**

# **PSPGEN017 Work in and with small, regional and remote organisations**

**Release: 1**

# PSPGEN017 Work in and with small, regional and remote organisations

## Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV310A Work in and with small, regional and remote organisations.</p> <ul style="list-style-type: none"><li>• Unit code updated</li><li>• Content and formatting updated to comply with the new standards</li><li>• All PC transitioned from passive to active voice</li></ul>

## Application

This unit describes the skills required to work effectively in and with small, regional and remote organisations, by establishing organisational parameters observing protocols and dealing with difficult situations.

This unit applies to those working in a role where they are required to have an understanding of the business and human requirements of small or isolated organisations.

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 generally work independently, performing routine tasks in a range of familiar and unfamiliar 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	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
<b>1. Establish organisational parameters</b>	1.1 Identify the roles of key organisations and stakeholders within those organisations. 1.2 Identify the relationships between organisations and stakeholders. 1.3 Identify types and general features of services available.
<b>2. Operate effectively</b>	2.1 Develop knowledge of current and emerging issues affecting the locality. 2.2 Apply an understanding of challenges facing principal client groups to work activities. 2.3 Apply an understanding of cross-cultural issues in work practices. 2.4 Recognise and promote the value of diversity in the community.
<b>3. Observe protocols</b>	3.1 Apply knowledge of different models of work and current issues impacting on work practices. 3.2 Demonstrate consideration and understanding of the values and philosophy underpinning work undertaken by the organisation. 3.3 Observe cultural protocols, legislation, policies and procedures of the community.
<b>4. Deal with difficult situations</b>	4.1 Identify issues which may cause conflict or misunderstanding between own and other organisations. 4.2 Address difficulties or misunderstandings by considering possible cultural differences and seek assistance if required. 4.3 Refer unresolved issues and problems for follow-up.

## Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

## Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV310A Work in and with small, regional and remote organisations.

## 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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