



Australian Government

PSPGEN111 Apply government processes

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGEN043 Apply government processes.

Application

This unit describes the performance outcomes, skills and knowledge required to apply government processes in the public sector and similar environments including statutory authorities.

This unit applies to those working in generalist and specialist roles within the public sector including statutory authorities.

Those undertaking this unit work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Apply knowledge of organisational functions.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Access and apply up-to-date information relating to the structure and functions of the organisation.
- 1.2. Identify appropriate persons to ensure correct levels of authority are utilised within the organisation.
- 1.3. Identify areas of work where delegations apply and confirm delegation levels.
- 1.4. Obtain approvals in the workplace in accordance with organisational delegations.

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| 2. Apply knowledge of protocols. | 2.1. Identify, access and apply up-to-date information relating to government protocols.
2.2. Observe protocols in dealings with other organisations and with persons from within and outside the organisation.
2.3. Adhere to written protocols, formats and standards in writing documents. |
| 3. Apply information relating to the impacts of change on processes. | 3.1. Identify, access and apply up-to-date information relating to changes in processes relevant to work responsibilities including Machinery of Government.
3.2. Identify ambiguity in the structure and function of the organisation or work area because of past, present or future changes and seek and implement advice on required outcomes for the transition period.
3.3. Manage role ambiguity because of past, present or future changes. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Reading skills to:

- access and apply information from complex formal documents.

Oral communication skills to:

- participate in a variety of exchanges in a diverse workforce.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN043 Apply government processes.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>