



Australian Government

Department of Education, Employment and Workplace Relations

PSP40104 Certificate IV in Government

Revision Number: 1

PSP40104 Certificate IV in Government

Modification History

Not applicable.

Description

Qualification Descriptor

This generalist qualification covers the competencies required for working without supervision in the public sector and is particularly suited to those working in an environment requiring multi-skilled personnel and/or in small or regionally based organisations. 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. Please note that if all electives are chosen from a group of elective units, a specialist qualification may result.

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 require the use of advanced communication strategies for interacting with internal and external clients, colleagues and managers. This has the following performance outcomes:</p> <ul style="list-style-type: none"> • Deal with complex enquiries and complaints, giving directions, managing meetings and making workplace and public presentations, as well as speaking, listening and reading non-verbal cues, reading, writing and visual literacy. It includes the use of written communication involving the evaluation and composition of complex workplace documents, interpreting and evaluating workplace information, composing complex written materials and editing. • Collect and analyse information to achieve work unit objectives and meet client needs. This includes identifying and collecting information, analysing and interpreting information, developing and applying workable solutions, presenting information and maintaining information. • Use a range of communication methods with a diverse range of clients and colleagues from different levels in the organisation, including negotiation and problem solving in a wide range of government matters. This includes using negotiation/conflict resolution techniques to resolve difficult situations and making referrals in accordance with organisational policy and procedures. It also includes the use of a range of communication strategies/skills with a diverse workforce and client base including assertiveness, listening, non-verbal communication, language style, problem solving. • Collect, organise, record and report information in accordance with

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	<p>organisational procedures and defined guidelines, using a range of standard and complex information systems and operations in accordance with organisational policy and procedures. This includes collecting evidence and information and ensuring that it is accurate, relevant and reported according to organisational requirements and negotiating recommendations for improving methods or techniques in accordance with organisational policy and procedures.</p> <ul style="list-style-type: none"> • Explain workplace issues and complex and formal documents such as legislation, using language and supporting material suitable to the needs of the audience and the situations they are likely to experience. This includes presenting information in a range of ways such as report format, numerically, in tables, with graphs, spatially. • Link ideas in written material through selection and use of words, grammatical structures, headings and punctuation appropriate to the purpose and use spelling, punctuation and grammar for workplace documents at an experienced level including editing drafts and recording to improve written communication.

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Teamwork	<p>Qualifications at this level require the development and maintenance of effective workplace relationships and networks. This requires the following performance outcomes:</p> <ul style="list-style-type: none">• Develop and maintain networks, including establishing and maintaining working relationships, and representing and promoting the organisation.• Promote the value of workplace diversity and the contribution it makes to effective work practices, the generation of new ideas, and the organisation's responsiveness to the community. This includes promoting the benefits of workplace diversity and contributing to diversity outcomes.• Handle difficult interpersonal situations and addressing the conflicts that may arise in day-to-day work activities. This includes identifying the cause of conflict, establishing and implementing strategies for dealing with conflict and evaluating the response and outcomes. It does not include formal negotiation, counselling or mediation.• Use collaborative planning with other workgroup members to integrate individual plans and build working relationships and identify work methods and practices and negotiate goals and outcomes to implement plans, in consultation with others. This includes providing feedback to workgroup members in regard to quality of client service delivery.• Identify the needs and viewpoints of individuals and consider them when implementing change. This includes suggesting options and opportunities for change to improve efficiency and effectiveness of the workgroup and the work environment, responding positively to suggestions for improvements made by workgroup members and acting on them where appropriate, giving and receiving

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	feedback, including 'managing upwards'. <ul style="list-style-type: none">• Encourage others (colleagues or those supervised) in the workplace to comply with legislation, including assisting others to comply with legislative requirements, and taking action on non-compliance.

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Problem solving	<p>Qualifications at this level cover the development, implementation and review of client services and the skills to address complex workplace and public issues in the context of government services, including monitoring problems in implementing work plans and propose solutions within area of responsibility. This requires the following workplace performance outcomes:</p> <ul style="list-style-type: none"> • The delivery and monitoring of service to clients that requires understanding of the needs of existing and new clients which influence service requirements. This includes identifying and defining client needs, delivering client services, monitoring and improving client service delivery and reviewing client service. • The collection and analysis of information to achieve work unit objectives and meet client needs. It includes identifying and collecting information, analysing and interpreting information, developing and applying workable solutions, presenting information and maintaining information. This also includes carrying out more detailed analysis of information as required using relevant techniques including mathematical calculations and methods for numerical/graphical information. • The requirements for handling difficult interpersonal situations and addressing the conflicts that may arise in day-to-day work activities. It includes identifying the cause of conflict, establishing and implementing strategies for dealing with conflict and evaluating the response and outcomes. Strategies for the resolution of conflict take account of social and cultural differences and consistency with organisational policies and procedures. It does not include formal negotiation, counselling or mediation. • Numeracy for selecting and applying

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	mathematical concepts, estimating, checking reasonableness of results and using a range of mathematical language to communicate mathematical information.
Initiative and enterprise	<p>Qualifications at this level cover the skills required to implement a change process and includes understanding the reasons for change and initiating specific changes related to the work unit, suggesting options and opportunities for change, encouraging commitment to workplace change, monitoring and evaluating change and dealing with ambiguity in the change process. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • The exercise of delegations in the public sector, including confirming the delegation, applying other interacting legislation, policy and guidelines, and exercising delegations. • Select innovative and cost-effective options for achieving objectives and aligned options to organisational aims, including conducting cost-benefit analysis and the preparation of written or oral quotations to provide goods or services to others, clarifying requirements, establishing costs and availability of resources, preparing estimates, preparing and submitting quotations and taking follow-up action. This also includes conducting market research in accordance with legislation, policy and procedures to confirm the viability of options.

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Planning and organising	<p>Qualifications at this level cover the development and implementation of work unit plans at both the work unit and individual level to achieve results through planning. It includes participating in the planning activities of the work unit, preparing individual work plans, and implementing and evaluating work plans. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • The organisation of available resources at a senior operative rather than managerial level to facilitate achievement of work unit objectives. It includes acquiring and applying available resources, monitoring and reporting on resource usage and maintaining resources. It also includes applying public sector legislation, including occupational health and safety and environmental requirements in the context of resource usage, storage and maintenance. • The application of knowledge of government processes, including applying information relating to machinery of government, and applying knowledge of organisational functions and protocols, Legislation and regulations applying across the public sector, such as equal employment opportunity, equity and diversity. • Complete planning activities within the defined timeframe and meet the organisation's requirements, evaluate proposals, outcome and preparation process using feedback from a range of stakeholders and use results to improve subsequent quotations, develop contingency plans to ensure operational continuity, and revise work plans according to changes in work priorities and organisational needs.

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Self management	<p>Qualifications at this level require autonomous management of work roles, duties and responsibilities within the limitations of job descriptions, level of authority and delegations and departmental policies and procedures. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Identify and respond to risks using risk management procedures and treatments. This applies to the risks inherent in all aspects of everyday work in the public sector as well as to specific functional activities and projects related to the particular mandate of the organisation. It covers establishment of the risk context, identification, analysis and evaluation of risks, risks treatment, and monitoring and review of risk treatment plan. • Evaluate work activities based on feedback from workgroup members and other stakeholders and develop options for dealing with ambiguity and criteria for assessing those options and communicate them to the workgroup. This includes recognising and accepting the need to operate within constraints beyond one's own control and access and use information ethically and legally. • Plan career development and pathways. This includes self-assessment of skills and abilities, investigation of possible career opportunities, developing and implementing a career plan and monitoring progress against the plan. • Promote the value of workplace diversity and the contribution it makes to effective work practices, the generation of new ideas, and the organisation's responsiveness to the community. This includes promoting the benefits of workplace diversity and contributing to diversity outcomes.

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Learning	<p>Qualifications at this level cover the skills required to provide mentoring, coaching and performance review for others as well as personal career and skills development. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Plan career directions and pathways. This includes self-assessment of skills and abilities, investigation of possible career opportunities, developing and implementing a career plan and monitoring progress against the plan. • Undertake a gap analysis to identify those skills that are common to both preferred future career and the organisation's requirements. This includes reflecting on competencies and performance, maintaining currency in knowledge of principles and practices applied in the workplace, monitoring the acquisition of skills and experience and respond to feedback on achievement of performance requirements • Monitor the work performance of another person and provide feedback. This includes planning for performance monitoring and feedback, monitoring performance, providing and documenting feedback, determining action, and reviewing performance monitoring and feedback. It covers the provision of on-the-job coaching to colleagues and reflects the situation in many workplaces where formal and informal on-the-job coaching is extremely common. It includes preparation for coaching, and provision of and follow-up of coaching. • Identify learning from workplace experiences, share outcomes with others and transfer them to other initiatives including identifying and promoting training and awareness programs to encourage and support the skills development and advanced practice of

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	others.
Technology	<p>Qualifications at this level cover the technology skills required for general government workplaces and services. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Use workplace technology for a range of applications including, resource ordering, managing and financial requirements, computerised techniques for information management, computer technology for data storage, security, retrieval and presentation. • Specialists elective competencies cover the specific equipment and technology required by those specialist functions.

Packaging Rules

Packaging Rules

This qualification requires fifteen units of competency consisting of:

- seven core units
- eight elective units

Choose eight elective units from the list below including;

- one unit from Group A
- seven from Group B, **or** from elsewhere within this Training Package **or** any other endorsed Training Package **or** Accredited Course, not duplicating Core Units or Group A elective units at Certificate III and above

Core Units	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity

Packaging Rules

PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPPOL404A	Support policy implementation
Group A Elective Units	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs
Group B Elective Units	
PSPGOV403B	Use resources to achieve work unit goals
PSPGOV404B	Develop and implement work unit plans
PSPGOV405B	Provide input to change processes
PSPGOV406B	Gather and analyse information
PSPGOV407B	Provide a quotation
PSPGOV409A	Provide support to Parliament
PSPGOV410A	Undertake career planning
PSPGOV411A	Deal with conflict
PSPGOV413A	Compose complex workplace documents
PSPGOV414A	Provide workplace mentoring
PSPGOV415A	Provide workplace coaching
PSPGOV416A	Monitor performance and provide feedback
PSPGOV417A	Identify and treat risks
PSPGOV418A	Develop internal and external networks
PSPGOV419A	Work with interpreters
PSPGOV420A	Use translation services

Packaging Rules

PSPGOV421A	Exercise delegations
PSPPOL402A	Assist with specialist policy development
PSPPOL403A	Give and receive policy information
PSPPOL405A	Implement e-correspondence policies
PSPPROC406B	Procure goods and services
PSPSCI401A	Provide scientific technical support
PSPSCI402A	Promote innovation and change through extension
PSPSCI403A	Organise and undertake scientific/technological research
BSBCMM401A	Make a presentation
BSBEBU401A	Review and maintain a website
BSBITU203A	Communicate electronically
BSBMKG401B	Profile the market
BSBMKG402B	Analyse consumer behaviour for specific markets
BSBMKG507A	Interpret market trends and developments
BSBMKG514A	Implement and monitor marketing activities
BSBREL402A	Build client relationships and business networks
BSBRKG401B	Review the status of a record
BSBRKG404A	Monitor and maintain records in an online environment
CHCCD401D	Support community participation
CHCCD402A	Develop and provide community education projects
CHCCD404D	Develop and implement community programs
CHCCD413D	Work within specific communities
CHCMED414A	Facilitate mediation processes
CHCMED415A	Facilitate interaction between parties in mediation

Packaging Rules

CHCMED416B	Consolidate and conclude the mediation process
CHCMED419C	Facilitate alternative dispute resolution processes
CHCORG525C	Recruit and coordinate volunteers
PUAWER005B	Operate as part of an emergency control organisation
PUAWER009B	Participate as a member of a workplace emergency initial response team

Employability Skills and facets relevant to this qualification