Australian Government

Department of Education, Employment and Workplace Relations

PSP41904 Certificate IV in Government
(School Support Services)

Revision Number: 1

INDUSTRY
SKILLS
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Creating Australia's Future

PSP41904 Certificate IV in Government (School Support Services)

Modification History

Not applicable.

Description

Qualification Descriptor
This specialist qualification covers the competencies required by staff working at an experienced level providing school support services in government schools. It is not targeted at teacher aide occupations. Electives may be taken from a single stream, such as administration or library support, or from a range of streams to suit the particular workplace. If, however, all electives are chosen from units coded PSPGOV, the resulting qualification is a generalist Certificate IV in Government, rather than this specialist qualification. 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.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Not applicable.

Packaging Rules

Packaging Rules

This qualification requires 15 units of competency consisting of:
 	
• 6 core units
• 9 elective units
 	
Choose 9 elective units:
 	
    • 1 unit from Group A,
    • 6 units from groups B to G, either across groups or from a single group
    • 2 units from elsewhere within this Training Package, **or** any endorsed Training Package **or** Accredited Course
 	
Units selected should not duplicate content already covered by other units in this qualification.
 	
All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated
 	
** For this qualification, a maximum of 1 unit from Certificate III level may be used

Core Units	
PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector

Group A Elective Units	
PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
MSL943002A	Participate in laboratory/field workplace safety

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Packaging Rules	
Group B Elective Units (**Generalist**)	
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
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
PSPGOV421A	Exercise delegations
PSPGOV507A	Undertake negotiations
PSPGOV508A	Manage conflict
PSPPOL404A	Support policy implementation
Group C Elective Units (**Administration**)	
PSPFIN401A	Use public sector financial processes
PSPPROC406B	Procure goods and services
BSBADM405B	Organise meetings
BSBFIA401A	Prepare financial reports

Packaging Rules	
BSBFIA402A	Report on financial activity
BSBINM401A	Implement workplace information system
BSBITA401A	Design databases
BSBITS401A	Maintain business technology
BSBITU402A	Develop and use complex spreadsheets
BSBITU404A	Produce complex desktop published documents
BSBMKG413A	Promote products and services
BSBRES401A	Analyse and present research information
BSBRKG402B	Provide information from and about records
BSBRKG403B	Set up a business or records system for a small office
BSBSMB404A	Undertake small business planning
BSBSMB406A	Manage small business finances
FNSICGEN501B	Produce research reports and make presentations
FNSICORG519A	Analyse and comment on management reports
Group D Elective Units (**Human Resources**)	
PSPHR402A	Administer human resource processes
PSPHR403A	Provide a consultancy service for human resource management
BSBHRM401A	Review human resources functions
BSBHRM402A	Recruit, select and induct staff
BSBHRM501A	Manage human resources services
BSBINN301A	Promote innovation in a team environment
BSBLED401A	Develop teams and individuals
BSBMGT402A	Implement operational plan
BSBSMB407A	Manage a small team

Packaging Rules	
BSBWOR401A	Establish effective workplace relationships
BSBWOR402A	Promote team effectiveness
BSBWOR404A	Develop work priorities
Group E Elective Units (**Library Support**)	
CULLB002B	Obtain information from external and networked sources to meet customer needs
CULLB004B	Process information resource orders
CULLB401C	Assist customers to access information
CULLB412C	Undertake cataloguing activities
Group F Elective Units (**Scientific Assistance**)	
MSL904001A	Perform standard calibrations
MSL924002A	Use laboratory application software
MSL934002A	Apply quality system and continuous improvement processes
MSL934003A	Maintain and control stocks
MSL974001A	Prepare, standardise and use solutions
MSL974003A	Perform chemical tests and procedures
MSL974005A	Perform physical tests
Group G Elective Units (**Technology**)	
ICAI3020B	Install and optimise operating system software
ICAI3110C	Implement system software changes
ICAS3024B	Provide basic system administration
ICAS3031B	Provide advice to clients
ICAS4108B	Complete database back-up and recovery
ICAS4113C	Identify and resolve common database performance problems

Packaging Rules	
ICAS4114B	Implement maintenance procedures
ICAS4125B	Monitor and administer a database
ICAS4134C	Provide first-level remote help desk support
ICAS4191B	Maintain website performance
ICAT3025B	Run standard diagnostic tests
ICPMM321B	Capture a digital image