Australian Government

Department of Education, Employment and Workplace Relations

PSP41904 Certificate IV in Government (School Support Services)

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

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Modification History

PSP41904 Release 2: Layout adjusted. No changes to content.
PSP41904 Release 1: Primary release.

Description

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

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
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
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
BSBWOR401A	Establish effective workplace relationships
BSBWOR402A	Promote team effectiveness
BSBWOR404B	Develop work priorities

Group E Elective Units (**Library Support**)

CULINM401A	Complete a range of cataloguing activities
CULINS202A	Process information resource orders

CULINS401A	Assist customers to access information
CULINS402A	Obtain information from external and networked sources

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**)	
ICADBS402A	Complete database backup and restore
ICADBS404A	Identify and resolve common database performance problems
ICADBS409A	Monitor and administer a database
ICAICT302A	Install and optimise operating system software
ICAICT304A	Implement system software changes
ICASAS301A	Run standard diagnostic tests
ICASAS304A	Provide basic system administration
ICASAS305A	Provide IT advice to clients
ICASAS416A	Implement maintenance procedures
ICASAS420A	Provide first-level remote help-desk support
ICAWEB404A	Maintain website performance
ICPMM321C	Capture a digital image

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