



Australian Government

Department of Education, Employment and Workplace Relations

PSP50104 Diploma of Government

Revision Number: 2

PSP50104 Diploma of Government

Modification History

PSP50104 Release 2: Layout adjusted. No change to content.

PSP50104 Release 1: Primary release.

Description

This qualification covers the competencies required for independent and self-directed work in the public sector. There may be supervisory responsibilities rather than specialist management competencies, which are catered for in the Diploma of Government (Management). The qualification is particularly suited to those working in an environment where there is a range of responsibilities which are diverse in nature rather than within a narrow specialisation and/or they work 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 single Group, a specialist qualification may result. Requirements for specialisations are listed under the relevant Competency Field.

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 complex communication strategies for interacting with internal and external clients, colleagues and managers. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Complex workplace communication for working at middle management level with internal and external clients, colleagues and other staff, including preparing for complex communication, analysing and responding to opinions, presenting a convincing argument, and developing a range of communication strategies. • Written workplace communication at a level where preliminary research or documents may have been prepared by others as input, and final documents are being prepared, including critical analysis of workplace information, composition, revision and refinement to meet workplace requirements. • Negotiations as an individual or as a member of a negotiating team, including planning for the negotiation, conducting the negotiation and finalising the outcome. • Use of a range of complex communication techniques including applying legislation, regulations and policies relating to communication in the public sector, analysing and using language structures and features that influence the interpretation of spoken communication, interacting confidently with groups on familiar topics in formal and informal workplace situations, speaking with confidence and listening critically, clarifying meaning, exploring issues and problem solving, responding to diversity, including gender and disability. • Use reading and writing at a level to cope with a range of complex and sensitive workplace materials including, critically analysing and synthesising information to compose complex written documents, refining content, structure and sequence according to the required purpose of written material, using spelling, punctuation and grammar for workplace documents at an experienced level, providing feedback on other people's work in ways suited to the diversity of the workplace, including creation of learning opportunities to improve research/document input.
Teamwork	<p>Qualifications at this level require the development and supervision of effective workplace performance and relationships. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Supervision and performance management in accordance with the organisation's performance management system. It includes

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	<p>linking individual/workgroup activities to organisational goals, setting performance expectations, measuring performance achievements, and renegotiate performance and development plans.</p> <ul style="list-style-type: none"> • Achievement of operational results and effective working relationships through leadership, feedback and support of individuals in a workgroup that may exist in the workplace, be formed for a special purpose or project, or consist of community members, volunteers, interagency members, etc. It includes facilitating commitment to objectives and required standards; contributing to the development of a cooperative, high performance workgroup; giving and receiving feedback on performance; supporting and participating in development activities; and providing leadership, direction and guidance in the workgroup.
Problem solving	<ul style="list-style-type: none"> • 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 to resolve problems. This requires the following workplace performance outcomes: • Research and analysis to develop advice and recommendations, including identifying and undertaking research, analysing information and applying the results of analysis, maintaining information systems, and compiling reports from information. • Implementation of workplace diversity strategies to promote diversity through the development of effective and inclusive work practices, the generation of new ideas, and to improve the organisation's responsiveness to the community, including providing diversity input to strategies, policies and plans, attracting and developing a diverse workforce and monitoring diversity outcomes. • Managing conflict in the workplace, including identifying and assessing conflict situations, implementing strategies to resolve conflict and monitoring the situation. It does not include formal negotiation, counselling or conducting mediation. • Coordination of risk management in the business unit/organisation. It includes maintaining infrastructure and processes, supporting staff to manage risk, facilitating risk recovery, and monitoring and reviewing risk management. • Clearly identifying statistical data collection and the expected outputs to meet user requirements. It includes defining the purpose/outputs, defining the scope, researching and identifying

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	possible sources of data, developing project documentation, determining resource requirements and confirming project feasibility. It also includes applying techniques to analyse statistical data, planning the analysis, applying statistical concepts and processes, determining strengths and weaknesses of the analysis and producing further statistics.
Initiative and enterprise	<p>Qualifications at this level cover the skills required to provide leadership to the achievement of organisational goals and principles, designing and implementing ethical process, promoting service quality and the reasons for change and initiating specific changes related to the work unit. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Achievement of operational results and effective working relationships through leadership, feedback and support of individuals in a workgroup that may exist in the workplace, be formed for a special purpose or project, or consist of community members, volunteers, interagency members, etc. It includes facilitating commitment to objectives and required standards; contributing to the development of a cooperative, high performance workgroup; giving and receiving feedback on performance; supporting and participating in development activities; and providing leadership, direction and guidance in the workgroup. • Facilitation of workplace change in public sector environments where role ambiguity and uncertainty often accompany the change process. It includes planning for the introduction of change, dealing with emerging challenges and opportunities and handling ambiguity in the change process. • The development and use of political nous to navigate and succeed in the political environment of the public sector. It includes identifying the political terrain, evaluating the political environment, forming alliances, and bargaining and negotiating to achieve outcomes. • The development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.
Planning and organising	Qualifications at this level cover the coordination and management of the development and implementation of work unit plans at both

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	<p>the work unit and individual level to achieve results through planning. This includes providing leadership to the planning activities of the work unit, supervising individual work plans, and coordinating the implementing and evaluating of work plans. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Identification of service requirements to meet client needs, including analysis of client needs, review of client service, and promotion, development and enhancement of client service. • Coordination and monitoring of available resources to achieve work unit outcomes, including allocating available resources, monitoring and evaluation of resource usage and reporting on resource usage. • Evaluation relevant to the full range of processes and outcomes in the public sector such as policy, procedures, processes, structures, service delivery, projects, including identifying the purpose of the evaluation, identifying the evaluation process and tools, carrying out the evaluation, analysing results, reporting outcomes and recommending action. • Benchmarking performance of a functional area or business unit of an organisation. It includes designing a benchmarking approach, establishing benchmarks, establishing and managing a benchmarking exercise, gathering and analysing information and reporting on/acting on benchmarking outcomes.
Self management	<p>Qualifications at this level require autonomous management of complex 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"> • Active management of one's own career to meet goals and achieve life plans, as well as contributing to the career management of others. It includes identifying current career strengths, identifying and mapping career opportunities, developing and implementing career plans, monitoring progress and contributing to others' career management. • The development and use of political nous to navigate and succeed in the political environment of the public sector. It includes identifying the political terrain, evaluating the political environment, forming alliances, and bargaining and negotiating to achieve outcomes. • The development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the

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	workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.
Learning	<p>This qualification covers 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"> • Promotion and support for coaching and mentoring in the organisation, including developing a coaching/mentoring strategy, establishing a coaching/mentoring framework, implementing and supporting coaching/mentoring, monitoring coaching and mentoring arrangements and consolidating opportunities for further coaching/mentoring. • Manage and development performance through a range of learning and development strategies including formal course participation, on-the-job training, work experience, staff exchanges, mentoring, coaching, external study, conference and seminar attendance, induction, job rotation, higher duties, work shadowing opportunities.
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"> • Identify equipment and technology requirements and use information technology including databases and spreadsheets. Use statistical analysis package, the most relevant data capture (software), GIS and web mapping/web GIS tools to access and/or manipulate a range of data, spreadsheet or database package for data analysis and presentation, statistical tools to collect, store and analyse data. • Use computer applications for information generation, management, storage and security. • Specialist qualifications will include elective competencies which cover the equipment and technology required for those specialisations.

Packaging Rules

This qualification requires 11 units of competency including:

- 6 core units
- 5 elective units:

Choose 5 elective units from the list below, or from elsewhere within this Training Package, **or** from another endorsed Training Package, **or** from an 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 a Certificate IV level may be used.

Core Units	
PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
Electives	
PSPBORD501A	Command operational forces
PSPGOV502B	Develop client services
PSPGOV503B	Coordinate resource allocation and usage
PSPGOV506A	Support workplace coaching and mentoring
PSPGOV507A	Undertake negotiations
PSPGOV508A	Manage conflict
PSPGOV509A	Conduct evaluations
PSPGOV510A	Undertake and promote career management
PSPGOV511A	Provide leadership
PSPGOV513A	Refine complex workplace documents

PSPGOV514A	Facilitate change
PSPGOV515A	Develop and use political nous
PSPGOV516A	Develop and use emotional intelligence
PSPGOV517A	Coordinate risk management
PSPGOV518A	Benchmark performance
PSPGOV519A	Manage performance
PSPGOV520A	Scope statistical data collection
PSPGOV521A	Collect statistical data
PSPGOV522A	Process statistical data
PSPGOV523A	Interrogate and analyse statistical data
PSPGOV524A	Interpret data and related statistics
PSPGSD502A	Manage the emergent dynamics of government service delivery
PSPGSD503A	Provide specialist technical service delivery
PSPPA501A	Provide public affairs writing and editorial services
PSPPA502A	Coordinate public affairs events and activities
PSPPM504A	Carry out complex project activities
PSPREG503A	Supervise and carry out complex inspections and monitoring
PSPREG504A	Manage plant movement health risk
PSPSCI501A	Provide high-level scientific technical support
PSPSCI502A	Facilitate innovation and change through extension
PSPSCI503A	Develop and undertake scientific/technological research
BSBEBU401A	Review and maintain a website
BSBMKG501B	Identify and evaluate marketing opportunities
BSBMKG502B	Establish and adjust the marketing mix
BSBMKG514A	Implement and monitor marketing activities

BSBMKG608A	Develop organisational marketing objectives
BSBSUS501A	Develop workplace policy and procedures for sustainability
PSPPOL501A	Develop organisation policy
PUAWER002B	Ensure workplace emergency prevention procedures, systems and processes are implemented
PUAWER005B	Operate as part of an emergency control organisation
PUAWER009B	Participate as a member of a workplace emergency initial response team
SITXICT001A	Build and launch a website for a small business
TAEDEL501A	Facilitate e-learning
TAADES501B	Design and develop learning strategies