Australian Government

Department of Education, Employment and Workplace Relations

PSP60104 Advanced Diploma of Government

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PSP60104 Advanced Diploma of Government

Modification History

PSP60104 Release 2: Layout adjusted. No change to content.
PSP60104 Release 1: Primary release.

Description

This qualification covers the competencies required for work in the public sector which is autonomous and often non-routine. The qualification is targeted at those who enter the public sector with another qualification as well as those progressing within the sector. It is generalist in nature to suit the requirements of working in small or regionally based organisations or where responsibilities are diverse in nature rather than within a narrow specialisation. There will be management or guidance of others without the role being that of a specialist manager, which is catered for in the Advanced Diploma of Government (Management). 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 Competency Field (listed in Table 7), 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	Qualifications at this level cover high-level workplace communication for working at a senior level with internal and external clients, colleagues and other staff. This requires the following performance outcomes:
	• Preparation of high-level communication, critically analysing and responding to opinions, persuading and influencing others, and reflecting on and honing communication strategies.
	• Management of sensitive and confidential information including locating, accessing and authenticating information, acquiring, retaining, recalling and communicating information, applying information and protocols, discarding redundant information/version control, dealing with ambiguity and machinery of government changes, responding to diversity, including gender and disability, using a range of mathematical language to communicate mathematical information.
	• Communication approaches include catering to political sensitivities, working within government processes and operational frameworks, balancing intellectual debate and action, considering wider organisational/public sector issues, using language calculated to appeal emotionally to a particular audience, such as humorous, serious, cajoling, authoritarian, speaking with confidence and authority, covering cultural, ethnic, diversity or equity considerations, selecting a communication style appropriate to the occasion/audience such as consultative, collaborative, assertive, reasonable.
	• Use interpersonal communication 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 responsively, critically and confidently with both familiar and unfamiliar groups on specialised topics in formal and informal workplace situations, speaking with confidence and listening evaluatively and critically.
	• Prepare high-level written communication including

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	the preparation of complex, sensitive materials, including preparing for high-level written communication, critically analysing other positions and preparing persuasive written communication. This includes reading and writing at a level to cope with a range of complex and sensitive workplace materials, critically analysing and synthesising information to compose complex written documents, researching other pertinent information, such as supporting/opposing position papers, refining content, structure and sequence according to the required purpose of written material, analysing and using language structures and features that influence the interpretation of written communication, 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, cross-cultural communication requirements.
Teamwork	Qualifications at this level cover the competency to foster leadership and innovative work practices in others. This requires the following performance outcomes: • Providing a model of innovative practice, organising workgroups to develop innovation and leadership, organising work assignments to facilitate innovation, supporting workgroup to develop leadership and innovation, monitoring innovation and leadership development and providing feedback on innovation and leadership development. • Establish, expand and utilise strategic networks including identifying features of required strategic networks, identifying or establishing network links with key stakeholders and building strategic relationships.
Problem solving	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

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	monitoring problems in implementing work plans and propose solutions to resolve problems. This requires the following workplace performance outcomes:
	• The preparation of a written submission responding to a tender to provide goods or services on a cost-recovery or for profit basis. It includes identifying opportunities to provide goods or services, analysing tender requirements, determining proposal methodology, preparing estimates, submitting a tender and reviewing the tender process.
	• Use a range of problem solving techniques including applying legislation, policy and guidelines, using numeracy in selecting and applying mathematical concepts, estimating, checking reasonableness of results, managing financial and other resources, using literacy for oral and written clarification of issues and for negotiating variations and changes with clients, using required language and style for written submissions, using technical and other vocabulary, networking strategically with clients, suppliers and stakeholders, evaluating and reviewing information, responding to diversity, including gender and disability.
Initiative and enterprise	Qualifications at this level cover the effective application of government systems to work in the public sector. It includes applying knowledge of linkages between government and other organisations and between governments, and applying knowledge of the broader political context. This requires the following performance outcomes:
	• Providing a model of innovative practice, organising workgroups to develop innovation and leadership, organising work assignments to facilitate innovation, supporting workgroup to develop leadership and innovation, monitoring innovation and leadership development and providing feedback on innovation and leadership development.
	• Promoting innovation through, providing supportive communication, allowing follow through with ideas,

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	providing enough but not too much guidance and structure, providing training and learning opportunities, encouraging risk taking, providing time and resources.
Planning and organising	Qualifications at this level cover the coordination and management of the development and implementation of work unit plans at both the work unit and individual level to achieve results through planning. It 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:

· Establish, expand and utilise strategic networks. It includes identifying features of required strategic networks, identifying or establishing network links with key stakeholders and building strategic relationships.
· Manage high-level workplace communication for working at a senior level with internal and external clients, colleagues and other staff including preparing for high-level communication, critically analysing and responding to opinions, persuading and influencing others, and reflecting on and honing communication strategies.
· Manage compliance with public sector legislative requirements including assuring legislative compliance, interpreting legislation and evaluating compliance outcomes. |
| **Self management** | 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:

· Promotion of compliance with legislation in the public sector including modelling compliance with legislation and related public sector guidelines and procedures and encouraging and assisting others to comply.
· Analysis of the political, social and economic environment that takes into account emerging |

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	trends, and current and possible future goals of the organisation including maintaining a comprehensive and up-to-date knowledge of the current political environment and reflecting this in decisions, advice and actions taken. • Develop strong working relationships are developed among network members to achieve organisational goals and provide professional support.
Learning	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: • Promoting and using a range of learning and skills development methods including, action learning, coaching, mentoring, counselling, skills training, modelling.
Technology	Qualifications at this level cover the technology skills required for general government workplaces and services. This requires the following performance outcomes: • 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. • Use communication technology including telephone, teleconference, video conference, Internet (online forums). • Select and apply appropriate equipment and technology to achieve work objectives and departmental goals. • Specialist qualifications and electives will cover the equipment and technology required by these specialist functions.

Packaging Rules

15 Units of competency are required including:

- 7 core units
- 8 elective units

Choose 8 elective units from the list below, **or** from elsewhere within this Training Package, **or** from another 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 Diploma level may be used.

Core Units

PSPETHC601B	Maintain and enhance confidence in public service
PSPGOV601B	Apply government systems
PSPGOV602B	Establish and maintain strategic networks
PSPLEGN601B	Manage compliance with legislation in the public sector
PSPMNGT605B	Manage diversity
PSPOHS602A	Manage workplace safety
PSPPOL603A	Manage policy implementation

Elective Units

PSPBORD601A	Manage operations
PSPETHC701A	Lead and influence ethical practice in the public sector
PSPGOV603B	Develop a tender submission response
PSPGOV604A	Foster leadership and innovation
PSPGOV605A	Persuade and influence opinion
PSPGOV606A	Prepare high-level/sensitive written materials
PSPHR702B	Formulate a strategic human resource plan
PSPHR703A	Provide leadership in strategic human resource management
PSPMNGT701B	Provide strategic direction

PSPMNGT702A	Influence and shape diversity management
PSPMNGT703A	Lead and influence change
PSPMNGT704A	Undertake enterprise risk management
PSPPA601A	Manage public affairs
PSPPA602A	Provide public affairs advisory service
PSPPA603A	Manage media relationships
PSPPOL701A	Influence strategic policy
PSPREG701A	Manage investigations program
PSPSCI601A	Manage the provision of high-level scientific technical support
PSPSCI602A	Influence innovation and change through extension
PSPSCI603A	Initiate and conduct scientific/technological research
PSPSCI701A	Create innovation and change through extension
PSPSCI702A	Initiate and lead sophisticated scientific/technological research
PSPSEC601A	Define information systems framework
PSPSEC602A	Manage security awareness
BSBATSIW417B	Select and utilise technology
BSBEBU501A	Investigate and design e-business solutions
BSBINM601A	Manage knowledge and information
BSBMKG603B	Manage the marketing process
BSBMKG605B	Evaluate international marketing opportunities
BSBMKG606B	Manage international marketing programs
BSBMKG608A	Develop organisational marketing objectives
BSBMKG609A	Develop a marketing plan
BSBMKG610A	Develop, implement and monitor a marketing campaign
PUAWER003B	Manage and monitor workplace emergency procedures, equipment and other resources

PUAWER007B   Manage an emergency control organisation

PUAWER011B   Manage initial workplace emergency response teams