



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV422A Apply government processes

Revision Number: 2

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Modification History

PSPGOV422A Release 2: Layout adjusted. No changes to content.
PSPGOV422A Release 1: Primary release.

Unit Descriptor

This unit covers the application of a knowledge of government processes. It includes applying information relating to Machinery of Government, and applying knowledge of organisational functions and protocols. Legislation/regulations applying across the public sector, such as equal employment opportunity, equity and diversity etc, are not addressed here, as these are covered in *PSPLEGN401A Encourage compliance with legislation in the public sector*.

In practice, knowledge of government processes is applied in the context of other generalist and specialist work activities such as delivering and monitoring services to clients, using resources, conducting interviews, giving evidence, awarding contracts etc.

This is one of 3 units of competency in the *Working in Government* Competency Field that deal with government processes. Related units are:

- PSPGOV515A Develop and use political nous
- PSPGOV601B Apply government systems

This unit replaces *PSPGOV401A Apply knowledge of government processes*. The units are not equivalent as this unit has additional knowledge requirements, and 2 additional performance criteria for dealing with ambiguity in the public sector; further, an element relating to legislation has been deleted because of overlap with *PSPLEGN401A Encourage compliance with legislation in the public sector*

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Apply information relating to the Machinery of Government	1.1 Up-to-date information relating to <i>Machinery of Government</i> relevant to work responsibilities is identified, accessed and applied.
	1.2 Ambiguity in the structure and function of the organisation or work area as a result of past, present or future Machinery of Government changes is identified and advice obtained and implemented on required work priorities and outcomes for the transition period.
	1.3 Role ambiguity as a result of past, present or future Machinery of Government changes is managed in accordance with organisational directions.
2. Apply knowledge of organisational functions	2.1 Up-to-date <i>information</i> relating to the <i>structure</i> and functions of the organisation is accessed and applied.
	2.2 Appropriate persons are identified to ensure correct levels of authority are utilised to deal with responsibilities within the organisation.
	2.3 Areas of work where delegations apply are identified and delegation levels within the organisation are confirmed in accordance with organisational procedures/guidelines.
	2.4 Approvals are obtained in the workplace in accordance with organisational delegations.
3. Apply knowledge of protocols	3.1 Up-to-date information relating to government <i>protocols</i> is identified, accessed and applied.
	3.2 Protocols are observed in dealings with other organisations and with persons from within and outside the organisation.
	3.3 Written protocols, formats and standards are adhered to in writing government documents.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- locating and accessing information
- acquiring, retaining and recalling information
- applying information and protocols
- discarding redundant information
- dealing with ambiguity and Machinery of Government changes
- communicating with a diverse workforce
- responding to diversity, including gender and disability
- applying workplace safety procedures in the context of work in the public sector

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- Westminster System
- separation of powers
- systems of government
- Parliamentary structures (bicameral/unicameral)
- role and function of Parliament
- role and structures of Parliamentary committees
- application of statutory requirements imposed by central agencies such as Treasury, Premiers, Prime Minister and Cabinet
- delegations
- Parliamentary procedures impacting on the organisation (such as petitions, Ministerial statements, Question Time, Questions without Notice, Questions on Notice)
- Parliamentary process and how it affects operational objectives and timeframes
- Cabinet processes
- Bill to Act process
- Machinery of Government and administrative arrangements
- range and type of legislation relating to the public sector including occupational health and safety
- public sector code/s of ethics, code/s of conduct and statements of values
- equal employment opportunity, equity and diversity principles

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

PSPGOV402B Deliver and monitor service to clients

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

PSPPROC410A Administer contracts

PSPREG410B Give evidence

PSPREG411A Gather information through interviews

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of government processes in a range of (3 or more) contexts (or occasions, over time) in generalist or specialist work activities such as delivering and monitoring services to clients, using resources, conducting interviews, giving evidence, administering contracts, etc

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to the public sector
- organisational structures
- Machinery of Government information
- case studies and workplace scenarios to capture the range of situations likely to be encountered when applying government processes

Where and how to

Valid assessment of this unit requires:

assess evidence

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when applying government processes, including coping with difficulties, irregularities and breakdowns in routine
- applying government processes in a range of (3 or more) contexts (or occasions, over time) in contexts relating to generalist or specialist work activities such delivering and monitoring services to clients, using resources, conducting interviews, giving evidence, administering contracts, etc.

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Machinery of Government may include:

- cycles of government, such as budget cycle
- separation of powers (Executive, Judiciary, Legislative)
- levels of government (Federal, State/Territory, Local)
- legislative process
- role and functions of parliamentary structures (unicameral, bicameral)
- Cabinet
- Ministers
- Ministerial portfolios
- structure and functions of government departments
- quasi-government organisations

Information may include:

- documents
- databases
- web sites
- oral information from:
 - managers
 - supervisors
 - colleagues

Organisational structures may include:

- bureaucratic structure and hierarchy
- key personnel and their roles
- key organisational functions and accountabilities

Protocols may include:

- forms of address
- who may be addressed directly
- written protocols/formats for written materials
- restrictions relating to contact with:
 - Minister's office
 - media
 - members of the public/specific interest groups
 - Members of Parliament
 - other government departments
 - senior management/Board members
 - government and opposition parties

Unit Sector(s)

Not applicable.

Competency field

Working in Government.