



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PSPPOL404A Support policy implementation**

**Revision Number: 3**

## PSPPOL404A Support policy implementation

### Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2.	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

### Unit Descriptor

This unit covers the identification and application of policy in a public sector work environment. It includes identifying relevant policy, implementing policy, and monitoring and reporting on policy implementation.

In practice, supporting policy implementation occurs in the context of other generalist or specialist work activities such as delivering client services, providing input to change, implementing workplace safety procedures, awarding contracts.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

### 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

- |   |  |
|---|--|
| <b>1. Identify relevant policy</b>                    | 1.1 <i>Work situations</i> that are shaped by government or organisation policy are identified in accordance with public sector guidelines.<br>1.2 <i>Policy</i> relating to particular work situations is identified and located.   |
| <b>2. Implement policy</b>                            | 2.1 Policy to be implemented is interpreted under direction to identify and plan for change in work practices.<br>2.2 The implications of policy for individual work practices are identified, and practices are confirmed/adjusted to reflect policy requirements in accordance with organisational procedures.<br>2.3 Others affected by policy requirements are supported to accommodate those requirements.<br>2.4 Policy is implemented to support achievement of outcomes intended in specific work areas. |
| <b>3. Monitor and report on policy implementation</b> | 3.1 Information that will assist with the evaluation of the effectiveness of policy implementation is gathered, recorded and reported under direction in accordance with organisational procedures.<br>3.2 <i>Information</i> that will assist with the evaluation of the impact of policy implementation on organisational outcomes is gathered, recorded and reported under direction in accordance with organisational procedures.  |

## 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:

- reading complex and formal documents such as policy and legislation and providing information on their application
- researching and providing information
- preparing written reports requiring accuracy of expression and language and structures suited to the intended audience
- working with legislation drafters and legal advisers
- writing guidelines in plain English
- working as a member of a team to consult on and prepare policy guidelines
- adjusting communication to suit different audiences
- responding to diversity, including gender and disability
- gathering and analysing policy feedback
- accessing policies and legislation electronically or in hard copy
- identifying and addressing the environmental and occupational health and safety implications of policy/s being implemented

### Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- practices and procedures for developing policy guidelines
- policy feedback mechanisms
- current organisation policies
- whole of government policies and international policy obligations that impact on organisation policy
- organisation and government procedures and protocols
- public sector code/s of ethics and code/s of conduct
- equal employment opportunity, equity and diversity principles
- environmental and occupational health and safety implications of policy/s being implemented

## 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, public sector generalist and specialist units in the Certificate IV in Government.

Choice from the following is recommended:

- PSPGOV402B Deliver and monitor service to clients
- PSPGOV403B Use resources to achieve work unit goals
- PSPGOV408A Value diversity
- PSPGOV422A Apply government processes
- PSPREG407B Produce formal record of interview
- PSPREG410B Give evidence
- PSPPROC409A Receive and select offers

### 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 the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- policy implementation supported in a range of (2 or more) contexts (or occasions, over time)

### Resources required to carry out assessment

These resources include:

- relevant policy and legislation
- public sector standards, procedures and protocols
- policy guidelines

### Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when supporting policy implementation, including coping with difficulties,

irregularities and breakdowns in routine

- policy implementation supported in a range of (2 or more) contexts (or occasions, over time)

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
- 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.

***Work situations*** may include:

- processes
- outcomes
- priorities
- client services
- core business
- service delivery mode/s
- organisational structure

***Policy*** may include:

- government policy
- organisation policy

***Information for evaluation*** may include:

- statistical data
- qualitative data
- anecdotal feedback
- survey data
- stakeholder opinions

## Unit Sector(s)

Not applicable.

## Competency field

Policy.