



Australian Government

PSPSS00036 Workplace Relations Information Skill Set

Release: 1

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Modification History

Release	TP Version	Comments
1	PSP12 V1	First release. Supersedes and equivalent to PSP04 Workplace Relations Information Skill Set.

Description

Not applicable.

Pathways Information

These units provide credit towards PSP42212 Certificate IV in Government (Workplace Relations).

Licensing/Regulatory Information

Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

Skill Set Requirements

BSBCCO301B	Use multiple information systems
BSBCMM301B	Process customer complaints
BSBRES402A	Research, locate and provide legal and other information in response to requests
PSPWPR401A	Process incoming workplace relations enquiries
PSPWPR402A	Respond to general workplace relations enquiries
PSPWPR403A	Support the provision of workplace relations information

Target Group

This skill set is for those with a relevant professional or vocational qualification or commensurate industry skills as evaluated through recognition of prior learning processes. It provides the skills and knowledge required to provide workplace relations information to other parties.

Suggested words for Statement of Attainment

These units meet industry requirements for those involved in the provision of workplace relations information.