



Australian Government

Department of Education, Employment and Workplace Relations

DEF31812 Certificate III in Defence Public Affairs

Release: 1

DEF31812 Certificate III in Defence Public Affairs

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for DEF31812 Certificate III in Defence Public Affairs

Employability Skills are part of a unit of competency.

Employability Skills statements from a selection of units of competency from the DEF31812 Certificate III in Defence Public Affairs have been reproduced in the table below.

This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

| Employability Skill | Employability Skills Statement |
|----------------------------|--|
| Communication | <p>Defence qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units.</p> <ul style="list-style-type: none"> • communicate on a range of possible organisational responses to clients in a timely manner • deal with stakeholders in line with ethical and professional standards to develop trust and mutual understanding • develop working relationships with stakeholders and use in a way that provides identifiable benefits to the organisation and the community from shared expertise and resources • exercise courtesy, consideration and sensitivity with clients • follow procedures for dealing with difficult clients • interact with internal and external clients • locate, interpret and provide relevant information to requests • manage information to support the achievement of the organisation's objectives • obtain, complete and process all necessary documentation according to organisation's policy and procedures • provide advice to stakeholders that is consistent with organisation policy, needs, quality standards and legislative responsibilities • report the results of information gathering, analysis and synthesis within agreed timeframes • revise own writing to enhance meaning and effectiveness • submit recommendations for improving the information system • transcribe material accurately from oral to written text • use appropriate presentation techniques, style and language • use both verbal and non-verbal communication techniques • use language that can be readily understood by avoiding any misinterpretation |
| Teamwork | <ul style="list-style-type: none"> • display strong interpersonal skills • encourage and support other team members meeting goals and |

| | |
|----------------------------------|---|
| | <ul style="list-style-type: none"> objectives • guide and facilitate teams • implement effective team work • recognise and apply equity and diversity principles • recognise, value and adjust own behaviour to individual differences in the workplace by treating others with respect and dignity • seek assistance within the organisation when required • take part in group discussions and informal meetings • understand small group dynamics • understand the principles of team work and teams aims and objectives • work in an acceptable and non-discriminatory manner while establishing rapport and good working relationships with all colleagues |
| Problem solving | <ul style="list-style-type: none"> • analyse information to identify relevant trends and developments in terms of the needs for which is acquired • apply statistical methods and use mathematical calculations • complete reports detailing activities, results and recommendations • evaluate public safety awareness activities in terms of their costs and benefits • gather, analyse and synthesise information for policy development and organisation decision making • use collection techniques, collection methods and evaluate information issues |
| Initiative and enterprise | <ul style="list-style-type: none"> • identify a story through personal initiative or by following direction from the editor/or sub editor |
| Planning and organising | <ul style="list-style-type: none"> • demonstrate understanding of, and apply throughout operation, occupational health and safety requirements and recognised safety precautions including those contained in procedures • establish interview parameters with subject • gather event details and support materials and present in a logical, relevant and concise manner to the media • identify information needs and sources • plan, prepare and conduct an interview to uncover information for a Defence publication • prepare plans to obtain information which is not available or accessible within the organisation • supply relevant and succinct information to the media when operational responsibilities are under control and when an organisational representative is available to talk to the media |

| | |
|------------------------|--|
| Self-management | <ul style="list-style-type: none">• comply with workplace equity and diversity practices• conduct self in a manner that shows sensitivity to the differences between colleagues• recognise the limit of own authority• work without supervision |
| Learning | <ul style="list-style-type: none">• develop analysis and display techniques, information collection and collation capabilities and information evaluation skills |
| Technology | <ul style="list-style-type: none">• use appropriate information technology and media equipment• use available technology to manage information• use management information systems (computers, communication channels, records management, procedures, manuals, protocol, legislation, and basic statistical information) by storing and retrieving data for decision making |

Packaging Rules

Qualification Requirement: 10 units

All 8 core units, plus 2 elective units

The elective units may be taken from the elective units listed below, or may include 2 units taken from within this Training Package or any other endorsed Training Package at the same qualification level or at a higher level.

| Code | Core Units |
|-------------|--|
| PUACOM001C | Communicate in the workplace |
| PUACOM002B | Provide services to clients |
| PUACOM003B | Manage information |
| PUACOM010B | Promote the organisation's mission and services |
| PUACOM011B | Develop community awareness networks |
| PUACOM012B | Liaise with the media at a local level |
| DEFEQ001C | Work with equity and diversity |
| DEFPR302B | Conduct an interview to support written material |

| Code | Elective Units |
|-------------|---|
| BSBCMN211A | Participate in workplace safety procedures |
| BSBCMN302A | Organise personal work priorities and development |
| BSBSUS201A | Participate in environmentally sustainable work practices |
| PUAMAN002B | Administer work group resources |
| PUATEA001B | Work in a team |
