



Australian Government

PSPGEN010 Contribute to workgroup activities

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV302B Contribute to workgroup activities. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to contribute as a workgroup member and assist with support, learning and development for others in achieving workgroup goals. It includes establishing workgroup parameters, participating in the workgroup, assisting in learning and development and assisting workgroup members.

This unit applies to those working in generalist or specialist roles within the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work in teams or autonomously, performing routine tasks in a familiar context.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Establish workgroup parameters	1.1 Identify and clarify roles, responsibilities and professional working relationships in the workgroup. 1.2 Identify and value individual differences within the workgroup. 1.3 Identify and clarify emotional triggers for self and others to assist in the management of emotional responses to work issues. 1.4 Identify and use the varying cultural expressions of emotion to respond to emotional cues within a diverse workgroup.
2. Participate in the workgroup	2.1 Negotiate workgroup tasks in accordance with individual strengths, personal preferences or development needs. 2.2 Demonstrate cooperation and share knowledge within the group in order to complete tasks. 2.3 Select communication language/style to take account of the task requirements and diversity of workgroup members. 2.4 Address and resolve conflict/problems through discussion in the workgroup, or refer.
3. Assist workgroup members	3.1 Provide support to workgroup members to achieve goals. 3.2 Provide assistance on routine tasks as required. 3.3 Maintain professional working relationships with colleagues. 3.4 Provide assistance with on-the-job learning and development as required.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV302B Contribute to workgroup activities.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPGEN010 Contribute to workgroup activities

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- communicating with diverse audiences for conflict resolution, coaching, negotiation and self-assessment purposes
- applying planning and time management principles
- reading and interpreting workplace instructions, reports and other organisational materials
- writing work plans, records, reports and information materials
- applying numeracy skills to manage time and undertake mathematical tasks embedded in information or instructions
- using necessary workplace technology

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including work health and safety and environment, regulations, policies, procedures and guidelines relating to work in the public sector
- principles of emotional intelligence and its application to working in a group
- group dynamics
- options for roles and leadership styles in a workgroup
- range of learning and development strategies

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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