



Australian Government

PSPGEN144 Work in a public sector environment

Release: 1

PSPGEN144 Work in a public sector environment

Modification History

Supersedes and is equivalent to PSPGEN001 Work in a public sector environment.

Application

This unit describes the performance outcomes, skills and knowledge required to work as a trainee or new employee in the public sector.

This unit applies to those commencing work in generalist or specialist roles across the public sector as part of a team and under supervision, performing routine tasks in familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Access and use legislation and guidelines.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Access legislation and guidelines common to employment in a public sector organisation.
- 1.2. Identify the key principles contained in the legislation and guidelines.
- 1.3. Clarify information to confirm own understanding.
- 1.4. Apply the principles contained in legislation and guidelines to individual workplace practice.

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| 2. Access and use organisational information. | 2.1. Identify staffing and organisational structures.
2.2. Identify and clarify procedures for dealing with staff in the organisation.
2.3. Identify procedures for dealing with clients.
2.4. Identify sources of assistance and types of assistance available from each source. |
| 3. Work with diversity and inclusion. | 3.1. Identify advantages of the differences between colleagues.
3.2. Use effective communication styles to respond to individual requirements.
3.3. Recognise personal strengths in work group contributions and use opportunities provided to develop new competencies.
3.4. Follow the requirements of inclusive work practices in accordance with organisational policies and procedures. |
| 4. Investigate career options. | 4.1. Identify personal working and learning styles, values and attitudes, and weigh against the requirements of current and potential work opportunities.
4.2. Identify and prioritise personal work goals.
4.3. Seek advice on future work and career options.
4.4. Identify a range of possible career paths.
4.5. Plan personal development to prepare for career options.
4.6. Seek and access learning opportunities in line with personal work goals. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Reading skills to:

- interpret information related to job responsibilities including organisational policies and procedures.

Unit Mapping Information

Supersedes and is equivalent to PSPGEN001 Work in a public sector environment.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for PSPGEN144 Work in a public sector environment

Modification History

Supersedes and is equivalent to PSPGEN001 Work in a public sector environment.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- access and identify information related to own job role
- use scanning techniques to locate main ideas in written materials, including manuals and codes of practice related to the work area
- use interpersonal communication including strategies to
 - clarify understanding and
 - respond to individual requirements
- recognise own and others' emotions in the workplace.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- public sector legislation, regulations and guidelines
- organisation guidelines and procedures
- principles of inclusion, workplace diversity, anti-discrimination and emotional intelligence and their application in the workplace
- codes of conduct
- principles of personal career planning.

Assessment Conditions

- Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures, and guidelines relating to work in the public sector.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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