



Australian Government

Department of Education, Employment and Workplace Relations

PSP30104 Certificate III Government

Revision Number: 2

PSP30104 Certificate III Government

Modification History

PSP30104 Release 2: Layout adjusted. No changes to content.

PSP30104 Release 1: Primary release.

Description

This generalist qualification covers entry-level competencies for a career in the public sector, with a particular focus on meeting the ethical and legislative requirements of public service while undertaking a diverse range of work activities which are generalist in nature. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where a free choice of Electives is possible in the qualification packaging rules, Electives may also be drawn from other Training Packages to reflect the work context and career plans of the individual. Please note that if all Electives are chosen from a single Competency Field (listed in Table 7), a specialist qualification may result. Requirements for specialisations are listed under the relevant Competency Field.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
Communication	<p>Qualifications at this level cover the competencies of using an extensive range of workplace communication strategies for interacting confidently with internal and external clients. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Respond to enquiries, receive and give directions, participate in meetings and make presentations in the workgroup, including speaking, listening and reading non-verbal cues, and using reading, writing and visual literacy. • Interpret and compose a range of workplace documents from a number of sources. This includes interpreting written information for workplace purposes and preparing written materials. • Prepare verbal and written advice and reports containing information which is impartial, substantiated, accurate and complete and includes reflection, discussion, seeking clarification from others and tailoring communication to suit different and diverse audiences. • Use communication language/style to take account of the task requirements and diversity of workgroup members including communicating with diverse audiences using conflict resolution, coaching, negotiation, self-assessment. • Use formal and informal organisational communication channels including processing and acting on internal stakeholder input and feedback, using principles of interpersonal, group, system and organisational communication. • Maintain records in a manner that is accurate, up-to-date and in a format acceptable to the organisation • Use: <ul style="list-style-type: none"> • effective listening • questioning • constructive feedback • issues identification • exploring options • identifying areas of agreement • recording agreements • non-verbal as well as verbal communication • culturally appropriate strategies, language and non-verbal cues • a variety of words and language structures to explain

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	<p>sometimes complex ideas to different audiences</p> <ul style="list-style-type: none"> • strategies to overcome barriers to communication.
Teamwork	<p>Qualifications at this level cover the competencies of a member of a work team in a complex hierarchical organisation with formal definitions of authority, accountability, reporting and delegations. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Determine the work unit's position in the organisational structure and its relationship with other work units. This includes acknowledging the contribution of the work role and the work unit to the organisation's vision, goals and outcomes and clarifying roles, responsibilities and professional working relationships in the workgroup while valuing individual differences within the workgroup. • Respond to diversity including gender and disability, varying cultural expressions of emotion and emotional cues within a diverse workgroup. • Build, expand and utilise internal networks, including identifying key internal stakeholders, identifying or establishing network links with key internal stakeholders and participating in internal networks. • Maintain professional working relationships with colleagues including cooperating with others in the workgroup, sharing knowledge to complete tasks, making constructive contributions to team work, providing formal and informal feedback on workgroup effectiveness and deal ethically with colleagues, members of the public, suppliers and business contacts.
Problem solving	<p>Qualifications at this level cover the competencies of identifying, addressing and contributing to the resolution of routine workplace problems using collaboration and assistance from colleagues. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Resolve situations which pose ethical problems or refer them in accordance with organisational guidelines including interpreting ethical values and principles and review with senior staff to ensure accuracy, managing conflicts of interest, recording decision-making processes used to resolve ethical problems and using models of ethical decision making/problem solving. • Use customised solutions to client needs within the limits of your authority, and in accordance with legislation, policy and procedures including using information to develop

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	<p>options for consideration and action as required, including using numeracy skills to manage time and undertake mathematical tasks embedded in information or instructions, identifying ambiguity and uncertainty relating to changed roles, functions and procedures, and using problem-focused strategies for coping.</p>
Initiative and enterprise	<p>Qualifications at this level cover the competencies required to take initiative within the boundaries of job descriptions, levels of authority and delegations. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Use public resources in accordance with public sector ethics standards, organisational policy and guidelines, relevant standards and other information. • Exercise judgment to resolve workplace issues including applying relevant standards and other information applying objective and impartial evaluation of conflicting requirements, using ethical decision making applying workplace procedures relating to ethical work practices, responding to diversity, including gender and disability. • Acknowledge emotional intelligence, characterised by self-awareness (personal), self-management (personal), social awareness (social), relationship management (social). • Establish new network links with key internal stakeholders in accordance with legislation, policy and procedures, including seeking assistance to deal with any misunderstandings or conflict situations that arise within internal networks in accordance with principles of conflict resolution
Self management	<p>Qualifications at this level cover the requirements for working effectively in a public sector organisation with a focus on self-management. This includes evaluating and developing your own expertise, identifying career options, working within the organisational structure and culture, and managing your own work. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Personal work practices comply with public sector ethics standards, organisational policy and guidelines including an understanding of the organisation's context, working in a manner that has regard for the workgroup position and the organisation's structure, functioning, culture and vision and identifying work goals and clarify and prioritise in accordance with the organisation's requirements. • Monitor work progress relative to set goals, strategies and

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	<p>outcomes including; identifying risks to the achievement of personal work outcomes and manage risks in accordance with organisational risk management requirements, revise work plans to attend to ongoing or new responsibilities, use self-reflection and negotiate workgroup tasks in accordance with individual strengths, personal preferences or development needs.</p>
Learning	<p>Qualifications at this level cover both the provision of support to the skills development of others and personal learning activities. This includes the following performance outcomes:</p> <ul style="list-style-type: none"> • Assist with support, learning and development for others in achieving workgroup goals. This includes the establishing workgroup parameters, participating in the workgroup, assisting in learning and development and assisting workgroup members. • Set personal learning goals and monitor progress towards them. This includes, identifying career options and pathways, potential competency recognition or development opportunities and applying them in accordance with organisational policy and procedures and assessing work-related competencies by reflecting on workplace experience and training, and from monitoring feedback on performance in the workplace. • Seek and use feedback from clients and the workgroup to continuously improve personal effectiveness in working with diversity. This includes working with a coach or mentor and identifying areas requiring competency development by comparing current competencies with the competency requirements of current or anticipated duties. Develop a comprehensive knowledge of the organisation's structure and functioning and apply this in accordance with legislation, policy and procedures.
Technology	<p>Qualifications at this level cover the competencies required to operate workplace equipment and technology including communication technology and information management technology. Specialist elective competencies specify the range of technological requirements for that specialisation. This requires the following performance outcomes:</p> <ul style="list-style-type: none"> • Use technology to access workplace information and documents electronically (computers) and or in hard copy (printers, photocopiers). • Maintain network communication through e-networks such

EMPLOYABILITY SKILLS	FACETS ADDRESSED: Industry/enterprise requirements for this qualification include the following facets:
	<p>as bulletin boards or virtual networks.</p> <ul style="list-style-type: none"> • Use computer technology for recordkeeping and financial management including: <ul style="list-style-type: none"> • computer files • databases • information systems • records management systems • web sites • Apply computer technology to data storage, security, retrieval and presentation. • Use technology such as telephones, computers with audio and presentation software, answering machines, facsimiles.

Packaging Rules

This qualification requires 11 units of competency:

- 7 core units
- 4 elective units

Choose 4 elective units from the list below and/or

- from elsewhere within this Training Package, **or** another endorsed Training Package **or** Accredited Course.

Units selected should not duplicate content already covered by other units in this qualification.

All elective units must be selected from an equivalent qualification level or higher, unless otherwise stated.

**** For this qualification, a maximum of one unit from Certificate II level may be used.**

Core Units

PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies

PSPLEGN301B	Comply with legislation in the public sector
PSPOHS301A	Contribute to workplace safety
Elective Units	
PSPCRT301B	Audio record court proceedings
PSPGOV303B	Build and maintain internal networks
PSPGOV305B	Access and use resources and financial systems
PSPGOV306B	Implement change
PSPGOV307B	Organise workplace information
PSPGOV309A	Address client needs
PSPGOV310A	Work in and with small, regional and remote organisations
PSPGOV311A	Work with a coach or mentor
PSPGOV313A	Compose workplace documents
PSPGOV314A	Contribute to conflict management
PSPGOV315A	Give and receive workplace feedback
PSPPROC303A	Carry out basic procurement
PSPSCI301A	Assist with scientific technical support
PSPSCI302A	Support innovation and change through extension
PSPSCI303A	Undertake scientific/technological research
BSBADM301B	Produce texts from shorthand notes
BSBADM303B	Produce texts from audio transcription
BSBITU302A	Create electronic presentations
BSBLED301A	Undertake elearning
BSBMKG402B	Analyse consumer behaviour for specific markets
BSBMKG408B	Conduct market research
BSBRKG302B	Undertake disposal

BSBRKG303B	Retrieve information from records
BSBRKG304B	Maintain business records
CHCCD307C	Support community resources
PUAWER001B	Identify, prevent and report potential workplace emergency situations
PUAWER004B	Respond to workplace emergencies
PUAWER008B	Confine small workplace emergencies