



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PSP40704 Certificate IV in Government (Service Delivery)**

**Revision Number: 2**

## **PSP40704 Certificate IV in Government (Service Delivery)**

### **Modification History**

PSP40704 Release 2: Layout adjusted. No changes to content.

PSP40704 Release 1: Primary release.

### **Description**

This specialist qualification covers the competencies required for working without supervision delivering services in a government service delivery context in the public sector. Technical and agency-specific systems and procedures form the context for performance and indicative examples are referenced in the Range Statements and Evidence Guides for each unit. Electives should reflect the responsibilities of the individual and the job skills required for effective performance. Where free electives are available these may be drawn from this or other Training Packages to reflect the particular work context or career plans of the individual.

### **Pathways Information**

Not applicable.

### **Licensing/Regulatory Information**

Not applicable.

### **Entry Requirements**

Not applicable.

### **Employability Skills Summary**

Not applicable.

## Packaging Rules

This qualification requires 15 units of competency consisting of:

- 10 core units
- 5 elective units including:
  - a maximum of 1 unit from Group A
  - 3 units from Group B
  - up to 2 units from elsewhere within this Training Package, any 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 a Certificate III qualification level or higher, unless otherwise stated.**

| <b>Core Units</b>             |                                                                        |
|-------------------------------|------------------------------------------------------------------------|
| PSPETHC401A                   | Uphold and support the values and principles of public service         |
| PSPGOV402B                    | Deliver and monitor service to clients                                 |
| PSPGOV408A                    | Value diversity                                                        |
| PSPGOV412A                    | Use advanced workplace communication strategies                        |
| PSPGOV422A                    | Apply government processes                                             |
| PSPLEGN401A                   | Encourage compliance with legislation in the public sector             |
| PSPPOL404A                    | Support policy implementation                                          |
| PSPGSD401A                    | Identify and select government service delivery options                |
| PSPGSD402A                    | Administer government service delivery requirements                    |
| PSPGSD403A                    | Conduct government service delivery interviews                         |
| <b>Group A Elective Units</b> |                                                                        |
| PSPOHS301A                    | Contribute to workplace safety                                         |
| PSPOHS401B                    | Implement workplace safety procedures and programs (supervisory staff) |
| <b>Group B Elective Units</b> |                                                                        |
| PSPGSD404A                    | Administer delivery of financial and other benefits                    |

|            |                                                         |
|------------|---------------------------------------------------------|
| PSPGSD405A | Introduce the government service delivery model         |
| PSPGSD406A | Facilitate participation in government service delivery |
| PSPGSD407A | Assist self-management of government service offers     |
| PSPGSD408A | Assist government service recipients with complex needs |
| PSPGSD409A | Deal with incorrect payments and debts                  |
| PSPGOV413A | Compose complex workplace documents                     |
| PSPGOV419A | Work with interpreters                                  |
| PSPGOV421A | Exercise delegations                                    |