



Australian Government

Department of Education, Employment and Workplace Relations

PSP42210 Certificate IV in Government (Workplace Relations)

Revision Number: 2

PSP42210 Certificate IV in Government (Workplace Relations)

Modification History

PSP42210 Release 2: Layout adjusted. Imported units updated.

PSP42210 Release 1: Primary release.

Description

This qualification supports staff with responsibility for providing front line services in a workplace relations environment.

The candidate may work in a department, organisation, division or business unit that provides specialist workplace relations services to employers, employees, union officials, industry bodies or other agencies. The qualification is also applicable for candidates who are working in a broader human resources area and seeking to pursue a career path in workplace relations within government.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Not applicable.

Packaging Rules

15 units of competency are required for this qualification including:

- 7 core units
- 8 elective units:
 - Choose a minimum of 3 units from Group A
 - Choose up to 5 elective units from Groups A and B below, **or** from elsewhere within this qualification, **or** from 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 1 unit from Certificate III level may be used.**

Core units	
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
Group A: Workplace Relations	
BSBCCO301B	Use multiple information systems
PSPPOL405A	Implement e-correspondence policies
PSPWPR401A	Process incoming workplace relations queries
PSPWPR402A	Respond to general workplace relations enquiries
PSPWPR403A	Support the provision of workplace relations information
Group B: General	
BSBCUS201B	Deliver a service to customers
BSBCCO401B	Administer customer contact telecommunications technology

BSBCMM301A	Process customer complaints
BSBCUS401A	Coordinate implementation of customer service strategies
BSBIND101A	Work effectively in a contact centre environment
BSBINM401A	Implement workplace information system
BSBITU203A	Communicate electronically
BSBRES402A	Research, locate and provide legal and other information in response to requests
PSPGOV403B	Use resources to achieve work unit goals
PSPGOV405B	Provide input to change processes
PSPGOV406B	Gather and analyse information
PSPGOV410A	Undertake career planning
PSPGOV411A	Deal with conflict
PSPGOV413A	Compose complex workplace documents
PSPGOV414A	Provide workplace mentoring
PSPGOV416A	Monitor performance and provide feedback
PSPREG404C	Investigate non-compliance
PSPREG411A	Gather information through interviews
PSPREG412A	Gather and manage evidence
PSPREG418A	Advise on progress of investigations