



Australian Government

Department of Education, Employment and Workplace Relations

PSPPOL403A Give and receive policy information

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2.	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers the provision of routine information on operational policy in an organisation. It includes assisting with the development of policy guidelines, responding to routine policy enquiries, receiving policy feedback and contributing suggestions based on that feedback. In practice, giving and receiving organisation policy may overlap with other generalist and specialist work activities such as applying government processes, providing client services, gathering and analysing information, providing input to change. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1. Assist with the development of policy guidelines for the organisation | <ul style="list-style-type: none">1.1 Existing procedures impacted by the policy are researched and analysed for consistency with the policy.1.2 Intended audience/s for policy guidelines is researched and the required structure, language style and format are confirmed in accordance with organisational requirements.1.3 Consultation is undertaken to obtain information on the requirements of policy guidelines.1.4 Guidelines are written under direction in accordance with organisational requirements.1.5 Guidelines are developed that address the requirements of workplace diversity and meet requirements for language, style and format. |
| 2. Respond to routine policy enquiries | <ul style="list-style-type: none">2.1 Policy implications and requirements are confirmed in accordance with organisational procedures.2.2 Routine information and advice on the application of relevant acts, regulations, procedures, codes of practice, standards and guidelines are provided in accordance with policy guidelines.2.3 When documentation is provided it supports the information and advice given.2.4 Intended use and consequences are considered when providing advice on organisational policy, and advice is communicated in a manner that addresses the requirements of users.2.5 Non-routine policy enquiries are referred for advice in accordance with organisational policy and procedures. |
| 3. Gather and analyse policy feedback | <ul style="list-style-type: none">3.1 Policy feedback is gathered on implementation issues, and analysed and reported in accordance with organisational procedures.3.2 Information relating to the intended and actual outcomes of organisation policy is gathered during and following policy implementation, and analysed and reported in accordance with organisational procedures.3.3 Suggestions related to continuous improvement, termination or succession of organisation policy are based on policy feedback and are contributed in accordance with organisational requirements. |

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- reading complex and formal documents such as policy and legislation and providing information on their application
- researching and providing information
- preparing written reports requiring accuracy of expression and language and structures suited to the intended audience
- working with legislation drafters and legal advisers
- writing guidelines in plain English
- working as a member of a team to consult on and prepare policy guidelines
- adjusting communication to suit different audiences
- responding to diversity, including gender and disability
- gathering and analysing policy feedback
- accessing policies and legislation electronically or in hard copy
- identifying and addressing the environmental and occupational health and safety implications of policy/s being implemented

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- practices and procedures for developing policy guidelines
- policy feedback mechanisms
- current organisation policies
- whole of government policies and international policy obligations that impact on organisation policy
- organisation and government procedures and protocols
- public sector code/s of ethics and code/s of conduct
- equal employment opportunity, equity and diversity principles
- environmental and occupational health and safety implications of policy/s being implemented

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPGOV402B Deliver and monitor service to clients
 - PSPGOV405B Provide input to change processes
 - PSPGOV406B Gather and analyse information
 - PSPGOV408A Value diversity
 - PSPGOV422A Apply government processes

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- policy information given and received in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- public sector policy and legislation
- public sector standards, procedures and protocols
- guidelines and protocols for developing policy guidelines

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when giving and receiving organisation policy, including coping with difficulties, irregularities and breakdowns in routine
- policy information given and received in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses methods

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Organisation policy may include:

- any aspect of an organisation's business, such as policies relating to:
 - core business
 - client services
 - business structure
 - human resources
 - administration
 - financial management
 - work practices
 - training
 - information technology
 - technical/professional requirements

Policy guidelines may include:

- advice on:
 - interpretation of policy intent
 - application of principles-based policy
 - policy implementation
 - processes and procedures

Consultations may be with:

- policy developer
- legal advisers (as policy is increasingly expressed in legislation rather than administrative directions)
- legislation drafters
- management
- end users

Diversity may include:

- age
- cultural background
- educational level
- ethnicity
- expertise
- family responsibilities
- gender
- interests
- interpersonal approach

- language
- life experience
- marital status
- personality
- physical ability
- political orientation
- religious belief
- sexual orientation
- socio-economic background
- thinking/learning styles
- work experience
- working styles

Unit Sector(s)

Not applicable.

Competency field

Policy.