

CERTIFICATE IV IN GOVERNMENT PSP40116



Overview

This qualification covers the competencies required for working without supervision in the public sector. This qualification is particularly suited to those working in an environment requiring multi skilled personnel and/or in small or regionally based organisations.

Electives should reflect the responsibilities of the individual and the job skills required for effective performance in the workplace.

Entry Requirements

There are no formal requirements to gain entry into this qualification. Students are required to have access to a workplace within the public sector, this may include a previous workplace, as long as the skills can still be applied in a simulated manner. School leavers will not be enrolled into this qualification. If you would like to discuss your acceptance into our workshops based upon your existing experience, please contact our friendly team.

Delivery Methods

There are three delivery methods and can be blended

- . Face to face workshop
Customised in-house corporate courses are available and tailored to suit the individual organisation. Our workshops can be run over varying time schedules, however, we currently recommend 10 face to face days. This is a great solution for those wanting to gain further experience or understanding of the industry.

Individual units or skill sets can be organised.
- . Online Studies
Students can commence at anytime and have up to 12 months to complete their assessments with ongoing staff support.
- . Recognised Prior Learning
Students can use their previous work experience and qualifications to gain the qualification.

Student Support

All of our students are assigned to a staff member for ongoing support via phone, email or as available, face to face meetings in Metro Perth as required. We encourage students to contact our staff to get the most out of their studies.

Benefits

Upon successful completion of 15 units, made up of 6 core units and 9 elective units, participants will be awarded the Certificate IV in Government PSP40116.

This qualification equips participants with the skills and knowledge to work effectively within the Public Sector. It is particularly suited to those working in an environment where there is a range of diverse responsibilities.

Participants will undertake learnings to sharpen their skills as well as the opportunity to practice the learnings in a safe environment and subsequently have the confidence to apply practical principles to work-based situations. Therefore this results in efficiencies and improvements within workflow, and thereby provide benefits to both the organisation and the participants.

Time Investment

We provide students with the ability to complete the qualification over a one year period (12 months); however we find that the average time is between 3 to 6 months. During that time there is a large variance in the amount of time each student spends working on the qualification. Please contact our staff if you would like an estimate based upon your individual situation.

Assessments

When completion is via a workshop, assessments are designed to be incorporated within the face to face workshop as much as possible.

Please expect some assessment work post workshop.

There is no formal exam required for this qualification.

Assessments are a mixture of theory and practical based activities which are applied to a case study and/or your workplace.

“ You have all been absolutely wonderful! One of the most organised, well run, Training Providers I have had.



Units of Competency

This qualification is made up of six (6) core units and nine (9) elective units. Elective units can be selected in consultation with our staff.



Core Units

PSPETH001 Uphold the values and principles of public service

This unit covers the ethical conduct required of those in public service and the responsibility to encourage ethical conduct in others - colleagues or supervised staff. It includes contributing to an ethical public sector workplace and participating in ethical decision making.

PSPGEN023 Deliver and monitor service to clients

This unit covers delivery and monitoring of service to clients that requires understanding of the needs of existing and new clients which influence service requirements. It includes identifying and defining client needs, delivering client services, monitoring and improving client service delivery and reviewing client service.

PSPGEN029 Value diversity

This unit covers promotion of the value of workplace diversity and the contribution it makes to effective work practices, the generation of new ideas, and the organisation's responsiveness to the community. It includes promoting the benefits of workplace diversity and contributing to diversity outcomes.

Recommended Elective Units

BSBWHS301 Maintain workplace safety

This unit covers the competency to contribute to a safe workplace for self and others. It includes contributing to workplace safety arrangements, identifying hazards and controlling risks.

PSPGEN033 Use advanced workplace communication strategies

This unit covers the use of advanced communication strategies for interacting with internal and external clients. It includes dealing with complex enquiries and complaints, giving directions, managing meetings and making workplace and public presentations.

PSPGEN034 Compose complex workplace documents

This unit covers written communication involving the evaluation and composition of complex workplace documents. It includes interpreting and evaluating workplace information, composing complex written materials and editing.

PSPGEN038 Identify and treat risks

This unit covers the identification and treatment of risk using the organisation's risk management procedures and treatments. It applies to the risks inherent in all aspects of everyday work in the public sector.

BSBCMM401 Make a presentation

This unit covers the skills and knowledge required to prepare, deliver and review a presentation to a target audience.

PSPGEN043 Apply government processes

This unit covers the application of a knowledge of government processes. It includes applying information relating to Machinery of Government, and applying knowledge of organisational functions and protocols Legislation/regulations applying across the public sector, such as equal employment opportunity, equity and diversity.

PSPLEG002 Encourage compliance with legislation in the public sector

This unit covers the competency to encourage others (colleagues or those supervised) in the workplace to comply with legislation. It includes assisting others to comply with legislative requirements, and taking action on non-compliance.

PSPPCY004 Support policy implementation

This unit covers the identification and application of policy in a public sector work environment. It includes identifying relevant policy, implementing policy, and monitoring and reporting on policy implementation.

BSBMGT401 Show leadership in the workplace

This unit describes the skills and knowledge required to lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.

BSBPMG522 Undertake project work

This unit describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.

BSBMGT402 Implement operational plan

This unit describes the skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

BSBLDR403 Lead team effectiveness

This unit defines skills, knowledge and outcomes required to plan and supervise the performance of the team and develop team cohesion.