

Certificate IV in Government PSP40104

Overview

This generalist qualification covers the competencies required for working without supervision in the public sector and 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. 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.

Qualification Requirements

Total number of units = 15

7 core units as listed below

PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to client
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

Plus 8 elective units

Choose 1 Elective only from the 2 listed below (units are mutually exclusive).

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs

In addition, **choose 7 Electives** from those following, and/or from anywhere in this Training Package, packaged at the same or a higher level, and/or from any other set of endorsed standards packaged at the same or a higher level in accordance with the requirements of those standards, provided that the units selected do not duplicate content covered in any PSP units.



This qualification outline shows qualification packaging rules as documented in the National Training Package. Course delivery options, scheduling and available elective units may vary.

Alternatively, one of these seven Electives may be drawn from units of competency packaged at Certificate III level.

- PSPGOV403B Use resources to achieve work unit goals
- PSPGOV405B Provide input to change processes
- PSPGOV407B Provide a quotation
- PSPGOV410A Undertake career planning
- PSPGOV413A Compose complex workplace documents
- PSPGOV415A Provide workplace coaching
- PSPGOV417A Identify and treat risks
- PSPGOV419A Work with interpreters
- PSPGOV421A Exercise delegations
- PSPGOV404B Develop and implement work unit plans
- PSPGOV406B Gather and analyse information
- PSPGOV409A Provide support to Parliament
- PSPGOV411A Deal with conflict
- PSPGOV414A Provide workplace mentoring
- PSPGOV416A Monitor performance and provide feedback
- PSPGOV418A Develop internal and external networks
- PSPGOV420A Use translation services
- PSPPOL402A Assist with specialist policy development
- PSPPOL403A Give and receive policy information
- BSBEBUS402A Implement e-correspondence policies
- BSBEBUS403A Communicate electronically
- BSBEBUS406A Monitor and maintain records in an online environment
- BSBEBUS407A Review and maintain the business aspects of a website
- BSBMKG401A Profile the market
- BSBMKG402A Analyse consumer behaviour for specific markets
- BSBMKG403A Analyse market data
- BSBMKG404A Forecast market and business needs
- BSBMKG405A Implement and monitor marketing activities



BSBMKG407A	Make a presentation
BSBRKG401A	Review the status of a record
CHCCD1B	Support community participation
CHCCD2B	Provide community education projects
CHCCD4B	Develop and implement community programs
CHCCD13C	Work within specific communities
CHCMED404A	Facilitate the mediation process
CHCMED405A	Facilitate interaction between clients
CHCMED406A	Consolidate and conclude the mediation process
CHCMED409B	Facilitate alternative dispute resolution processes
CHCORG25B	Recruit and co-ordinate volunteers

