



THE PUBLIC SECTOR  
**TRAINING**  
P A C K A G E

*for Commonwealth, State and Territory Staff*



**QUALIFICATIONS**

**PSETA**

Public Service Education and Training Australia Inc.



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# PSP04— Public Sector Training Package Qualification Pathway

- Direct or open entry is possible into all qualifications
- Qualifications within the same specialisations are linked with a line

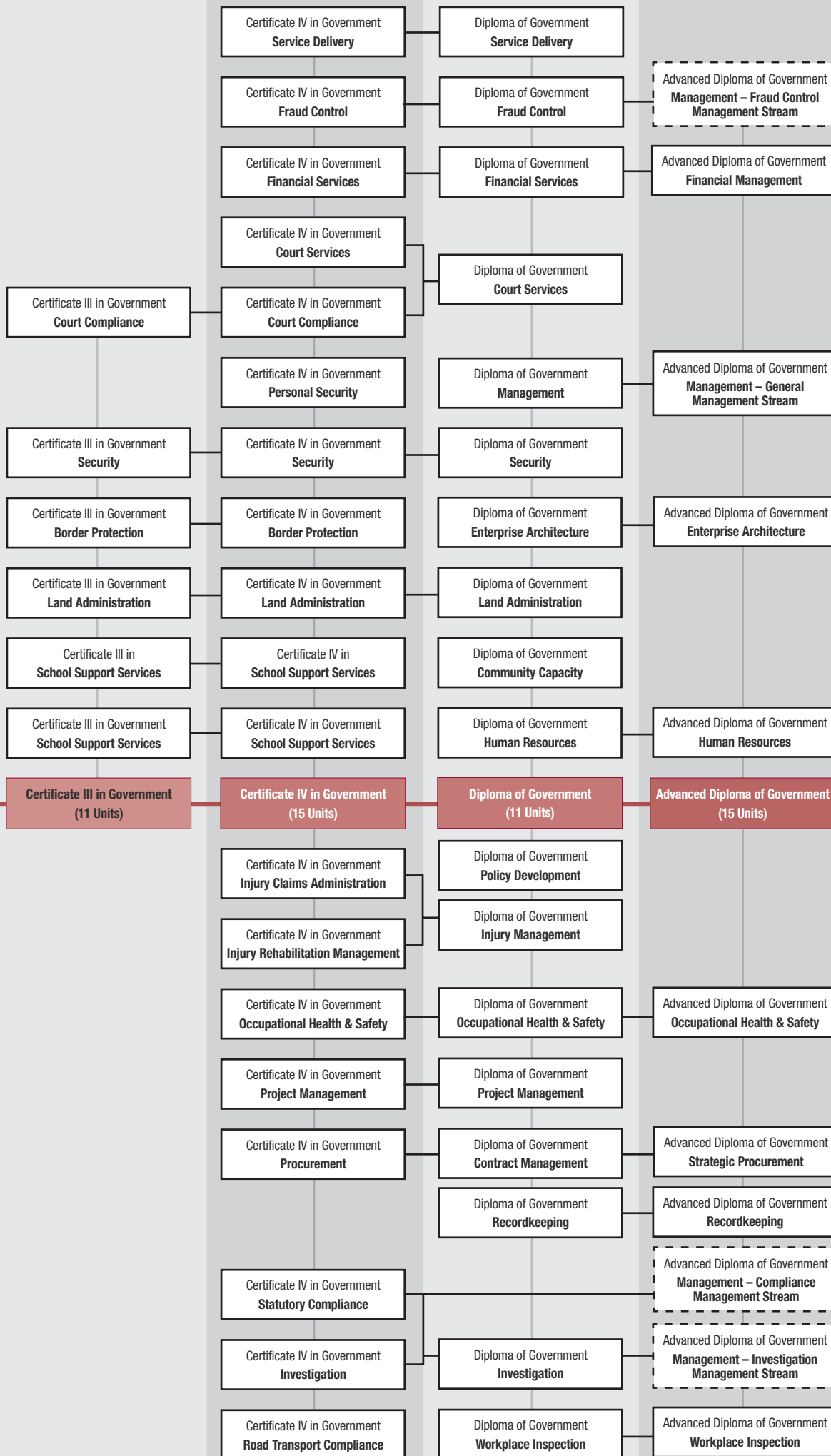
Certificate I in Business  
(6 Units)

Certificate II in Government  
(9 Units)

**PSETA**

Public Service Education and Training Australia Inc.





Degree

# The Qualifications

## GENERALIST QUALIFICATIONS

**PSP20104**

**Certificate II in Government**

### Qualification Descriptor

This generalist qualification covers competencies that lay a foundation for a career in the public sector. The qualification has a particular focus on competencies required in a public service context, but also includes competencies that are transferable to other work contexts. 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.

**Number of units needed for qualification**    **9 Units (4 Required + 5 Electives)**

### Required Units

PSPGOV201B	Work in a public sector environment
PSPGOV202B	Use routine workplace communication techniques
PSPGOV203B	Deliver a service to clients
PSPOHS201B	Follow workplace safety procedures

### Electives

**Choose 5 Electives, with at least one from the Public Sector Training Package (codes commencing with PSP):**

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.**

**Alternatively, one of these five Electives may be drawn from units of competency packaged at Certificate I level.**

PSPGOV204B	Access and use resources
PSPGOV205B	Participate in workplace change
PSPGOV206B	Handle workplace information
PSPGOV207B	Use technology in the workplace
PSPGOV208A	Write routine workplace materials
PSPREG201A	Carry out inspections and monitoring under guidance
PSPSCI201A	Contribute to the provision of scientific technical support
BSBCM212A	Handle mail
BSBCM213A	Produce simple word processed documents
BSBCM214A	Create and use simple spreadsheets
BSBCM215A	Participate in environmental work practices

# GENERALIST QUALIFICATIONS

## PSP30104 Certificate III in Government

### Qualification Descriptor

This generalist qualification covers entry-level competencies for a career in the public sector, with a particular focus on meeting the ethical and legislative requirements of public service while undertaking a diverse range of work activities which are generalist in nature. 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. Please note that if all Electives are chosen from a single Key Area (listed in Table 7), a specialist qualification may result. Requirements for specialisations are listed under the relevant Key Area.

**Number of units needed for qualification 11 Units (7 Required + 4 Electives)**

### Required Units

PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies
PSPLEGN301B	Comply with legislation in the public sector
PSPOHS301A	Contribute to workplace safety

### Electives

**Choose 4 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.

**Alternatively, one of these four Electives may be drawn from units of competency packaged at Certificate II level.**

PSPGOV303B	Build and maintain internal networks	BSBADM301A	Produce texts from shorthand notes
PSPGOV305B	Access and use resources and financial systems	BSBADM303A	Produce texts from audio transcription
PSPGOV306B	Implement change	BSBADM306A	Create electronic presentations
PSPGOV307B	Organise workplace information	BSBEBUS309A	Undertake e-learning
PSPGOV309A	Address client needs	BSBMKG301A	Research the market
PSPGOV310A	Work in and with small, regional and remote organisations	BSBMKG302A	Identify marketing opportunities
PSPGOV311A	Work with a coach or mentor	BSBMKG303A	Draft an elementary marketing audit report
PSPGOV313A	Compose workplace documents	BSBRKG302A	Undertake disposal
PSPGOV314A	Contribute to conflict management	BSBRKG303A	Retrieve information from records
PSPGOV315A	Give and receive workplace feedback	BSBRKG304A	Maintain business records
PSPCRT301A	Audio record court proceedings	CHCCD7B	Support community resources
PSPSCI301A	Assist with scientific technical support	PUAWER001A	Identify, prevent and report potential workplace emergency situations
PSPSCI302A	Support innovation and change through extension	PUAWER004A	Respond to workplace emergencies
PSPSCI303A	Undertake scientific/technological research	PUAWER008A	Confine small workplace emergencies

# GENERALIST QUALIFICATIONS

**PSP40104**

**Certificate IV in Government**

## Qualification Descriptor

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. Please note that if all Electives are chosen from a single Key Area (listed in Table 7), a specialist qualification may result. Requirements for specialisations are listed under the relevant Key Area.

## Number of units needed for qualification

**15 Units (7 Required + 8 Electives)**

## Required 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

## Electives

**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.**

**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	BSBEBUS406A	Monitor and maintain records in an online environment
PSPGOV405B	Provide input to change processes	BSBEBUS407A	Review and maintain the business aspects of a website
PSPGOV407B	Provide a quotation	BSBMKG401A	Profile the market
PSPGOV410A	Undertake career planning	BSBMKG402A	Analyse consumer behaviour for specific markets
PSPGOV413A	Compose complex workplace documents	BSBMKG403A	Analyse market data
PSPGOV415A	Provide workplace coaching	BSBMKG404A	Forecast market and business needs
PSPGOV417A	Identify and treat risks	BSBMKG405A	Implement and monitor marketing activities
PSPGOV419A	Work with interpreters	BSBMKG407A	Make a presentation
PSPGOV421A	Exercise delegations	BSBRKG401A	Review the status of a record
PSPGOV404B	Develop and implement work unit plans	CHCCD1B	Support community participation
PSPGOV406B	Gather and analyse information	CHCCD2B	Provide community education projects
PSPGOV409A	Provide support to Parliament	CHCCD4B	Develop and implement community programs
PSPGOV411A	Deal with conflict	CHCCD13C	Work within specific communities
PSPGOV414A	Provide workplace mentoring	CHCMED404A	Facilitate the mediation process
PSPGOV416A	Monitor performance and provide feedback	CHCMED405A	Facilitate interaction between clients
PSPGOV418A	Develop internal and external networks	CHCMED406A	Consolidate and conclude the mediation process
PSPGOV420A	Use translation services	CHCMED409B	Facilitate alternative dispute resolution processes
PSPPOL402A	Assist with specialist policy development	CHCORG25B	Recruit and co-ordinate volunteers
PSPPOL403A	Give and receive policy information	PUAWER005A	Operate as part of an emergency control organisation
PSPSCI401A	Provide scientific technical support	PUAWER009A	Participate as a member of an initial workplace emergency response team
PSPSCI402A	Promote innovation and change through extension		
PSPSCI403A	Organise and undertake scientific/technological research		
BSBEBUS402A	Implement e-correspondence policies		
BSBEBUS403A	Communicate electronically		

## GENERALIST QUALIFICATIONS

**SP50104**

### Diploma of Government

#### Qualification Descriptor

This qualification covers the competencies required for independent and self-directed work in the public sector. There may be supervisory responsibilities rather than specialist management competencies, which are catered for in the Diploma of Government (Management). The qualification is particularly suited to those working in an environment where there is a range of responsibilities which are diverse in nature rather than within a narrow specialisation and/or they work 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. Please note that if all Electives are chosen from a single Key Area (listed in Table 7), a specialist qualification may result. Requirements for specialisations are listed under the relevant Key Area.

#### Number of units needed for qualification

**11 Units (6 Required + 5 Electives)**

#### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety

#### Electives

##### Choose 5 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.**

**Alternatively, one of these 5 Electives may be drawn from units of competency packaged at Certificate IV level.**

PSPBORD501A	Command operational forces	PSPREG504A	Manage plant movement health risk
PSPGOV502B	Develop client services	PSPSCI501A	Provide high-level scientific technical support
PSPGOV503B	Coordinate resource allocation and usage	PSPSCI502A	Facilitate innovation and change through extension
PSPGOV506A	Support workplace coaching and mentoring	PSPSCI503A	Develop and undertake scientific/ technological research
PSPGOV507A	Undertake negotiations	BSBEBUS506A	Plan and develop a business website
PSPGOV508A	Manage conflict	BSBEBUS507A	Manage the business aspects of a website
PSPGOV509A	Conduct evaluations	BSBEBUS512A	Implement electronic communication policy
PSPGOV510A	Undertake and promote career management	BSBEBUS513A	Plan e-learning
PSPGOV511A	Provide leadership	BSBEBUS514A	Implement e-learning
PSPGOV513A	Refine complex workplace documents	BSBEBUS515A	Facilitate e-learning
PSPGOV514A	Facilitate change	BSBMKG501A	Evaluate marketing opportunities
PSPGOV515A	Develop and use political nous	BSBMKG502A	Establish and adjust the marketing mix
PSPGOV516A	Develop and use emotional intelligence	BSBMKG503A	Develop a marketing communications plan
PSPGOV517A	Coordinate risk management	BSBMKG504A	Implement a marketing solution
PSPGOV518A	Benchmark performance	BSBMKG505A	Review marketing performance
PSPGOV519A	Manage performance	PUAWER002A	Ensure workplace emergency prevention procedures, systems and processes are implemented
PSPGOV520A	Scope statistical data collection	PUAWER005A	Operate as part of an emergency control organisation
PSPGOV521A	Collect statistical data	PUAWER006A	Lead an emergency control organisation
PSPGOV522A	Process statistical data	PUAWER009A	Participate as a member of an initial workplace emergency response team
PSPGOV523A	Interrogate and analyse statistical data	PUAWER010A	Lead an initial workplace emergency response teams
PSPGOV524A	Interpret data and related statistics		
PSPPA501A	Provide public affairs writing and editorial services		
PSPPA502A	Coordinate public affairs events and activities		
PSPPM504A	Carry out complex project activities		
PSPREG503A	Supervise and carry out complex inspections and monitoring		

## GENERALIST QUALIFICATIONS

**PSP60104**

### Advanced Diploma of Government

#### Qualification Descriptor

This qualification covers the competencies required for work in the public sector which is autonomous and often non-routine. The qualification is targeted at those who enter the public sector with another qualification as well as those progressing within the sector. It is generalist in nature to suit the requirements of working in small or regionally based organisations or where responsibilities are diverse in nature rather than within a narrow specialisation. There will be management or guidance of others without the role being that of a specialist manager, which is catered for in the Advanced Diploma of Government (Management). 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. Please note that if all Electives are chosen from a single Key Area (listed in Table 7), a specialist qualification may result. Requirements for specialisations are listed under the relevant Key Area.

#### Number of units needed for qualification

**15 Units (7 Required + 8 Electives)**

#### Required Units

PSPETHC601B	Maintain and enhance confidence in public service
PSPGOV601B	Apply government systems
PSPGOV602B	Establish and maintain strategic networks
PSPLEGN601B	Manage compliance with legislation in the public sector
PSPMNGT605B	Manage diversity
PSPOHS602A	Manage workplace safety
PSPPOL603A	Manage policy implementation

#### Electives

##### Choose 8 Electives:

using those following, **and/or**

from anywhere in this Training Package, packaged at the same level, **and/or**

from any other set of endorsed standards packaged at the same level in accordance with the requirements of those standards, **provided that the units selected do not duplicate content covered in any PSP units.**

**Alternatively, one of these eight Electives may be drawn from units of competency packaged at Diploma level.**

PSPBORD601A	Manage operations	PSPSCI702A	Initiate and lead sophisticated scientific/ technological research
PSPETHC701A	Lead and influence ethical practice in the public sector	PSPSEC601A	Define information systems framework
PSPMNGT701B	Provide strategic direction	PSPSEC602A	Manage security awareness
PSPMNGT702A	Influence and shape diversity management	BSBEBUS603A	Evaluate new technologies for business
PSPMNGT703A	Lead and influence change	BSBEBUS604A	Develop a business website strategy
PSPMNGT704A	Undertake enterprise risk management	BSBEBUS608A	Develop and implement online information policy
PSPGOV603B	Develop a tender submission response	BSBEBUS610A	Develop electronic communication policy
PSPGOV604A	Foster leadership and innovation	BSBEBUS615A	Use online systems to support managerial decision-making
PSPGOV605A	Persuade and influence opinion	BSBMKG601A	Develop marketing strategies
PSPGOV606A	Prepare high-level/sensitive written materials	BSBMKG602A	Develop a marketing plan
PSPHR702B	Formulate a strategic human resource plan	BSBMKG603A	Manage the marketing process
PSPHR703B	Provide leadership in strategic human resource management	BSBMKG604A	Develop and manage direct marketing campaigns
PSPPA601A	Manage public affairs	BSBMKG605A	Evaluate international marketing opportunities
PSPPA602A	Provide public affairs advisory service	BSBMKG606A	Manage international marketing programs
PSPPA603A	Manage media relationships	PUAWER003A	Manage emergency procedures, equipment and other resources
PSPPOL701A	Influence strategic policy	PUAWER006A	Lead an emergency control organisation
PSPREG701A	Manage investigations program	PUAWER007A	Manage an emergency control organisation
PSPSCI601A	Manage the provision of high-level scientific technical support	PUAWER010A	Lead an initial workplace emergency response team
PSPSCI602A	Influence innovation and change through extension	PUAWER011A	Manage initial workplace emergency response teams
PSPSCI603A	Initiate and conduct scientific/technological research		
PSPSCI701A	Create innovation and change through extension		

# SPECIALIST QUALIFICATIONS

## Key Area: **Border Protection**

**PSP30204**

**Certificate III in Government (Border Protection)**

### Qualification Descriptor

This specialist qualification covers the competencies required by those working at operational level in border protection. 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.

**Number of units needed for qualification**    **11 Units**    **(7 Required + 4 Electives)**

### Required Units

PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies
PSPLEGN301B	Comply with legislation in the public sector
PSPOHS301A	Contribute to workplace safety

### Electives

PSPBORD301A	Conduct patrols
PSPBORD302A	Use border protection technology equipment
PSPBORD303A	Deploy detector dog
PSPBORD304A	Maintain detector dog proficiency
PSPBORD305A	Calculate taxes, fees and charges
PSPBORD401A	Create and maintain profiles
PSPBORD408A	Examine and test firearms
PSPREG401C	Exercise regulatory powers
PSPREG408C	Conduct search and seizure
PSPGOV417A	Identify and treat risks
PSPREG421A	Take custody of and store weapons

**Choose 3 Electives from those listed above with at least 2 coded PSPBORD and not more than 1 from units containing a '400' code.**

PSPGOV305B	Access and use resources and financial systems
PSPGOV307B	Organise workplace information
PSPGOV310A	Work in and with small, regional and remote organisations
PSPGOV313A	Compose workplace documents
PSPGOV314A	Contribute to conflict management
PSPREG301A	Undertake routine inspections and monitoring

### In addition, choose 1 Elective:

from those listed, **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 unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Certificate II level.**

## SPECIALIST QUALIFICATIONS

Key Area: **Border Protection**

**PSP40204**

**Certificate IV in Government (Border Protection)**

### Qualification Descriptor

This specialist qualification covers the competencies required by experienced staff working in border protection. 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.

**Number of units needed for qualification**

**15 Units (7 Required + 8 Electives)**

### Required 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

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
PUAPOL001A	Maintain operational safety

**Choose 1 Elective only from the 3 listed above** (units are mutually exclusive).

PSPBORD301A	Conduct patrols
PSPBORD302A	Use border protection technology equipment
PSPBORD401A	Create and maintain profiles
PSPBORD402A	Develop surveillance flight routes
PSPBORD403A	Review operational schedules
PSPBORD404A	Analyse surveillance products
PSPBORD405A	Develop operational effectiveness of detector dog teams
PSPBORD406A	Conduct detector dog team training
PSPBORD407A	Command operational groups
PSPBORD408A	Examine and test firearms
PSPGOV417A	Identify and treat risks
PSPREG401C	Exercise regulatory powers
PSPREG408C	Conduct search and seizure
PSPREG415A	Receive and validate data
PSPREG417A	Undertake compliance audits

**Choose 5 Electives from those listed above** with at least 2 coded PSPBORD and not more than 1 from units containing a '300' code.

**In addition, choose 2 Electives:**

from those listed, **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.**

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

### Key Area: **Community Engagement**

**PSP50204**

**Diploma of Government (Community Capacity)**

#### Qualification Descriptor

This specialist qualification covers the competencies required by those working in community engagement and capacity building on behalf of government. 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.

**Number of units needed for qualification**    **11 Units**    **(8 Required + 3 Electives)**

#### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
PSPCOM501A	Prepare for community engagement
PSPCOM502A	Develop and implement community engagement strategies
PSPCOM503A	Build and maintain community relationships

#### Electives

CHCCD5C	Develop community resources
CHCCD8B	Support community action
CHCCD9B	Support community leadership
CHCCD14B	Implement a community development strategy
CHCCD15B	Develop and implement a community development strategy
CHCCD19A	Establish and maintain community, government and business partnerships

**Choose 2 Electives from those listed above.**

**In addition, choose 1 Elective:**

from those listed, **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 unit selected does not duplicate content covered in any PSP units selected.**

**Alternatively, this Elective may be drawn from units of competency packaged at Certificate IV level.**

### Key Area: **Courts**

**PSP30304**

**Certificate III in Government (Court Compliance)**

#### Qualification Descriptor

This specialist qualification covers the competencies required by those working at operational level as Sheriff's Officers, Bailiffs or Marshals to carry out the directions of the court and ensure a secure and efficient environment in which the court can function. 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.

**Number of units needed for qualification** 11 Units (6 Required + 5 Electives)

#### Required Units

PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies
PSPLEGN301B	Comply with legislation in the public sector

#### Electives

PSPOHS301A	Contribute to workplace safety
CSCSAS001A	Maintain safety and security
PUAPOL001A	Maintain operational safety

**Choose 1 Elective only from the 3 listed above (units are mutually exclusive).**

PSPCRT401B	Carry out court orderly functions
PSPCRT402B	Manage witnesses
PSPCRT406B	Compile and use official notes
CSCSAS006A	Contain incidents which jeopardise safety and security
CSCSAS012A	Conduct searches
CSCTRA001A	Maintain security during escort
PUAOPE002A	Operate communications systems and equipment

**Choose 4 Electives from those listed above, with at least 2 units coded PSPCRT.**

## SPECIALIST QUALIFICATIONS

Key Area: **Courts**

**PSP40304**

**Certificate IV in Government (Court Compliance)**

### Qualification Descriptor

This specialist qualification covers the competencies required by Sheriff's Officers, Bailiffs or Marshals to carry out the directions of the court and ensure a secure and efficient environment in which the court can function. 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.

### Number of units needed for qualification

**15 Units (7 Required + 8 Electives)**

### Required 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

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
CSCSAS001A	Maintain safety and security
PUAPOL001A	Maintain operational safety

**Choose 1 Elective only from the 4 listed above** (units are mutually exclusive).

PSPCRT401B	Carry out court orderly functions
PSPCRT406B	Compile and use official notes
PSPCRT402B	Manage witnesses
PSPCRT410A	Provide court support to Indigenous clients
PSPCRT403B	Handle exhibits and documents tendered
PSPCRT501B	Perform court duties
PSPCRT404B	Serve process
PSPCRT502B	Manage jurors
PSPCRT405B	Handle monies received in satisfaction of warrants or orders
PSPCRT503B	Execute process
PSPCRT504B	Carry out possessions/evictions
PSPREG401C	Exercise regulatory powers
PSPREG404C	Investigate non-compliance
PSPREG402C	Promote client compliance
PSPREG406C	Make arrests
PSPREG408C	Conduct search and seizure
PUAOPE002A	Operate communications systems and equipment
CSCSAS013A	Monitor control room operations
PUAOPE003A	Navigate in urban and rural environments
CSCSAS019A	Manage threatening behaviour
PUAPOL005A	Use and maintain operational equipment
CSCTRA004A	Plan and monitor escorts
PUAPOL007A	Manage persons in care or custody or in need of assistance
PRDSSA23A	Conduct auction sale
PUAVEH001A	Drive vehicles under operational conditions

**In addition, choose 7 Electives from those listed above, with at least 4 units coded PSPCRT, and not more than 2 units chosen from PSPCRT501B–504B.**

## Key Area: Court Services

**PSP40404**

**Certificate IV in Government (Court Services)**

### Qualification Descriptor

This specialist qualification covers the competencies required by those providing services to the court. 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.

**Number of units needed for qualification**

**15 Units (7 Required + 8 Electives)**

### Required 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

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

**Choose 1 Elective only from the 2 listed above**

(units are mutually exclusive).

PSPCRT401B	Carry out court orderly functions
PSPCRT402B	Manage witnesses
PSPCRT403B	Handle exhibits and documents tendered
PSPCRT407A	Undertake court listings
PSPCRT408A	Provide court registry and information services
PSPCRT409A	Administer court fines and debt management
PSPCRT410A	Provide court support to Indigenous clients
PSPCRT411A	Audio record complex court proceedings
PSPCRT412A	Record court proceedings
PSPCRT501B	Perform court duties
PSPCRT502B	Manage jurors
PSPPOL401A	Contribute to policy development
BSBADM401A	Produce complex texts from shorthand notes

**Choose 4 Electives from those listed above.**

**In addition, choose 3 Electives:**

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 selected.**

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

**\*NB** These Electives may **not** be selected from the Regulatory Key Area or from related Training Packages dealing with regulatory functions (such as the Public Safety Training Package, Correctional Services Training Package or Asset Security Training Package). The Certificate IV in Government (Court Compliance) caters for court regulatory functions.

# SPECIALIST QUALIFICATIONS

Key Area: **Court Services**

**PSP50304**

## Diploma of Government (Court Services)

### Qualification Descriptor

This specialist qualification covers the competencies required by Court Officers, Sheriff's Officers, Bailiffs or Marshals. There are 2 discrete streams catered for within the qualification - the management of court services stream and the court compliance stream for those who have supervisory responsibilities for a small team, carry out the directions of the court and ensure a secure and efficient environment in which the court can function. There are 5 Required Units in common plus discrete requirements for each stream. 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.

### Number of units needed for qualification

**11 Units (6 Required + 5 Electives)**

### Required Units Common to Both Streams (5)

PSPETHC501B	Promote the values and ethos of public service
PSPGOV502B	Develop client services
PSPGOV505A	Promote diversity
PSPOHS501A	Monitor and maintain workplace safety
PSPLEGN501B	Promote compliance with legislation in the public sector

### Court Compliance Stream

### Management of Court Services Stream

#### Additional Required Units

#### Additional Required Units

PSPGOV504B	Undertake research and analysis
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PSPCRT601A	Manage court practice and process
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#### Electives

#### Electives

PSPCRT501B	Perform court duties
PSPCRT502B	Manage jurors
PSPCRT503B	Execute process
PSPCRT504B	Carry out possessions/evictions
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PSPGOV502B	Develop client services
PSPGOV507A	Undertake negotiations
PSPGOV508A	Manage conflict
PSPOHS501A	Monitor and maintain workplace safety
CSCSAS017A	Determine response to security risk
CSCSAS018A	Manage conflict through negotiation
PUAOPE003A	Navigate in urban and rural environments
PUAOPE004A	Conduct briefings/debriefings
PUAPOL001A	Maintain operational safety
PUAPOL007A	Manage persons in care or custody or in need of assistance
PUAPOL031A	Confiscate assets
PUAPOL033A	Manage intelligence information processes
PUAVEH001A	Drive vehicles under operational conditions

PSPCOM503A	Build and maintain community relationships
PSPCRT501B	Perform court duties
PSPCRT502B	Manage jurors
PSPCRT505A	Undertake senior court listing activities
PSPGOV506A	Perform quasi-judicial functions
PSPCRT507A	Record complex court proceedings

**Choose 2 Electives from those listed above.**

**In addition, choose 3 Electives:**

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.**

**Alternatively, one of these three Electives may be drawn from units of competency packaged at Certificate IV level.**

**Choose 5 Electives from those listed above, with at least 2 units coded PSPCRT.**

## Key Area: **Enterprise Architecture**

**PSP50404**

**Diploma of Government (Enterprise Architecture)**

### Qualification Descriptor

This specialist qualification covers the competencies required for independent and self-directed work in the public sector as a practitioner concerned with day-to-day applications of enterprise architecture. 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.

### Number of units needed for qualification

**11 Units (9 Required + 2 Electives)**

### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
PSPEA501A	Use an enterprise architecture framework
PSPEA502A	Demonstrate compliance with an enterprise architecture framework
PSPEA503A	Use enterprise architecture tools

### Electives

CAITAD047B	Determine specifications for the project	ICAITSP036B	IT strategy meets business solution requirements
ICAITAD048C	Develop configuration management	ICAITSP039B	Match the IT needs with the strategic direction of the enterprise
ICAITS035C	Assist with analysis of emerging technology	PSPGOV514A	Facilitate change
PSPGOV502B	Develop client services	PSPGOV517A	Coordinate risk management
PSPGOV503B	Coordinate resource allocation and usage	PSPGOV518A	Benchmark performance
PSPGOV506A	Support workplace coaching and mentoring	PSPGOV519A	Manage performance
PSPGOV507A	Undertake negotiations	PSPPM405A	Administer simple projects
PSPGOV509A	Conduct evaluations	PSPPROC503A	Manage contract performance
PSPGOV511A	Provide leadership		

### Choose 2 Electives:

from those listed above, **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.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Certificate IV.**

## SPECIALIST QUALIFICATIONS

Key Area: **Enterprise Architecture**

**PSP60204**

**Advanced Diploma of Government (Enterprise Architecture)**

### Qualification Descriptor

This specialist qualification covers the competencies required for work in enterprise architecture in the public sector which is autonomous and often non-routine. Work is of a policy and compliance nature where specialists would be expected to have a broad view of enterprise architecture and a creative and supervisory role. 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.

**Number of units needed for qualification**    **15 Units**    **(11 Required + 4 Electives)**

### Required Units

PSPETHC601B	Maintain and enhance confidence in public service
PSPGOV601B	Apply government systems
PSPGOV602B	Establish and maintain strategic networks
PSPLEGN601B	Manage compliance with legislation in the public sector
PSPMNGT605B	Manage diversity
PSPPOL603A	Manage policy implementation
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PSPEA601A	Develop an enterprise architecture framework
PSPEA602A	Create an enterprise architecture compliance matrix
PSPEA603A	Conduct an enterprise architecture framework audit
PSPEA604A	Provide guidance and support for an enterprise architecture framework
PSPEA605A	Evaluate and select enterprise architecture tools

### Electives

ICAITAD048C	Develop configuration management
ICAITSP039B	Match the IT needs with the strategic direction of the enterprise
ICAITSO35C	Assist with analysis of emerging technology

### Choose 2 Electives from those listed above

PSPHR621A	Manage organisational design strategies	PSPMNGT610A	Manage public sector financial resources
PSPMNGT603B	Facilitate people management	PSPMNGT612A	Review and improve business performance
PSPMNGT604B	Manage change	PSPMNGT615A	Influence workforce effectiveness
PSPMNGT606B	Manage quality client service	PSPOHS602A	Manage workplace safety
PSPMNGT607B	Develop a business case	PSPPM601B	Direct complex project activities
PSPMNGT608B	Manage risk	PSPPOL601A	Develop public policy
PSPMNGT609B	Formulate business strategies	PSPPROC602B	Direct the management of contracts

### In addition, choose 2 Electives:

from those listed **and/or**

from anywhere in this Training Package, packaged at the same level, **and/or**

from any other set of endorsed standards packaged at the same level in accordance with the requirements of those standards, **provided that the units selected do not duplicate content covered in any PSP units.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Diploma level.**

## Key Area: **Financial Services**

**PSP40504**

**Certificate IV in Government (Financial Services)**

### Qualification Descriptor

This specialist qualification covers the competencies required of finance officers in the public sector. 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.

### Number of units needed for qualification

**15 Units (8 Required + 7 Electives)**

### Required 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
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PSPFIN401A	Use public sector financial processes

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

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

BSBADM408A	Prepare financial reports
BSBADM505A	Manage payroll
BSBCMN408A	Report on financial activity
FNBACC22A	Process business tax requirements
FNBACC24A	Prepare operational budgets
FNBACC31A	Prepare financial statements
FNBACC32A	Maintain asset and inventory records
FNBFIN64A	Maintain integrity of financial systems
FNBFIN66A	Reconcile and monitor accounts receivable

**Choose 4 Electives from those listed above.**

### In addition choose 2 Electives:

from those listed, **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.**

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

## SPECIALIST QUALIFICATIONS

Key Area: **Financial Services**

**PSP50504**

**Diploma of Government (Financial Services)**

### Qualification Descriptor

This specialist qualification covers the competencies required of senior finance officers in the public sector. 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.

### Number of units needed for qualification

**11 Units (7 Required + 4 Electives)**

### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
PSPFIN501A	Apply public sector financial policies and processes

### Electives

FNBACC01B	Provide financial and business performance information
FNBACC03B	Manage budgets and forecasts
FNBACC05B	Establish and maintain accounting information systems
FNBACC06B	Implement and maintain internal control procedures
FNBACC07B	Prepare complex tax returns and lodgments
FNBACC10B	Implement tax plans and evaluate tax compliance
FNBACC30A	Provide management accounting information
FNBFIN58A	Develop and monitor financial policy statements and operating procedures
FNBFIN64A	Maintain integrity of financial systems
FNBFIN66A	Reconcile and monitor accounts receivable

**Choose 3 Electives from those listed above.**

### In addition, choose 1 Elective:

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 unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Certificate IV level.**

## Key Area: **Financial Management**

**PSP60304**

**Advanced Diploma of Government (Financial Management)**

### Qualification Descriptor

This specialist qualification covers the competencies required of finance managers in the public sector. 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.

**Number of units needed for qualification**    **15 Units**    **(8 Required + 7 Electives)**

### Required Units

PSPETHC601B	Maintain and enhance confidence in public service
PSPGOV601B	Apply government systems
PSPGOV602B	Establish and maintain strategic networks
PSPLEGN601B	Manage compliance with legislation in the public sector
PSPMNGT605B	Manage diversity
PSPOHS602A	Manage workplace safety
PSPPOL603A	Manage policy implementation
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PSPFIN601A	Apply complex public sector financial requirements

### Electives

PSPFIN602A	Undertake strategic financial analysis
PSPFIN603A	Develop public sector financial strategies

#### Choose 1 Elective from the 2 listed above.

FNBACC08A	Evaluate organisational processes
FNBACC09B	Audit and report on financial systems and records
FNBACC10B	Implement tax plans and evaluate tax compliance
FNBACC11B	Monitor corporate governance activities
FNBACC12B	Implement organisational improvement programs
FNBACC13B	Conduct internal audit
FNBACC14B	Evaluate business performance
FNBACC15B	Evaluate organisation's financial performance
FNBACC16B	Evaluate financial risk
FNBACC17B	Develop and implement financial strategies
FNBACC27A	Prepare and analyse management accounting information
FNBACC28A	Prepare complex corporate financial reports

#### Choose 5 Electives from those listed above

#### In addition, choose 1 Elective:

from anywhere in this Training Package, packaged at the same level, **and/or**

from any other set of endorsed standards packaged at the same level in accordance with the requirements of those standards, **provided that the unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Diploma level.**

### Key Area: **Fraud Control**

**PSP40604**

**Certificate IV in Government (Fraud Control)**

#### Qualification Descriptor

This specialist qualification covers the competencies required to prevent and detect fraud. 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.

**Number of units needed for qualification**    **15 Units**    **(11 Required + 4 Electives)**

#### Required 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
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PSPFRAU401B	Monitor data for indicators of fraud
PSPFRAU407B	Conduct fraud control awareness sessions
PSPREG415A	Receive and validate data
PSPREG416A	Conduct data analysis

#### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

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

#### In addition, choose 3 Electives:

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.**

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

## SPECIALIST QUALIFICATIONS

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Key Area: **Fraud Control**

**PSP50604**

**Diploma of Government (Fraud Control)**

### Qualification Descriptor

This specialist qualification covers the competencies required of those responsible for the coordination and conduct of fraud control prevention and detection. 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.

### Number of units needed for qualification

**11 Units (10 Required + 1 Elective)**

### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
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PSPFRAU504B	Conduct fraud risk assessments
PSPFRAU505B	Develop fraud control plans
PSPFRAU506B	Implement fraud control activities
PSPFRAU507B	Coordinate development and implementation of fraud information systems

### Electives

PSPFRAU501B	Communicate fraud control awareness
PSPFRAU502B	Anticipate and detect possible fraud activity

**Choose 1 Elective from those listed above.**

## Key Area: **Government Service Delivery**

**PSP40704**

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

### Qualification Descriptor

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.

### Number of units needed for qualification

**15 Units (10 Required + 5 Electives)**

### Required 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
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PSPGSD401A	Identify and select government service delivery options
PSPGSD402A	Administer government service delivery requirements
PSPGSD403A	Conduct government service delivery interviews

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

### Choose 1 Elective only, from the 2 listed above

(units are mutually exclusive).

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

### Choose 3 Electives from those listed above

#### In addition, choose 1 Elective:

from those listed, **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 unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Certificate III level.**

## SPECIALIST QUALIFICATIONS

Key Area: **Government Service Delivery**

**PSP50704**

**Diploma of Government (Service Delivery)**

### Qualification Descriptor

This specialist qualification covers the competencies required of personnel responsible for the management of teams delivering services in a government service delivery context. 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 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.

### Number of units needed for qualification

**11 Units (9 Required + 2 Electives)**

### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
PSPGSD501A	Develop and implement procedures for government service delivery
PSPGSD502A	Manage the emergent dynamics of government service delivery
PSPGSD503A	Provide specialist technical service delivery

### Electives

PSPCOM501A	Prepare for community engagement
PSPCOM502A	Develop and implement community engagement strategies
PSPCOM503A	Build and maintain community relationships
PSPGOV502B	Develop client services
PSPGOV511A	Provide leadership
PSPGOV513A	Refine complex workplace documents
PSPGOV519A	Manage performance
BSBFLM501B	Manage personal work priorities and professional development
BSBFLM503B	Manage effective workplace relationships
BSBFLM511B	Develop a workplace learning environment

### Choose 2 Electives:

from those listed, **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.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Certificate IV.**

## Key Area: **Human Resource Management**

**PSP50804**

**Diploma of Government (Human Resources)**

### Qualification Descriptor

This specialist qualification covers the competencies required for independent and self-directed work in human resources in the public sector. 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.

### Number of units needed for qualification

**11 Units (6 Required + 5 Electives)**

### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety

### Electives

PSPHR503A	Facilitate performance management processes
PSPHR504A	Implement workforce planning and succession strategies
PSPHR505A	Implement staffing policies
PSPHR506A	Coordinate employment relations
PSPHR507A	Coordinate employee support
PSPHR508A	Coordinate career development

### Choose 3 Electives from those listed above.

PSPGOV502B	Develop client services
BSZ501A	Analyse competency requirements
BSZ502A	Design and establish the training system
BSZ503A	Design and establish the assessment system
BSZ504A	Manage the training and assessment system
BSZ505A	Evaluate the training and assessment system

### In addition, choose 2 Electives:

from those listed, **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.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Certificate IV level.**

## SPECIALIST QUALIFICATIONS

Key Area: **Human Resource Management**

**PSP60404**

**Advanced Diploma of Government (Human Resources)**

### Qualification Descriptor

This specialist qualification covers the competencies required of those managing human resources within a public sector organisation. Electives can reflect a broad-based approach or have a particular focus within Human Resource Management, Human Resource Development, Industrial Relations or Organisational Development. 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.

**Number of units needed for qualification**    **15 Units**    **(7 Required + 8 Electives)**

### Required Units

PSPETHC601B	Maintain and enhance confidence in public service
PSPGOV601B	Apply government systems
PSPGOV602B	Establish and maintain strategic networks
PSPLEGN601B	Manage compliance with legislation in the public sector
PSPMNGT605B	Manage diversity
PSPOHS602A	Manage workplace safety
PSPPOL603A	Manage policy implementation

### Electives

PSPHR603B	Provide advisory and mediation services
PSPHR612A	Manage recruitment
PSPHR613A	Manage retention and separation
PSPHR614A	Manage employment relations
PSPHR615A	Manage human resource development strategies
PSPHR616A	Manage performance management system
PSPHR617A	Manage redeployment
PSPHR618A	Manage human resource information
PSPHR619A	Manage remuneration strategies and plans
PSPHR620A	Manage organisational development
PSPHR621A	Manage organisational design strategies
PSPHR702B	Formulate a strategic human resource plan
PSPHR703A	Provide leadership in strategic human resource management
PSPMNGT611A	Manage evaluations
PSPOHS601B	Establish and maintain a workplace safety system
PSPOHS602A	Manage workplace safety

**Choose 6 Electives from those listed above.**

### In addition, choose 2 Electives:

from those listed, **and/or**

from anywhere in this Training Package, packaged at the same level, **and/or**

from any other set of endorsed standards packaged at the same level in accordance with the requirements of those standards, **provided that the units selected do not duplicate content covered in any PSP units.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Diploma level.**

### Key Area: **Injury Management**

**PSP40804**

**Certificate IV in Government (Injury Claims Administration )**

#### Qualification Descriptor

This specialist qualification covers the competencies required of injury claims administrators in the public sector. 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.

#### Number of units needed for qualification

**15 Units (10 Required + 5 Electives)**

#### Required 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
PSPIM401A	Conduct initial claim assessments
PSPIM408A	Monitor and review injury management cases
PSPIM409A	Maintain injury management case files

#### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

#### Choose 1 Elective only from the 2 listed above

(units are mutually exclusive).

PSPIM301A	Process claims
PSPIM403A	Make claim determinations
PSPIM406A	Implement and monitor return to work plans
PSPIM407A	Promote and educate about injury management
PSPREG410B	Give evidence

#### Choose 2 Electives from those listed above

#### In addition choose 2 Electives:

from those listed, **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.**

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

## SPECIALIST QUALIFICATIONS

Key Area: **Injury Management**

### **PSP40904 Certificate IV in Government (Injury Rehabilitation Management )**

#### Qualification Descriptor

This specialist qualification covers the competencies required of rehabilitation practitioners in the public sector. 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.

**Number of units needed for qualification**    **15 Units**    **(11 Required + 4 Electives)**

#### Required 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
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PSPIM402A	Undertake initial rehabilitation assessments
PSPIM404A	Conduct situational workplace assessments
PSPIM405A	Develop return to work plans
PSPIM406A	Implement and monitor return to work plans

#### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

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

PSPIM407A	Promote and educate about injury management
PSPIM408A	Monitor and review injury management cases
PSPIM409A	Maintain injury management case files

#### Choose 3 Electives:

from those listed, **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.**

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

## SPECIALIST QUALIFICATIONS

### Key Area: **Injury Management**

**PSP50904**

### **Diploma of Government (Injury Management)**

#### **Qualification Descriptor**

This specialist qualification covers the competencies required of injury management case managers in the public sector. 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.

#### **Number of units needed for qualification**

**11 Units (9 Required + 2 Electives)**

#### **Required Units**

PSPETHC501B	Promote the values and ethos of public service
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
PSPIM501A	Determine liability and negotiate settlements
PSPIM502A	Manage case direction and outcomes
PSPIM503A	Maintain and monitor service standards
PSPIM504A	Contribute to a quality injury management system

#### **Electives**

PSPGOV502B	Develop client services
PSPGOV506A	Support workplace coaching and mentoring
PSPGOV507A	Undertake negotiations
PSPGOV508A	Manage conflict
PSPGOV511A	Provide leadership
PSPGOV513A	Refine complex workplace documents
PSPGOV516A	Develop and use emotional intelligence
PSPGOV517A	Coordinate risk management
PSPGOV519A	Manage performance
CHCCM3B	Develop, facilitate and monitor all aspects of case management
CHCCM4B	Promote high quality case management

#### **Choose 2 Electives:**

from those listed, **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.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Certificate IV level.**

## Key Area: **Public Land Administration**

**PSP30404**

**Certificate III in Government (Land Administration)**

### Qualification Descriptor

This specialist qualification covers the competencies required by those working at operational level in public land administration. 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.

### Number of units needed for qualification

**11 Units (5 Required + 6 Electives)**

### Required Units

PSPETHC301B	Uphold the values and principles of public service
PSPGOV308B	Work effectively with diversity
PSPLEGN301B	Comply with legislation in the public sector
PSPOHS301A	Contribute to workplace safety
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PSPLAND302A	Investigate tenure and land use history

### Electives

PSPLAND301A	Collect land revenue
PSPLAND303A	Administer public land tenures
PSPLAND304A	Provide administrative support for public reserves
PSPLAND305A	Provide administrative support for reserve management bodies
PSPLAND306A	Dispose of public land
PSPLAND307A	Assist in processing Aboriginal land claims/applications
PSPLAND308A	Compile and check survey plans
PSPLAND309A	Administer roads
FPIFGM147A	Read and interpret maps
RTC3218A	Undertake a site assessment

**Choose 4 Electives from those listed above.**

### In addition, choose 2 Electives:

from those listed, **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.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Certificate II level.**

## SPECIALIST QUALIFICATIONS

Key Area: **Public Land Administration**

**PSP41004**

**Certificate IV in Government (Land Administration)**

### Qualification Descriptor

This specialist qualification covers the competencies required by public land administration officers. 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.

### Number of units needed for qualification

**15 Units (5 Required + 10 Electives)**

### Required Units

PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV408A	Value diversity
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPLAND404A	Investigate tenure applications

### Electives

PSPLAND401A	Assess Crown land
PSPLAND402A	Undertake native title assessments
PSPLAND403A	Prepare and lodge non-claimant native title applications
PSPLAND405A	Administer public reserves
PSPLAND406A	Monitor reserves management
PSPLAND407A	Coordinate land board sittings
PSPLAND408A	Investigate Aboriginal land claims/applications
PSPLAND409A	Handle compensation claims
PSPREG404C	Investigate non-compliance
PSPREG410B	Give evidence
PSPREG412A	Gather and manage evidence
PSPREG417A	Undertake compliance audits

**Choose 7 Electives from those listed above.**

### In addition, choose 3 Electives:

from those listed, **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.**

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

## SPECIALIST QUALIFICATIONS

Key Area: **Public Land Administration**

**PSP51004**

**Diploma of Government (Land Administration)**

### Qualification Descriptor

This specialist qualification covers the competencies required by those at management level in public land administration. 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.

**Number of units needed for qualification**    **11 Units**    **(4 Required + 7 Electives)**

### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV512A	Use complex workplace communication strategies
PSPGOV505A	Promote diversity
PSPLEGN501B	Promote compliance with legislation in the public sector

### Electives

PSPLAND501A	Review planning documents and environmental assessments
PSPLAND502A	Develop and market public land
PSPLAND503A	Manage native title future act processes
PSPLAND504A	Manage public land tenures and applications
PSPLAND505A	Provide technical expertise
PSPLAND506A	Identify and manage contaminated sites
PSPLAND507A	Undertake land acquisitions/withdrawals
PSPLAND508A	Coordinate Aboriginal land claims/applications
PSPLAND509A	Negotiate/mediate public land business agreements
PSPLAND601A	Manage unallocated land
RTC5504A	Develop a management plan for a designated area

**Choose 5 Electives from those listed above.**

### In addition, choose 2 Electives:

from those listed, **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.**

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

## Key Area: **Management**

**PSP51104**

**Diploma of Government (Management)**

### Qualification Descriptor

This specialist qualification covers the entry-level competencies required of specialist managers in the public sector. 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.

### Number of units needed for qualification

**11 Units (7 Required + 4 Electives)**

### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV502B	Develop client services
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
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PSPGOV519A	Manage performance

### Electives

PSPGOV502B	Develop client services	PSPGOV517A	Coordinate risk management
PSPGOV503B	Coordinate resource allocation and usage	BSBFLM501B	Manage personal work priorities and professional development
PSPGOV504B	Undertake research and analysis	BSBFLM503B	Manage effective workplace relationships
PSPGOV506A	Support workplace coaching and mentoring	BSBFLM505B	Manage operational plan
PSPGOV507A	Undertake negotiations	BSBFLM506B	Manage workplace information systems
PSPGOV508A	Manage conflict	BSBFLM509B	Facilitate continuous improvement
PSPGOV511A	Provide leadership	BSBFLM511B	Develop a workplace learning environment
PSPGOV513A	Refine complex workplace documents	BSBFLM513A	Manage budgets and financial plans within the work team
PSPGOV514A	Facilitate change	BSBMGT506A	Recruit, select and induct staff
PSPGOV515A	Develop and use political nous		
PSPGOV516A	Develop and use emotional intelligence		

**Choose 3 Electives from those listed above.**

### In addition, choose 1 Elective:

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 unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Certificate IV level.**

## SPECIALIST QUALIFICATIONS

Key Area: **Management**

**PSP60504**

**Advanced Diploma of Government (Management)**

### Qualification Descriptor

This specialist qualification covers the competencies required of specialist managers in the public sector. There are 4 discrete streams catered for within the qualification - general management, investigation management, compliance management and fraud control management. There are 7 Required Units that are common to all 4 streams plus discrete requirements for each stream. 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.

**Number of units needed for qualification**

**15 Units (7-13 Required, depending on the management stream chosen + remainder as Electives)**

### Required Units Common to all Streams (7)

PSPETHC601B	Maintain and enhance confidence in public service	PSPMNGT605B	Manage diversity
PSPGOV601B	Apply government systems	PSPPOL603A	Manage policy implementation
PSPGOV602B	Establish and maintain strategic networks	PSPOHS602A	Manage workplace safety
PSPLEGN601B	Manage compliance with legislation in the public sector		

### General Management Stream

### Investigation Management Stream

#### Additional Required Units

#### Additional Required Units (6)

Nil

#### Electives

PSPMNGT602B	Manage resources
PSPMNGT603B	Facilitate people management
PSPMNGT604B	Manage change
PSPMNGT606B	Manage quality client service
PSPMNGT607B	Develop a business case
PSPMNGT608B	Manage risk
PSPMNGT609B	Formulate business strategies
PSPMNGT610A	Manage public sector financial resources
PSPMNGT611A	Manage evaluations
PSPMNGT612A	Review and improve business performance
PSPMNGT613A	Develop partnering arrangements
PSPMNGT614A	Facilitate knowledge management
PSPMNGT615A	Influence workforce effectiveness

#### Electives

PSPREG601B	Manage regulatory compliance
PSPREG602B	Evaluate regulatory compliance
PSPREG701A	Manage investigations program
PSPMNGT602B	Manage resources
PSPMNGT704A	Undertake enterprise risk management
PUAPOL029A	Coordinate multi-agency investigations
PUAPOL023A	Manage investigations
PUAPOL032A	Plan intelligence activities
PUAPOL034A	Analyse information
PUAPOL035A	Disseminate outputs from the intelligence process

**Choose 6 Electives from those listed above.**

**In addition, choose 2 Electives:**

from those listed, **and/or**

from anywhere in this Training Package, packaged at the same level, **and/or**

from any other set of endorsed standards packaged at the same level in accordance with the requirements of those standards, **provided that the units selected do not duplicate content covered in any PSP units.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Diploma level.**

**choose 2 Electives:**

## SPECIALIST QUALIFICATIONS

Key Area: **Management**

**PSP60504 Advanced Diploma of Government (Management)**

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**Number of units needed for qualification** **15 Units** **(7-13 Required, depending on the management stream chosen + remainder as Electives)**

### Required Units Common to all Streams (7)

PSPETHC601B	Maintain and enhance confidence in public service	PSPMNGT605B	Manage diversity
PSPGOV601B	Apply government systems	PSPPOL603A	Manage policy implementation
PSPGOV602B	Establish and maintain strategic networks	PSPOHS602A	Manage workplace safety
PSPLEGN601B	Manage compliance with legislation in the public sector		

### Compliance Management Stream

#### Additional Required Units (2)

PSPREG601B	Manage regulatory compliance
PSPREG602B	Evaluate regulatory compliance

#### Electives

PSPFRAU602B	Manage fraud risk assessment and action plan
PSPFRAU603B	Manage fraud control awareness
PSPMNGT606A	Manage quality client service
PSPMNGT608B	Manage risk
PSPMNGT701B	Provide strategic direction
PSPPOL601A	Develop public policy
PSPREG603A	Manage and lead inspection and monitoring programs

### Fraud Control Management Stream

#### Additional Required Units (5)

PSPFRAU502B	Anticipate and detect possible fraud activity
PSPFRAU601B	Develop fraud control strategy
PSPMNGT602B	Manage resources
PSPMNGT603B	Facilitate people management
PSPFRAU605B	Review fraud control activities

#### Electives

PSPGOV605A	Persuade and influence opinion
PSPGOV606A	Prepare high-level/sensitive written materials
PSPMNGT608B	Manage risk
PSPPOL602A	Provide policy advice

**Choose 3 Electives from those listed above.**

#### In addition, choose 3 Electives:

from those listed, **and/or**

from anywhere in this Training Package, packaged at the same level, **and/or**

from any other set of endorsed standards packaged at the same level in accordance with the requirements of those standards, **provided that the units selected do not duplicate content covered in any PSP units.**

**Alternatively, one of these three Electives may be drawn from units of competency packaged at Diploma level.**

#### Choose 3 Electives:

## Key Area: **Specialist Occupational Health & Safety**

**PSP41104**

**Certificate IV in Government (Occupational Health & Safety)**

### Qualification Descriptor

This specialist qualification covers the competencies required of occupational health and safety practitioners in the public sector. 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.

### Number of units needed for qualification

**15 Units (12 Required + 3 Electives)**

### Required 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
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PSPSOHS401A	Contribute to the implementation of a systematic approach to managing OHS
PSPSOHS402A	Contribute to the implementation of the OHS consultation process
PSPSOHS403A	Identify hazards and assess OHS risks
PSPSOHS404A	Contribute to the implementation of strategies to control OHS risk
PSPSOHS405A	Contribute to the implementation of emergency procedures

### Electives

PSPSOHS406A	Use equipment to conduct workplace monitoring
PSPPOL401A	Contribute to policy development
PSPPM401B	Design simple projects
PSPPM402B	Manage simple projects
PSPPM403B	Close simple projects
PSPPM404A	Carry out simple project activities

### Choose 3 Electives:

from those listed, **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.**

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

## SPECIALIST QUALIFICATIONS

Key Area: **Specialist Occupational Health & Safety**

**PSP51204**

**Diploma of Government (Occupational Health & Safety)**

### Qualification Descriptor

This specialist qualification covers the competencies required of senior occupational health and safety practitioners in the public sector. 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.

**Number of units needed for qualification**    **11 Units**    **(9 Required + 2 Electives)**

### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV502B	Develop client services
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
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PSPSOHS501A	Participate in the coordination and maintenance of a systematic approach to managing OHS
PSPSOHS502A	Participate in the management of the OHS information and data systems
PSPSOHS503A	Assist in the design and development of OHS participative arrangements
BSBOHS504A	Apply principles of OHS risk management

### Electives

PSPSOHS505A	Manage hazards in the work environment
PSPSOHS506A	Monitor and facilitate the management of hazards associated with plant
PSPSOHS507A	Facilitate the application of principles of occupational health to control OHS risk
PSPSOHS508A	Participate in the investigation of incidents
PSPPOL501A	Develop organisation policy
PSPPM502B	Manage complex projects

### Choose 2 Electives:

from those listed, **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.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Certificate IV level.**

## SPECIALIST QUALIFICATIONS

Key Area: **Specialist Occupational Health & Safety**

### **PSP60604 Advanced Diploma of Government (Occupational Health & Safety)**

#### **Qualification Descriptor**

This specialist qualification covers the competencies required of occupational health and safety practitioner managers in the public sector. 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.

**Number of units needed for qualification**    **15 Units (6 Required + 9 Electives)**

#### **Required Units**

PSPETHC601B	Maintain and enhance confidence in public service
PSPGOV601B	Apply government systems
PSPGOV602B	Establish and maintain strategic networks
PSPLEGN601B	Manage compliance with legislation in the public sector
PSPMNGT605B	Manage diversity
PSPPOL603A	Manage policy implementation

#### **Electives**

PSPSOHS601A	Develop a systematic approach to managing OHS including OHS management systems (OHSMS)
PSPSOHS602A	Develop OHS information and data analysis and reporting and recording processes
PSPSOHS603A	Analyse and evaluate OHS risk
PSPSOHS604A	Apply ergonomic principles to control OHS risk
PSPSOHS605A	Apply occupational hygiene principles to control OHS risk
PSPSOHS606A	Develop and implement crisis management processes
PSPSOHS607A	Advise on application of safe design to control OHS risk
PSPSOHS608A	Conduct an OHS audit
PSPSOHS609A	Evaluate an organisation's OHS performance

#### **Choose 6 Electives from those listed above**

PSPMNGT607B	Develop a business case
PSPMNGT609B	Formulate business strategies
PSPPROC602B	Direct the management of contracts
PSPPROC604A	Plan for strategic procurement

#### **In addition, choose 3 Electives:**

from those listed, **and/or**

from anywhere in this Training Package, packaged at the same level, **and/or**

from any other set of endorsed standards packaged at the same level in accordance with the requirements of those standards, **provided that the units selected do not duplicate content covered in any PSP units.**

**Alternatively, one of these three Elective may be drawn from units of competency packaged at Diploma level.**

## Key Area: Project Management

**PSP41204**

**Certificate IV in Government (Project Management)**

### Qualification Descriptor

This specialist qualification covers the competencies required of persons responsible for the management of projects in the public sector. 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. Please note that the full suite of Private Sector Project Management units may be substituted for the three required Project Management units listed if this better reflects the way project management is conducted within the organisation.

**Number of units needed for qualification** 15 Units (10 Required + 5 Electives)

### Required 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
PSPGOV417A	Identify and treat risks
PSPGOV422A	Apply government processes
PSPPOL404A	Support policy implementation
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PSPPM401B	Design simple projects
PSPPM402B	Manage simple projects
PSPPM403B	Close simple projects

Please note that, once endorsed, the full suite of private sector project management competency standards below\* (8 units) may be substituted for these three Required Units.

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

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

### In addition, choose 4 Electives:

from anywhere in this Training Package, packaged at the same or a higher level (**with the exception of PSPPM405A Administer simple projects**) **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.**

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

**\*Equivalent Units** The following 8 units **together** are considered equivalent to the three units PSPPM401B, PSPPM402B & PSPPM403B **together**.

BSBPM401A	Apply scope management techniques
BSBPM402A	Apply time management techniques
BSBPM403A	Apply cost management techniques
BSBPM404A	Apply quality management techniques
BSBPM405A	Apply human resources management approaches
BSBPM406A	Apply communications management techniques
BSBPM407A	Apply risk management techniques
BSBPM408A	Apply contract and procurement techniques

## SPECIALIST QUALIFICATIONS

Key Area: **Project Management**

**PSP51304**

**Diploma of Government (Project Management)**

### Qualification Descriptor

This specialist qualification covers the competencies required of persons responsible for the coordination of personnel responsible for the management of projects. 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. Please note that the full suite of Private Sector Project Management units (9 units) may be substituted for the three required Project Management units listed if this better reflects the way project management is conducted within the organisation.

**Number of units needed for qualification**    **11 Units**    **(10 Required + 1 Elective)**

### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPGOV517A	Coordinate risk management
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
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PSPPM501B	Design complex projects
PSPPM502B	Manage complex projects
PSPPM503B	Close complex projects

Please note that, once endorsed, the full suite of private sector project management competency standards below\* (9 units) may be substituted for these three Required Units.

### Electives

#### Choose 1 Elective:

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 unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Certificate IV level.**

#### \*Equivalent Units

The following 9 units **together** are considered equivalent to the three units PSPPM501B, PSPPM502B & PSPPM503B **together**.

BSBPM501A	Manage application of project integrative processes
BSBPM502A	Manage project scope
BSBPM503A	Manage project time
BSBPM504A	Manage project costs
BSBPM505A	Manage project quality
BSBPM506A	Manage project human resources
BSBPM507A	Manage project communications
BSBPM508A	Manage project risk
BSBPM509A	Manage project procurement

### Key Area: **Policy**

**PSP51404**

### **Diploma of Government (Policy Development)**

#### **Qualification Descriptor**

This specialist qualification covers the competencies required to develop organisation policy and public policy and to provide policy advice within the public sector. 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.

**Number of units needed for qualification**    **11 Units**    **(9 Required + 2 Electives)**

#### **Required Units**

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector

PSPPOL501A	Develop organisation policy
PSPPOL502A	Advise on organisation policy
PSPPOL601A	Develop public policy
PSPPOL602A	Provide policy advice

#### **Electives**

##### **Choose 2 Electives:**

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.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Certificate IV level.**

## Key Area: **Procurement & Contract Management**

**PSP41304**

**Certificate IV in Government (Procurement)**

### Qualification Descriptor

This specialist qualification covers the competencies required of personnel responsible for the procurement of goods or services. 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.

### Number of units needed for qualification

**15 Units (10 Required + 5 Electives)**

### Required Units

PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV402B	Deliver and monitor service to clients
PSPGOV406B	Gather and analyse information
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
<hr/>	
PSPPROC406A	Procure goods and services
PSPPROC408A	Develop requests for offers

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

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

PSPPROC405B	Dispose of assets
PSPPROC407A	Establish procurement need
PSPPROC409A	Receive and select offers
PSPPROC410A	Administer contracts

**Choose 2 Electives from those listed above.**

### In addition, choose 2 Electives:

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.**

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

## SPECIALIST QUALIFICATIONS

Key Area: **Procurement & Contract Management**

**PSP51504**

### **Diploma of Government (Contract Management)**

#### **Qualification Descriptor**

This specialist qualification covers the competencies required for independent and self-directed work as a contract manager in the public sector. 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.

#### **Number of units needed for qualification**

**11 Units (10 Required + 1 Elective)**

#### **Required Units**

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV507A	Undertake negotiations
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
<hr/>	
PSPPROC501A	Manage contract risk
PSPPROC502A	Establish contract management arrangements
PSPPROC503A	Manage contract performance
PSPPROC504A	Finalise contracts

#### **Electives**

##### **Choose 1 Elective:**

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 unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Certificate IV level.**

## SPECIALIST QUALIFICATIONS

Key Area: **Procurement & Contract Management**

**PSP60704**

**Advanced Diploma of Government (Strategic Procurement)**

### Qualification Descriptor

This specialist qualification covers the competencies required of personnel responsible for the management of strategic procurement in public sector 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.

### Number of units needed for qualification

**15 Units (14 Required + 1 Elective)**

### Required Units

PSPETHC601B	Maintain and enhance confidence in public service
PSPGOV601B	Apply government systems
PSPGOV602B	Establish and maintain strategic networks
PSPLEGN601B	Manage compliance with legislation in the public sector
PSPMNGT605B	Manage diversity
PSPMNGT608B	Manage risk
PSPOHS602A	Manage workplace safety
PSPPOL603A	Manage policy implementation
<hr/>	
PSPPROC602B	Direct the management of contracts
PSPPROC604A	Plan for strategic procurement
PSPPROC605A	Coordinate strategic procurement
PSPPROC701B	Establish strategic procurement directions
PSPPROC702B	Establish the procurement context
PSPPROC703B	Evaluate and improve procurement performance

### Electives

PSPPROC603B	Divest strategic assets
PSPPROC606A	Negotiate strategic procurement

### Choose 1 Elective:

from those listed, **and/or**

from anywhere in this Training Package, packaged at the same level, **and/or**

from any other set of endorsed standards packaged at the same level in accordance with the requirements of those standards, **provided that the unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Diploma level.**

### Key Area: **Record Keeping**

**PSP51604**

#### **Diploma of Government (Recordkeeping)**

##### **Qualification Descriptor**

This specialist qualification covers the entry-level competencies required of records managers in the public sector. Electives should be chosen to 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.

##### **Number of units needed for qualification**

**11 Units (11 Required)**

##### **Required Units**

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPOHS501A	Monitor and maintain workplace safety
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BSBRKG501A	Determine business or records system specifications
BSBRKG502A	Manage and monitor business or records systems
BSBRKG503A	Develop and maintain a classification scheme
BSBRKG504A	Develop terminology for activities and records
BSBRKG505A	Document or reconstruct a business or records system

##### **Electives**

There are no Electives

## SPECIALIST QUALIFICATIONS

Key Area: **Record Keeping**

**PSP60804**

### **Advanced Diploma of Government (Recordkeeping)**

#### **Qualification Descriptor**

This specialist qualification covers the competencies required of personnel responsible for the management of records and the development of associated policies. 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.

#### **Number of units needed for qualification**

**15 Units (11 Required + 4 Electives)**

#### **Required Units**

PSPETHC601B	Maintain and enhance confidence in public service
PSPGOV601B	Apply government systems
PSPGOV602B	Establish and maintain strategic networks
PSPLEGN601B	Manage compliance with legislation in the public sector
PSPMNGT605B	Manage diversity
PSPOHS602A	Manage workplace safety
PSPPOL603A	Manage policy implementation
<hr/>	
BSBRKG602A	Develop recordkeeping policy
BSBRKG603A	Prepare a functional analysis for an organisation
BSBRKG606A	Design a records retention and disposal schedule
BSBRKG608A	Plan management of records over time

#### **Electives**

##### **Choose 4 Electives:**

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.**

**Alternatively, one of these four Electives may be drawn from units of competency packaged at Diploma level.**

## Key Area: **Regulatory**

**PSP41404**

**Certificate IV in Government (Statutory Compliance)**

### Qualification Descriptor

This specialist qualification covers the competencies required by those responsible for ensuring statutory compliance with the requirements of legislation, regulations, and government and organisational policy. 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.

**Number of units needed for qualification**    **15 Units**    **(8 Required + 7 Electives)**

### Required 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
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PSPREG401C	Exercise regulatory powers

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
PUAPOL001A	Maintain operational safety

**Choose 1 Elective only from the 3 listed above** (units are mutually exclusive).

PSPREG402C	Promote client compliance	PSPREG412A	Gather and manage evidence
PSPREG403B	Assess compliance	PSPREG413A	Undertake inspections and monitoring
PSPREG404C	Investigate non-compliance	PSPREG414A	Conduct surveillance
PSPREG405B	Act on non-compliance	PSPREG415A	Receive and validate data
PSPREG406C	Make arrests	PSPREG416A	Conduct data analysis
PSPREG407B	Produce formal record of interview	PSPREG417A	Undertake compliance audits
PSPREG408C	Conduct search and seizure	PSPREG418A	Advise on progress of investigations
PSPREG409B	Prepare a brief of evidence	PSPREG419A	Finalise and report on investigations
PSPREG410B	Give evidence	PSPREG420A	Plan and implement recovery action
PSPREG411A	Gather information through interviews	PSPREG421A	Take custody of and store weapons
PUAOPE002A	Operate communications systems and equipment		

**Choose 4 Electives from those listed above.**

### In addition, choose 2 Electives:

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.**

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

Key Area: **Regulatory**

**PSP41504**

### **Certificate IV in Government (Investigation)**

#### **Qualification Descriptor**

This specialist qualification covers the competencies required by those responsible for statutory investigation under a range of legislation, regulations, mandated government and organisational policy and instructions. 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.

#### **Number of units needed for qualification**

**15 Units (10 Required + 5 Electives)**

#### **Required Units**

PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV412A	Use advanced workplace communication strategies
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPREG401C	Exercise regulatory powers
PSPREG404C	Investigate non-compliance
PSPREG407B	Produce formal record of interview
PSPREG411A	Gather information through interviews
PSPREG412A	Gather and manage evidence
PSPREG418A	Advise on progress of investigations
PSPREG419A	Finalise and report on investigations

#### **Electives**

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)
PUAPOL001A	Maintain operational safety

#### **Choose 1 Elective only from the 3 listed above**

(units are mutually exclusive).

#### **In addition, choose 4 Electives:**

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.**

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

#### **Please note that the following Electives are of particular relevance to Fraud Investigators:**

PSPFRAU401B	Monitor data for indicators of fraud
PSPFRAU407B	Conduct fraud control awareness sessions
PSPREG415A	Receive and validate data
PSPREG416A	Conduct data analysis

Key Area: **Regulatory**

**PSP51704**

### **Diploma of Government (Investigation)**

#### **Qualification Descriptor**

This specialist qualification covers the competencies required of persons responsible for the coordination and conduct of investigations. 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.

#### **Number of units needed for qualification**

**11 Units (8 Required + 3 Electives)**

#### **Required Units**

PSPETHC501B	Promote the values and ethos of public service
PSPGOV503B	Coordinate resource allocation and usage
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
<hr/>	
PSPREG502A	Coordinate investigation processes
PUAPOL024A	Conduct investigations
PUAPOL028A	Manage investigation information processes
PUAPOL030A	Review and evaluate major investigations

#### **Electives**

PSPOHS501A	Monitor and maintain workplace safety
PUAPOL001A	Maintain operational safety

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

#### **In addition, choose 2 Electives:**

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.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Certificate IV level.**

#### **Please note that the following Electives are of particular relevance to Fraud Investigators:**

PSPFRAU501B	Communicate fraud control awareness
PSPFRAU502B	Anticipate and detect possible fraud activity

## Key Area: **Government Security Management**

**PSP30504**

**Certificate III in Government (Security)**

### Qualification Descriptor

This specialist qualification covers the entry-level competencies required for a career in the government security area of the public sector. There are 2 discrete streams catered for within the qualification - government security and personnel security. There are 8 Required Units in common plus discrete requirements for each stream. Where a free choice of Electives is available these may be drawn from this or other Training Packages to reflect the particular work context or career plans of the individual.

### Number of units needed for qualification

**11 Units (8-10 Required depending on the security stream chosen + the remainder as Electives)**

### Required Units Common to both Streams (8)

PSPETHC301B	Uphold the values and principles of public service	PSPGOV312A	Use workplace communication strategies
PSPGOV301B	Work effectively in the organisation	PSPLEGN301B	Comply with legislation in the public sector
PSPGOV302B	Contribute to workgroup activities	PSPOHS301A	Contribute to workplace safety
PSPGOV308B	Work effectively with diversity	PSPSEC405A	Handle security classified information

### Government Security Stream

### Personnel Security Stream

#### Additional Required Units

#### Additional Required Units (2)

Nil

PSPREG415A	Receive and validate data
PSPSEC401A	Undertake government security risk analysis

### Electives

PSPSEC301A	Secure government assets
PSPSEC302A	Respond to government security incidents
PSPSEC303A	Conduct security awareness sessions
PSPSEC304A	Undertake information technology security audits

### Electives

PSPSEC301A	Secure government assets
PSPSEC302A	Respond to government security incidents
PSPSEC303A	Conduct security awareness sessions
PSPSEC304A	Undertake information technology security audits
PSPGOV303B	Build and maintain internal networks
PSPGOV305B	Access and use resources and financial systems
PSPGOV306B	Implement change
PSPGOV309A	Address client needs
PSPGOV313A	Compose workplace documents
PSPGOV315A	Give and receive workplace feedback

### Choose 2 Electives from those listed above

PSPGOV303B	Build and maintain internal networks
PSPGOV305B	Access and use resources and financial systems
PSPGOV306B	Implement change
PSPGOV309A	Address client needs
PSPGOV313A	Compose workplace documents
PSPGOV315A	Give and receive workplace feedback

### In addition, choose 1 Elective:

from those listed **or**

from anywhere in this Training Package, packaged at the same or a higher level, **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 unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Certificate II level.**

### Choose 1 Elective:

## SPECIALIST QUALIFICATIONS

Key Area: **Government Security Management**

**PSP41604**

**Certificate IV in Government (Security)**

### Qualification Descriptor

This specialist qualification covers the competencies required for working without supervision in the government security area of the public sector. Where a free choice of Electives is available these may be drawn from this or other Training Packages to reflect the particular work context or career plans of the individual.

**Number of units needed for qualification**

**15 Units (11 Required + 4 Electives)**

### Required 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
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PSPSEC401A	Undertake government security risk analysis
PSPSEC402A	Implement security risk treatments
PSPSEC403A	Develop and advise on government security procedures
PSPSEC405A	Handle security classified information

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

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

### In addition, choose 3 Electives:

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.**

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

## SPECIALIST QUALIFICATIONS

Key Area: **Government Security Management**

**PSP41704**

**Certificate IV in Government (Personnel Security)**

### Qualification Descriptor

This specialist qualification covers the competencies required for working without supervision in the personnel security area of the public sector. Where a free choice of Electives is available these may be drawn from this or other Training Packages to reflect the particular work context or career plans of the individual.

### Number of units needed for qualification

**15 Units (12 Required + 3 Electives)**

### Required Units

PSPETHC401A	Uphold and support the values and principles of public service
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
PSPSEC401A	Undertake government security risk analysis
PSPSEC402A	Implement security risk treatments
PSPSEC404A	Conduct personnel security assessments
PSPSEC405A	Handle security classified information
PSPSEC406A	Provide government security briefings
PSPREG411A	Gather information through interviews
PSPREG416A	Conduct data analysis

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

### Choose 1 Elective only from the 2 listed above

(units are mutually exclusive).

### In addition, choose 2 Electives:

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.**

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

## SPECIALIST QUALIFICATIONS

Key Area: **Government Security Management**

**PSP51804**

**Diploma of Government (Security)**

### Qualification Descriptor

This specialist qualification covers the competencies required for independent and self-directed work in the public sector as a practitioner in government security management. Where a free choice of Electives is available these may be drawn from this or other Training Packages to reflect the particular work context or career plans of the individual.

### Number of units needed for qualification

**11 Units (9 Required + 2 Electives)**

### Required Units

PSPETHC501B	Promote the values and ethos of public service
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV512A	Use complex workplace communication strategies
PSPLEGN501B	Promote compliance with legislation in the public sector
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PSPSEC501A	Assess security risks
PSPSEC502A	Develop security risk management plans
PSPSEC503A	Implement and monitor security risk management plans
PSPSEC504A	Coordinate protective security

### Electives

#### Choose 2 Electives:

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.**

**Alternatively, one of these two Electives may be drawn from units of competency packaged at Certificate IV.**

## Key Area: **Road Transport Compliance**

**PSP41804**

**Certificate IV in Government (Road Transport Compliance)**

### Qualification Descriptor

This specialist qualification covers the competencies required of national road transport inspectors. 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.

### Number of units needed for qualification

**15 Units (12 Required + 3 Electives)**

### Required 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
PSPGOV417A	Identify and treat risks
PSPGOV422A	Apply government processes
PSPLEGN401A	Encourage compliance with legislation in the public sector
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PSPREG401C	Exercise regulatory powers
PSPREG405B	Act on non-compliance
PSPTRAN401A	Inspect vehicles
PSPTRAN402A	Assess driver compliance
PSPTRAN403A	Assess vehicle compliance

### Electives

PSPOHS301A	Contribute to workplace safety
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

**Choose 1 Elective only, from the 2 listed above** (units are mutually exclusive).

PSPTRAN404A	Conduct detailed vehicle examination
PSPTRAN501A	Provide specialist vehicle technical advice
PSPCRT406B	Compile and use official notes
PSPREG402C	Promote client compliance
PSPREG404C	Investigate non-compliance
PSPREG407B	Produce formal record of interview
PSPREG408C	Conduct search and seizure
PSPREG409B	Prepare a brief of evidence
PSPREG410B	Give evidence
PSPREG411A	Gather information through interviews
PSPREG412A	Gather and manage evidence
PSPREG415A	Receive and validate data
PSPREG416A	Conduct data analysis
PSPREG417A	Undertake compliance audits
PSPREG418A	Advise on progress of investigations
PSPREG419A	Finalise and report on investigations
PSPREG501B	Conduct prosecutions

**In addition, choose 2 Electives from those listed above.**

# Key Area: **Workplace Inspection**

**PSP51904**

## **Diploma of Government (Workplace Inspection)**

### **Qualification Descriptor**

This specialist qualification covers the competencies required by those responsible for the conduct of statutory investigation and enforcement of legislative requirements under workplace occupational health and safety legislation, and/or workers compensation legislation and/or injury management legislation, and/or workplace relations legislation. It has been specifically tailored to meet the needs of workplace inspectors/field officers or officers acting under the authority of this legislation and is also applicable to anyone in the public sector undertaking the function of workplace inspection.

### **Number of units needed for qualification**

**11 Units (7 Required + 4 Electives)**

### **Required Units**

PSPETHC501B	Promote the values and ethos of public service
PSPLEGN501B	Promote compliance with legislation in the public sector
PSPGOV512A	Use complex workplace communication strategies
PSPMNGT608B	Manage risk
PSPWPI501B	Evaluate workplace legislative compliance
PSPWPI502B	Facilitate improvement in workplace legislative performance
PSPWPI503B	Investigate possible breaches of workplace legislation

### **Electives**

PSPGOV502B	Develop client services
PSPGOV503B	Coordinate resource allocation and usage
PSPGOV504B	Undertake research and analysis
PSPGOV505A	Promote diversity
PSPGOV507A	Undertake negotiations
PSPGOV508A	Manage conflict
PSPGOV511A	Provide leadership
PSPGOV516A	Develop and use emotional intelligence
PSPREG410B	Give evidence

**Choose 4 Electives from those listed above.**

**Alternatively, one of these four Electives may be chosen from units in the Public Sector Training Package packaged at Diploma level.**

## SPECIALIST QUALIFICATIONS

Key Area: **Workplace Inspection**

**PSP60904**

### **Advanced Diploma of Government (Workplace Inspection)**

#### **Qualification Descriptor**

This specialist qualification covers the competencies required by those responsible for the management of statutory investigation and enforcement of legislative requirements under workplace occupational health and safety legislation, and/or workers compensation legislation, and/or injury management legislation, and/or workplace relations legislation. It has been specifically tailored to meet the needs of senior workplace inspectors/field officers or officers acting under the authority of this legislation and is also applicable to anyone in the public sector undertaking the function of workplace inspection. 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.

**Number of units needed for qualification**

**15 Units (9 Required +6 Electives)**

#### **Required Units**

PSPETHC601B	Maintain and enhance confidence in public service
PSPGOV601B	Apply government systems
PSPGOV602B	Establish and maintain strategic networks
PSPLEGN601B	Manage compliance with legislation in the public sector
PSPMNGT608B	Manage risk
PSPWPI601B	Improve compliance through industry partnerships
PSPWPI602B	Investigate complex issues
PSPWPI603B	Manage emerging issues
PSPWPI604B	Represent and promote the organisation

#### **Electives**

PSPHR603B	Provide advisory and mediation services
PSPMNGT605B	Manage diversity
PSPMNGT609B	Formulate business strategies
PSPPM601B	Direct complex project activities
PSPPOL603A	Manage policy implementation
PSPREG601B	Manage regulatory compliance
PSPREG602B	Evaluate regulatory compliance
PSPWPI605B	Audit management systems
PSPWPI606B	Contribute to the development and revision of legislation and related documents
BSBFLM505B	Manage operational plan
BSBFLM511B	Develop a workplace learning environment

**Choose 6 Electives from those listed above.**

**Alternatively, one of these six Electives may be chosen from units in the Public Sector Training Package packaged at Advanced Diploma level.**

## Key Area: **School Support Services**

**PSP30604**

**Certificate III in Government (School Support Services)**

### Qualification Descriptor

This specialist qualification covers the competencies required by those providing school support services in government schools in a range of functions such as finance, administration, technology, scientific assistance, library assistance, disability support, hospitality, janitorial and grounds services. It is not targeted at teacher aide occupations. Electives may be taken from a single stream, such as finance or disability support, or from a range of streams to suit the particular workplace. If, however, all electives are chosen from units coded PSPGOV, the resulting qualification is a generalist Certificate III in Government, rather than this specialist qualification. 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.

**Number of units needed for qualification**

**11 Units (5 Required + 6 Electives)**

### Required Units

PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPLEGN301B	Comply with legislation in the public sector

### Electives

PSPOHS301A	Contribute to workplace safety
PMLOHS300A	Work safely in accordance with defined policies and procedures

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

**In addition choose 4 Electives from the units listed in the following streams.**

Choose units from a range of competency streams, or from a single stream, such as finance or disability support (**with the exception of the generalist area**, where a choice of all units coded PSPGOV would result in a generalist Certificate III in Government rather than this specialist qualification).

### Generalist Electives

PSPGOV303B	Build and maintain internal networks	PSPGOV311A	Work with a coach or mentor
PSPGOV305B	Access and use resources and financial systems	PSPGOV312A	Use workplace communication strategies
PSPGOV306B	Implement change	PSPGOV313A	Compose workplace documents
PSPGOV307B	Organise workplace information	PSPGOV314A	Contribute to conflict management
PSPGOV309A	Address client needs	PSPGOV315A	Give and receive workplace feedback
PSPGOV310A	Work in and with small, regional and remote organisations		

### COMPETENCY STREAM: Administration

PSPPROC302A	Undertake basic procurement	BSBCM307A	Maintain business resources
BSBADM302A	Produce texts from notes	BSBRKG301A	Control records
BSBADM304A	Design and develop text documents	BSBFLM305B	Support operational plan
BSBADM305A	Create and use databases	BSBFLM309B	Support continuous improvement systems and processes
BSBEBUS301A	Search and assess online business information	BSBFLM311B	Support a workplace learning environment
BSBEBUS302A	Use and maintain electronic mail system		

### Key Area: **School Support Services**

#### **PSP30604 Certificate III in Government (School Support Services)**

*continued from page 57*

##### **COMPETENCY STREAM: Finance**

BSBEBUS304A	Buy online	BSBCMN308A	Maintain financial records
BSBEBUS307A	Bank online	FNBFIN62A	Evaluate and authorise payment requests
BSBADM308A	Process payroll	FNBFIN63A	Process payment documentation
BSBADM309A	Process accounts payable and receivable	FNBFIN65A	Process journal entries
BSBADM310A	Maintain a general ledger	FNBFIN68A	Prepare reports for management

##### **COMPETENCY STREAM: Technology**

CUSGEN01A	Use and adapt to changes in technology	ICAITS024C	Provide basic system administration
ICAITS030B	Install software to networked computers	ICAITS115B	Maintain equipment and software in working order
ICAITU127B	Support system software		

##### **COMPETENCY STREAM: Disability Support**

CHCDIS1C	Orientation to disability work	CHCDIS16B	Provide advanced behaviour support
CHCDIS3C	Provide services to people with disabilities	CHCDIS17A	Provide care and support for students with disabilities
CHCDIS12A	Provide care and support for students with severe physical disabilities	CHCDIS18A	Support students with special needs
CHCDIS14A	Support students with additional needs in the classroom	CHCIC1C	Interact effectively with children
CHCDIS15B	Provide behaviour support	CHCRF1C	Work effectively with families in caring for their child

##### **COMPETENCY STREAM: Library Support**

CULLB201A	Assist clients to use an information service effectively	CULLB303A	Accession and process resources
CULLB202A	Assist with the maintenance of service area	CULLB304A	Contribute to promotional programs and activities for clients
CULLB203A	Develop own information literacy skills	CULLB305A	Process orders
CULLB205A	Prepare, process and store resources	CULLB306A	Respond to requests from other information providers for material
CULLB302A	Use bibliographic methods	CULLB307A	Use multimedia equipment

##### **COMPETENCY STREAM: Scientific Assistance**

PMLDATA300A	Process and record data	PMLTEST303A	Prepare working solutions
PMLMAIN300A	Maintain the laboratory fit for purpose	PMLTEST304A	Prepare culture media
PMLQUAL300A	Contribute to the achievement of quality objectives	PMLTEST305A	Perform aseptic techniques
PMLSCIG300A	Operate basic handblowing equipment	PMLTEST306A	Assist with fieldwork
PMLSCIG301A	Repair glass apparatus using simple glassblowing equipment	PMLTEST307A	Prepare trial batches for evaluation
PMLTEST300A	Perform basic tests	PMLOHS301A	Work safely with instruments that emit ionising radiation
PMLTEST301A	Perform biological laboratory procedures	PMLSAMP300A	Handle and transport samples
PMLTEST302A	Calibrate testing equipment and assist with its maintenance	PMLSAMP301A	Receive and prepare a range of samples for pathology testing

## SPECIALIST QUALIFICATIONS

### Key Area: **School Support Services**

#### **PSP30604 Certificate III in Government (School Support Services)**

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##### **COMPETENCY STREAM: Hospitality**

THHBCAT02B	Package prepared foodstuffs	THHBCC01B	Use basic methods of cookery
THHBCAT03B	Transport and store food in a safe and hygienic manner	THHBCC03B	Prepare stocks, sauces and soups
THHBCC11B	Implement food safety procedures	THHBCC04B	Prepare vegetables, eggs and farinaceous dishes
THHBKA01B	Organise and prepare food	THHGHS02B	Clean premises and equipment
THHBKA03B	Receive and store kitchen supplies	THHBH05B	Launder linen and guest clothes
THHBKA04B	Clean and maintain kitchen premises	THHBKA02B	Present food
THHBCAT06B	Apply catering control principles	THHGHS01B	Follow workplace hygiene procedures

##### **COMPETENCY STREAM: Janitorial & Grounds**

AUR70508A	Carry out manual handling operations	PRSSO303A	Determine response to security risk situation
BCCCM2001B	Use civil construction hand and power tools	PSPPROC302A	Undertake basic procurement
BSBCMN406A	Maintain business technology	SRCAQU001A	Monitor pool water quality
FPIC2007A	Maintain chainsaws	SRCAQU004A	Maintain pool water quality
FPIC2011A	Cross-cut materials with a hand held chainsaw	TDTA2297B	Participate in stocktakes
NWP229A	Construct and/or repair minor structures	TDTD397C	Handle dangerous goods/hazardous substances
PRSSO207A	Respond to security risk situation	RTC2304A	Operate and maintain chainsaws*

\* In jurisdictions with licensing requirements for chainsaw operators, this unit is recommended in preference to FPIC2011A Cross-cut materials with a hand held chainsaw

##### **In addition, choose 1 Elective:**

from those listed, **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 unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Certificate II level.**

Key Area: **School Support Services**

**PSP41904**

**Certificate IV in Government (School Support Services)**

### Qualification Descriptor

This specialist qualification covers the competencies required by staff working at an experienced level providing school support services in government schools. It is not targeted at teacher aide occupations. Electives may be taken from a single stream, such as administration or library support, or from a range of streams to suit the particular workplace. If, however, all electives are chosen from units coded PSPGOV, the resulting qualification is a generalist Certificate IV in Government, rather than this specialist qualification. 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.

**Number of units needed for qualification**    **15 Units (6 Required + 9 Electives)**

### Required 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

### Electives

PSPOHS301A	Contribute to workplace safety
PMLOHS300A	Work safely in accordance with defined policies and procedures
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

**Choose 1 Elective only from the 3 listed above** (units are mutually exclusive).

**In addition choose 6 Electives from the units listed in the following streams.**

Choose units from a range of competency streams, or from a single stream such as administration or library support (**with the exception of the generalist area**, where a choice of all units coded PSPGOV would result in a generalist Certificate IV in Government rather than this specialist qualification).

### Generalist Electives

PSPGOV403B	Use resources to achieve work unit goals	PSPGOV416A	Monitor performance and provide feedback
PSPGOV404B	Develop and implement work unit plans	PSPGOV417A	Identify and treat risks
PSPGOV405B	Provide input to change processes	PSPGOV418A	Develop internal and external networks
PSPGOV406B	Gather and analyse information	PSPGOV419A	Work with interpreters
PSPGOV410A	Undertake career planning	PSPGOV420A	Use translation services
PSPGOV411A	Deal with conflict	PSPGOV421A	Exercise delegations
PSPGOV413A	Compose complex workplace documents	PSPGOV507A	Undertake negotiations
PSPGOV414A	Provide workplace mentoring	PSPGOV508A	Manage conflict
PSPGOV415A	Provide workplace coaching	PSPPOL404A	Support policy implementation

## SPECIALIST QUALIFICATIONS

### Key Area: **School Support Services**

#### PSP41904 Certificate IV in Government (School Support Services)

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##### COMPETENCY STREAM: Administration

PSPFIN401A	Use public sector financial processes	PSPPROC406A	Procure goods and services
BSBADM402A	Produce complex business documents	BSBCMN406A	Maintain business technology
BSBADM403A	Develop and use complex databases	BSBCMN408A	Report on financial activity
BSBADM404A	Develop and use complex spreadsheets	BSBCMN409A	Promote products and services
BSBADM405A	Organise meetings	BSBFLM406B	Implement workplace information system
BSBADM408A	Prepare financial reports	BSBSBM404A	Undertake business planning
BSBEBUS401A	Conduct online research	BSBSBM406A	Manage finances
BSBRKG402A	Provide information from and about records	FNBFIN67A	Produce management reports to enable effective decision making
BSBRKG403A	Set up a business or records system for a small office	FNBFIN69A	Analyse and comment on management reports

##### COMPETENCY STREAM: Human Resource Management

BSBCMN402A	Develop work priorities	BSBFLM403B	Implement effective workplace relationships
BSBCMN404A	Develop teams and individuals	BSBFLM405B	Implement operational plan
BSBCMN412A	Promote innovation and change	BSBFLM412A	Promote team effectiveness
BSBHR401A	Administer human resource systems	BSBSBM407A	Manage a small team
BSBHR403A	Process human resource documents and inquiries	PSPHR402A	Administer human resource processes
BSBHR404A	Co-ordinate human resource services	PSPHR403A	Provide a consultancy service for human resource management

##### COMPETENCY STREAM: Library Support

CULLB401A	Contribute to client access to information	CULLB410A	Obtain information resources from remote sources for clients
CULLB407A	Use networked services effectively to provide access to information	CULLB412A	Undertake cataloguing activities
CULLB408A	Acquire and process resources for access		

##### COMPETENCY STREAM: Scientific Assistance

PMLDATA501A	Use laboratory application software	PMLTEST401A	Perform non-instrumental tests/procedures
PMLMAIN500A	Maintain and control stocks	PMLTEST402A	Prepare, standardise and use solutions
PMLQUAL401A	Apply quality systems and continuous improvement processes	PMLTEST500A	Calibrate and maintain instruments
PMLTEST400A	Perform instrumental tests/procedures		

##### COMPETENCY STREAM: Technology

ICAITS108B	Complete database back-up and recovery	ICAITS125B	Monitor and administer a database
ICAITS110B	Implement system software changes	ICAITS134A	Provide remote helpdesk support
ICAITS113B	Identify and resolve common database performance problems	ICAITS191A	Maintain web site performance
ICAITS114B	Implement maintenance procedures	ICPMM21CA	Capture a digital image
ICAITS124B	Monitor and administer network security		

##### In addition, choose 2 Electives:

from those listed, **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.**

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

## SPECIALIST QUALIFICATIONS

Key Area: **School Support Services**

**PSP30704**

### Certificate III in School Support Services

#### Qualification Descriptor

This specialist qualification covers the competencies required by those providing school support services in non-government schools in a range of functions such as finance, administration, technology, scientific assistance, library assistance, disability support, hospitality, janitorial and grounds services. It is not targeted at teacher aide occupations. Electives may be taken from a single stream, such as finance or disability support, or from a range of streams to suit the particular workplace. If, however, all electives are chosen from units coded PSPGOV, the resulting qualification is a generalist Certificate III in Government, rather than this specialist qualification. 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.

**Number of units needed for qualification**    **11 Units**    **(5 Required + 6 Electives)**

#### Required Units

PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies
CHCADMIN5C	Work within the administration protocols of the organisation

#### Electives

PSPOHS301A	Contribute to workplace safety
PMLOHS300A	Work safely in accordance with defined policies and procedures

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

**In addition choose 4 Electives from the units listed in the following streams.**

Choose units from a range of competency streams, or from a single stream, such as finance or disability support (**with the exception of the generalist area, where a choice of all units coded PSPGOV would result in a generalist Certificate III in Government rather than this specialist qualification**).

#### Generalist Electives

PSPGOV303B	Build and maintain internal networks	PSPGOV310A	Work in and with small, regional and remote organisations
PSPGOV305B	Access and use resources and financial systems	PSPGOV311A	Work with a coach or mentor
PSPGOV306B	Implement change	PSPGOV313A	Compose workplace documents
PSPGOV307B	Organise workplace information	PSPGOV314A	Contribute to conflict management
PSPGOV309A	Address client needs	PSPGOV315A	Give and receive workplace feedback

#### COMPETENCY STREAM: Administration

PSPPROC302A	Undertake basic procurement	BSBCMN307A	Maintain business resources
BSBADM302A	Produce texts from notes	BSBRKG301A	Control records
BSBADM304A	Design and develop text documents	BSBFLM305B	Support operational plan
BSBADM305A	Create and use databases	BSBFLM309B	Support continuous improvement systems and processes
BSBEBUS301A	Search and assess online business information		
BSBEBUS302A	Use and maintain electronic mail system	BSBFLM311B	Support a workplace learning environment

## SPECIALIST QUALIFICATIONS

### Key Area: **School Support Services**

#### PSP41904 Certificate IV in Government (School Support Services)

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##### COMPETENCY STREAM: Finance

BSBEBUS304A	Buy online	BSBEBUS307A	Bank online
BSBADM308A	Process payroll	FNBFIN62A	Evaluate and authorise payment requests
BSBADM309A	Process accounts payable & receivable	FNBFIN63A	Process payment documentation
BSBADM310A	Maintain a general ledger	FNBFIN65A	Process journal entries
BSBCM308A	Maintain financial records	FNBFIN68A	Prepare reports for management

##### COMPETENCY STREAM: Technology

CUSGEN01A	Use and adapt to changes in technology	ICAITS024C	Provide basic system administration
ICAITS030B	Install software to networked computers	ICAITS115B	Maintain equipment and software in working order
ICAITU127B	Support system software		

##### COMPETENCY STREAM: Disability Support

CHCDIS1C	Orientation to disability work	CHCDIS16B	Provide advanced behaviour support
CHCDIS3C	Provide services to people with disabilities	CHCDIS17A	Provide care and support for students with disabilities
CHCDIS12A	Provide care and support for students with severe physical disabilities	CHCDIS18A	Support students with special needs
CHCDIS14A	Support students with additional needs in the classroom	CHCIC1C	Interact effectively with children
CHCRF1C	Work effectively with families in caring for their child	CHCDIS15B	Provide behaviour support

##### COMPETENCY STREAM: Library Support

CULLB201A	Assist clients to use an information service effectively	CULLB303A	Accession and process resources
CULLB202A	Assist with the maintenance of service area	CULLB304A	Contribute to promotional programs and activities for clients
CULLB203A	Develop own information literacy skills	CULLB305A	Process orders
CULLB205A	Prepare, process and store resources	CULLB306A	Respond to requests from other information providers for material
CULLB302A	Use bibliographic methods	CULLB307A	Use multimedia equipment

##### COMPETENCY STREAM: Scientific Assistance

PMLDATA300A	Process and record data	PMLTEST303A	Prepare working solutions
PMLMAIN300A	Maintain the laboratory fit for purpose	PMLTEST304A	Prepare culture media
PMLTEST305A	Perform aseptic techniques	PMLQUAL300A	Contribute to the achievement of quality objectives
PMLTEST306A	Assist with fieldwork	PMLSCIG300A	Operate basic handblowing equipment
PMLTEST307A	Prepare trial batches for evaluation	PMLSCIG301A	Repair glass apparatus using simple glassblowing equipment
PMLOHS301A	Work safely with instruments that emit ionising radiation	PMLTEST300A	Perform basic tests
PMLSAMP300A	Handle and transport samples	PMLTEST301A	Perform biological laboratory procedures
PMLSAMP301A	Receive and prepare a range of samples for pathology testing	PMLTEST302A	Calibrate testing equipment and assist with its maintenance

## SPECIALIST QUALIFICATIONS

### Key Area: **School Support Services**

#### **PSP41904 Certificate IV in Government (School Support Services)**

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##### **COMPETENCY STREAM: Hospitality**

THHBCAT02B	Package prepared foodstuffs	THHBCC01B	Use basic methods of cookery
THHBCAT03B	Transport and store food in a safe and hygienic manner	THHBCC03B	Prepare stocks, sauces and soups
		THHBCC04B	Prepare vegetables, eggs and farinaceous dishes
THHBCC11B	Implement food safety procedures	THHGHS02B	Clean premises and equipment
THHBKA01B	Organise and prepare food	THHBH05B	Launder linen and guest clothes
THHBKA03B	Receive and store kitchen supplies	THHBKA02B	Present food
THHBKA04B	Clean and maintain kitchen premises	THHGHS01B	Follow workplace hygiene procedures
THHBCAT06B	Apply catering control principles		

##### **COMPETENCY STREAM: Janitorial & Grounds**

AUR70508A	Carry out manual handling operations	PRSSO303A	Determine response to security risk situation
BCCCM2001B	Use civil construction hand and power tools	PSPPROC302A	Undertake basic procurement
BSBCM406A	Maintain business technology	SRCAQU001A	Monitor pool water quality
FPIC2007A	Maintain chainsaws	SRCAQU004A	Maintain pool water quality
FPIC2011A	Cross-cut materials with a hand held chainsaw	TDTA2297B	Participate in stocktakes
NWP229A	Construct and/or repair minor structures	TDTD397C	Handle dangerous goods/hazardous substances
PRSSO207A	Respond to security risk situation		
		RTC2304A	Operate and maintain chainsaws*

\* In jurisdictions with licensing requirements for chainsaw operators, this unit is recommended in preference to FPIC2011A Cross-cut materials with a hand held chainsaw

##### **In addition, choose 1 Elective:**

from those listed, **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 unit selected does not duplicate content covered in any PSP units.**

**Alternatively, this Elective may be drawn from units of competency packaged at Certificate II level.**

## SPECIALIST QUALIFICATIONS

Key Area: **School Support Services**

**PSP42004**

### Certificate IV in School Support Services

#### Qualification Descriptor

This specialist qualification covers the competencies required by staff working at an experienced level providing school support services in non-government schools. It is not targeted at teacher aide occupations. Electives may be taken from a single stream, such as administration or library support, or from a range of streams to suit the particular workplace. If, however, all electives are chosen from units coded PSPGOV, the resulting qualification is a generalist Certificate IV in Government, rather than this specialist qualification. 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.

**Number of units needed for qualification**    **15 Units**    **(6 Required + 9 Electives)**

#### Required Units

PSPGOV402B	Deliver and monitor service to clients
PSPGOV403B	Use resources to achieve work unit goals
PSPGOV408A	Value diversity
PSPGOV412A	Use advanced workplace communication strategies
CHCADMIN5C	Work within the administration protocols of the organisation
CHCLEG401A	Utilise legislation

#### Electives

PSPOHS301A	Contribute to workplace safety
PMLOHS300A	Work safely in accordance with defined policies and procedures
PSPOHS401B	Implement workplace safety procedures and programs (supervisory staff)

**Choose 1 Elective only from the 3 listed above** (units are mutually exclusive).

**In addition choose 6 Electives from the units listed in the following streams.**

Choose units from a range of competency streams, or from a single stream such as administration or library support **(with the exception of the generalist area, where a choice of all units coded PSPGOV would result in a generalist Certificate IV in Government rather than this specialist qualification).**

#### Generalist Electives

PSPGOV404B	Develop and implement work unit plans	PSPGOV416A	Monitor performance and provide feedback
PSPGOV405B	Provide input to change processes	PSPGOV417A	Identify and treat risks
PSPGOV406B	Gather and analyse information	PSPGOV418A	Develop internal and external networks
PSPGOV410A	Undertake career planning	PSPGOV419A	Work with interpreters
PSPGOV411A	Deal with conflict	PSPGOV420A	Use translation services
PSPGOV413A	Compose complex workplace documents	PSPGOV507A	Undertake negotiations
PSPGOV414A	Provide workplace mentoring	PSPGOV508A	Manage conflict
PSPGOV415A	Provide workplace coaching	PSPPOL404A	Support policy implementation

#### COMPETENCY STREAM: Administration

PSPPFIN401A	Use public sector financial processes	PSPPROC406A	Procure goods and services
BSBADM402A	Produce complex business documents	BSBCMN406A	Maintain business technology
BSBADM403A	Develop and use complex databases	BSBCMN408A	Report on financial activity
BSBADM404A	Develop and use complex spreadsheets	BSBCMN409A	Promote products and services
BSBADM405A	Organise meetings	BSBFLM406B	Implement workplace information system
BSBADM408A	Prepare financial reports	BSBSBM404A	Undertake business planning
BSBEBUS401A	Conduct online research	BSBSBM406A	Manage finances
BSBRKG402A	Provide information from and about records	FNBFIN67A	Produce management reports to enable effective decision making
BSBRKG403A	Set up a business or records system for a small office	FNBFIN69A	Analyse and comment on management reports

## SPECIALIST QUALIFICATIONS

### Key Area: **School Support Services**

#### PSP42004 Certificate IV in School Support Services

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##### COMPETENCY STREAM: Human Resource Management

BSBCMN402A	Develop work priorities	BSBFLM403B	Implement effective workplace relationships
BSBCMN404A	Develop teams and individuals	BSBFLM405B	Implement operational plan
BSBCMN412A	Promote innovation and change	BSBFLM412A	Promote team effectiveness
BSBHR401A	Administer human resource systems	BSBSBM407A	Manage a small team
BSBHR403A	Process human resource documents and inquiries	PSPHR402A	Administer human resource processes
BSBHR404A	Co-ordinate human resource services	PSPHR403A	Provide a consultancy service for human resource management

##### COMPETENCY STREAM: Library Support

CULLB401A	Contribute to client access to information	CULLB410A	Obtain information resources from remote sources for clients
CULLB407A	Use networked services effectively to provide access to information	CULLB412A	Undertake cataloguing activities
CULLB408A	Acquire and process resources for access		

##### COMPETENCY STREAM: Scientific Assistance

PMLDATA501A	Use laboratory application software	PMLTEST401A	Perform non-instrumental tests/procedures
PMLMAIN500A	Maintain and control stocks	PMLTEST402A	Prepare, standardise and use solutions
PMLQUAL401A	Apply quality systems and continuous improvement processes	PMLTEST500A	Calibrate and maintain instruments
PMLTEST400A	Perform instrumental tests/procedures		

##### COMPETENCY STREAM: Technology

ICAITS108B	Complete database back-up and recovery	CAITS125B	Monitor and administer a database
IICAITS110B	Implement system software changes	ICAITS134A	Provide remote helpdesk support
ICAITS113B	Identify and resolve common database performance problems	ICAITS191A	Maintain web site performance
ICAITS114B	Implement maintenance procedures	ICPMM21CA	Capture a digital image
ICAITS124B	Monitor and administer network security		

##### In addition, choose 2 Electives:

from those listed, **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.**

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

# IMPORTED QUALIFICATION

## Key Area: **Business**

**BSB10101**

**Certificate I in Business**

### Qualification Descriptor

This qualification covers the provision of office services and the performance of administrative duties. The qualification is suitable for VET in Schools programs or other transition or induction training programs. Electives should reflect the potential responsibilities of the individual and the job skills required for effective performance. The qualification has been imported from the Business Services Training Package BSB01.

### Number of units needed for qualification

**6 Units (1 Required + 5 Electives)**

### Required Units

BSBCMN106A Follow workplace safety procedures

### Electives

#### Choose 5 Electives from those listed below.

BSBCMN101A	Prepare for work
BSBCMN102A	Complete daily work activities
BSBCMN103A	Apply basic communication skills
BSBCMN104A	Plan skills development
BSBCMN105A	Use business equipment
BSBCMN107A	Operate a personal computer
BSBCMN108A	Develop keyboard skills
BSBCMN109A	Follow environmental work practices

