



**Australian Government**

**Australian Public Service Commission**

# **Candidate Skills Recognition Booklet**

**PSP40104 Certificate IV in Government**

**PSPGOV403B: Use resources to achieve  
work unit goals**



**NATIONALLY RECOGNISED  
TRAINING**

**Candidate Name:  
Department/Agency:  
Telephone:  
Email:**

## Skills Recognition

This Booklet is designed for the recognition candidate to initially self-assess against each element within the unit of competency. It is, however, recommended that the supervisor is involved in supporting the Candidate through the assessment of their skills.

While this Booklet addresses each of these elements individually, they will be assessed together as a Unit of Competency or in conjunction with a number of Units.

This Booklet:

- ⇒ provides a framework to guide the Candidate in preparing a portfolio of evidence as a basis for recognition under the National Skills Framework for this Unit of Competency
- ⇒ breaks the unit down into its component elements and addresses these in order. While the recognition process itself will be more holistic, the Booklet allows Candidates to address each element either in isolation or in combination with other elements or Units
- ⇒ encourages the Candidate to identify evidence from within the workplace, if possible
- ⇒ contains a range statement that explains some of the terms in italics used in the Performance Criteria for each element
- ⇒ provides examples and optional work based activities
- ⇒ includes a third party report template and a feedback form.

Candidates should familiarise themselves with the information contained in the Candidates Information Guide that can be downloaded from the Australian Public Service Commission's website: <http://www.apsc.gov.au/rto/>

More information about the Unit of Competency contained in this booklet is available from the National Training Information Service. A link to the unit is included on page 3 of this booklet.

**Note: Evidence must be gathered over time in a range of contexts to ensure you can achieve the unit outcome and apply the competency in different situations and environments.**

This Booklet can be downloaded from the Australian Public Service Commission website <http://www.apsc.gov.au/rto/> and printed for completion by hand or electronic means. If there is insufficient space to record your input, please insert or attach additional pages. A completed copy of this booklet (with appropriate supporting evidence) can be submitted for recognition which can lead to the awarding of a nationally recognised Statement of Attainment or a Qualification from the Australian Public Service Commission.

## Use resources to achieve work unit goals

### Introduction

This is a core unit of competency in the PSP40104 Certificate IV in Government and covers organisation of available resources at a senior operative rather than managerial level to facilitate achievement of work unit objectives.

Being competent in this unit means being able to:

- ✓ *Acquire and apply available resources*
- ✓ *Monitor and report on resource usage*
- ✓ *Maintain resources*

There are other related competencies in the key area of Working in Government and Management that deal with resources. If you feel this unit: **Use resources to achieve work unit goals** is not appropriate to your skill level, please consider one of the Units below as an alternative.

- PSPGOV204B Access and use resources
- PSPGOV305B Access and use resources and financial systems
- PSPGOV503B Coordinate resource allocation and usage

### Useful links

Unit of Competency: PSPGOV403B Use resources to achieve work unit goals

<http://www.ntis.gov.au/Default.aspx?/trainingpackage/PSP04/unit/PSPGOV403B>

The National Training Information Service: <http://www.ntis.gov.au/>

The APSC Registered Training Organisation website: <http://www.apsc.gov.au/rto/>

### For further information

Please consult the Commission's Candidate Information Guide for additional information on the recognition process and how to initiate formal assessment and recognition by the Australian Public Service Commission.

## Information for supervisors

As a supervisor you play an important role in assisting the Candidate to develop their skills. By undertaking this recognition activity, the Candidate will be assessed against competencies developed by Government Skills Australia, the Industry Skills Council with responsibility for the public sector. By having their skills recognised, the Candidate is contributing to the identification of your organisation's intellectual capital.

As every organisation is different, you may be able to assist the Candidate identify the work requirements, work practices and knowledge relevant to your environment.

The Candidate is encouraged to complete the self-assessment checklist and identify appropriate evidence, which is then recorded in the 'supporting evidence list' section. Sample work-based activities have been included in the Booklet for the candidate who is unable to identify sufficient evidence to address each competency and needs to produce further evidence of their skills and knowledge. The sample activities in the Booklet could be modified by the candidate and their supervisor to better suit workplace requirements and needs.

## Third party reports

At the end of the booklet is a blank Third Party Report template. In some cases the candidate may require a corroborating statement from a third party. Supervisors, or other third parties, can complete these reports, where appropriate, which Candidates can add to their portfolio of evidence.

On completing their portfolio of evidence, Candidates can submit it to the Australian Public Service Commission for recognition, which can contribute to the awarding of a Diploma of Government.

## Benefits for Supervisors

The self assessment process will enable you and your staff to identify current skill levels and assists you in determining if your staff are ready to undertake recognition or whether they may require additional training and/or development. Formal training can be an expensive option, especially if the Candidate can already demonstrate their existing skills and have them recognised.

Additionally, the assistance you provide the Candidate can be used as evidence for recognition of your skills against the *PSPGOV416A Monitor performance and provide feedback* and *PSPGOV510A Undertake and promote career management* units of competency.

## Further information

If you have any questions, you can contact the National Recognition Coordinator on 02 6202 3787 or email your query to [rto@apsc.gov.au](mailto:rto@apsc.gov.au).

## Feedback

Finally, a feedback form template is included at the end of this Booklet. As we seek to continuously improve our processes, procedures and resource materials, we would appreciate your feedback as a supervisor. You can use a copy this template to detail your comments. If you provide feedback, consider keeping a copy of your submission as it supports *PSPGOV405B Provide Input to change processes*.

## 1 Acquire and apply available resources

This element requires:

- Available **resources** are identified and gaps filled in accordance with work unit plans
- **Procedures** are applied that promote efficient, economical and effective allocation and distribution of resources
- Acquisition and storage of resources is carried out in accordance with **legislation, organisational policy and procedures**
- Resource handling is undertaken in accordance with established work practices and guidelines, including occupational health and safety and security requirements

Text in **italics** is explained in the Range Statement on page 12 of the Booklet.



### Self assessment

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do I identify available <b>resources</b> and fill gaps in accordance with work unit plans?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I apply <b>procedures</b> that promote efficient, economical and effective allocation and distribution of resources?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I carry out acquisition and storage of resources in accordance with <b>legislation, organisational policy and procedures</b> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I undertake resource handling in accordance with established work practices and guidelines, including occupational health and safety and security requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



### Examples of evidence

The following list may provide guidance in identifying suitable evidence of your knowledge and skills.

- List of the resources available to your work unit, their usual location and details of how you acquire access to each of them
- List of the organisational procedures, work practices and guidelines (including OHS and security requirements) and service contracts which you apply to your responsibilities for organising, allocating, and handling the resources in your unit
- Internal correspondence/reports/forms which you have prepared for the following activities or a brief description of how you undertake the following activities in your work role:
  - acquiring resources
  - allocating and distributing resources
  - organising the storing of resources



### Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.



#### Work-based activity: Acquire and apply available resources

Based on your work unit or individual work plans, identify the resources required to enable implementation and achieve your objectives. Complete the following checklist to record your findings.



#### Activity checklist

Briefly describe the work activity for which resources are required.	
List all resources required for each work activity	
Identify those resources currently available and those that need to be obtained.	
How will you ensure that resources are allocated and distributed in an efficient, economical and effective manner?	
What are the procedures or processes for acquiring resources in your work area?	
What are the procedures or processes for storing resources in your work area?	
How do you ensure resources are handled in accordance with established work practices and guidelines?	
What occupational health and safety and security requirements apply to the use of resources in your workplace?	

## 2 Monitor and report on resource usage

This element requires:

- Trends on resource usage are monitored and reported in accordance with organisational requirements
- Records of resource usage are maintained in accordance with relevant legislation and guidance
- Relevant financial and resource management systems are operated in accordance with organisational policy and procedures
- Resource shortfalls are identified and recommendations made to address these



### Self assessment

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do I monitor trends on resource usage and report in accordance with organisational requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I maintain records of resource usage in accordance with relevant legislation and guidance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I operate relevant financial and resource management systems in accordance with organisational policy and procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I identify resource shortfalls and make recommendations to address these?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



### Examples of evidence

The following list may provide guidance in identifying suitable evidence of your knowledge and skills.

- Internal correspondence/reports/forms which you have prepared for the following activities or a brief description of how you undertake the following activities in your work role:
  - identifying trends in resource usage
  - identifying resource shortfalls
  - making recommendations to address resource shortfalls
- Records you have maintained on resource usage (including financial records)



### Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this Booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.



### Work-based activity: Monitor and report on resource usage

Analyse existing processes within your workgroup, or develop and implement a process, to monitor and report on resource usage within your work unit.

Use the following checklist to describe this activity.



### Activity checklist

What resources are included in this activity?	
How frequently is usage of these resources recorded?	
How are the usage records maintained?	
What trends in resources usage have been detected over time?	
What financial and resource management systems are used within your work-group?	
What procedures cover the operation of these systems?	
How are levels of resource usage reported?	
Third party confirmation:	Signature: ..... Date:.....

### 3 Maintain resources

This element requires:

- Resources are maintained in accordance with manufacturers' and organisational guidelines and service contracts
- Maintenance of resources is organised to facilitate work practices and outcomes
- Contingency plans are developed to ensure operational continuity



#### Self assessment

Answering the following questions will help you assess the level of your current skills and help you identify appropriate evidence for your portfolio.

Ask yourself the following questions and indicate your response accordingly.	Yes	No	?	If you answer <b>Yes</b> , list examples of evidence you can provide
Do I maintain resources in accordance with manufacturers' and organisational guidelines and service contracts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I organise maintenance of resources to facilitate work practices and outcomes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I develop contingency plans to ensure operational continuity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



#### Examples of evidence

The following list may provide guidance in identifying suitable evidence of your knowledge and skills.

- List of the organisational procedures, work practices and guidelines (including OHS and security requirements) and service contracts which you apply to your responsibilities for organising, allocating, **handling and maintaining** the resources in your work unit
- Correspondence, or other records, detailing your involvement in maintaining physical resources to ensure operability and availability.



#### Confirm self-assessment with supervisor

Discuss your self assessment with your supervisor or other support person. If you have answered **Yes** to a question you should be able to identify potential examples of evidence to support this. List details of the evidence that you can enclose in a portfolio to submit with this Booklet.

Reference number	Details of documents or other evidence that demonstrates your knowledge, skills and abilities.

If you have answered **No** to any of the above questions, or are unsure, or have been unable to identify sufficient suitable evidence, you could consider whether training, a work based activity or some other form of development would assist you in developing these skills.

The following work-based activity may assist in generating evidence for inclusion above.

 **Work-based activity:** Maintain resources

Review the range of mechanical resources in your work area and identify the procedures and/or processes for their correct use and maintenance.

Use the following checklist to record your findings.

**Activity checklist**

List the resources you have included in your activity.	
Locate and record the location of manufacturers' instructions for their use and maintenance.	
Identify what resources are subject to service contracts and/or agreements.	
Detail the processes whereby maintenance of these items is arranged.	
Identify who within your organisation is responsible for organising service and repairs of office equipment	
Outline your role in ensuring the ongoing maintenance of resources.	
Detail appropriate contingency plans to ensure operational continuity should existing resources become unavailable.	

## Range statement

The following information is taken from the Unit of Competency as outlined in the Public Sector Training Package (PSP04).

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

<b>Resources</b> may include	<ul style="list-style-type: none"> <li>• knowledge, information and other intellectual resources</li> <li>• human resources</li> <li>• finances</li> <li>• facilities</li> <li>• equipment</li> <li>• stock and supplies</li> </ul>
<b>Work unit plans</b> may include	<ul style="list-style-type: none"> <li>• resource plans</li> <li>• project plans</li> <li>• daily plans</li> <li>• budgets</li> <li>• business plans</li> </ul>
<b>Procedures</b> may include	<ul style="list-style-type: none"> <li>• occupational health and safety</li> <li>• financial and accounting procedures and reporting requirements</li> <li>• audit and legislative requirements</li> </ul>
<b>Legislation, organisational policy and procedures</b> may include	<ul style="list-style-type: none"> <li>• State/Territory and Commonwealth legislation and regulations such as:             <ul style="list-style-type: none"> <li>○ public sector management acts</li> <li>○ financial management acts</li> <li>○ privacy legislation</li> <li>○ freedom of information</li> <li>○ copyright</li> <li>○ equal employment opportunity, anti-discrimination and harassment legislation</li> <li>○ occupational health and safety legislation</li> <li>○ consumer legislation</li> <li>○ environment legislation</li> </ul> </li> <li>• risk management guidelines</li> <li>• ethics and accountability standards</li> <li>• public sector standards</li> <li>• fraud control standards</li> <li>• government security standards</li> <li>• organisational policy, procedures and protocols</li> </ul>

### Do you have any questions?

A list of Frequently Asked Questions is published in the Candidate Information Guide and also available via the Australian Public Service Commission's RTO website.

<http://www.apsc.gov.au/rto/faq.html>

 **Third party report**

Third party reports provide supplementary evidence to support the recognition of your skills. Completed Third Party Reports can be referenced in your booklet and a copy placed in your portfolio of evidence. Copy this form if you require additional Reports. An electronic version in Microsoft Word format can be downloaded from <http://www.apsc.gov.au/rto/downloads.html>.

 **Candidate to complete:**

Dear <insert name of third party>,

In support of my seeking skills recognition I am requesting a third party report for the following Unit of Competency element.

<Candidate to write in element name>

I would appreciate your comments in relation to myself against the above criteria I would appreciate your return of the report to me on completion

Portfolio reference: \_\_\_\_\_

Candidate Name: ..... Signature:.....

 **Third Party to complete:**

It would be appreciated if you could provide comments relating to the above-named Candidate for recognition against the criteria they have selected

Please provide your appraisal on the Candidate in the context of observed performance. Where possible please refer to relevant situations and examples of which you have observed or are aware.

Name:	Signature:
Position:	Date:
Relationship to Candidate: Indicate one (eg supervisor, manager, peer, other)	Duration: for ..... months

If you have any queries about this process, please email the [rto@apsc.gov.au](mailto:rto@apsc.gov.au)  
Additional information is available on the Australian Public Service Commission's RTO website:  
<http://www.apsc.gov.au/rto/>

## Feedback

The Australian Public Service Commission welcomes for comments, feedback and suggestions for improvement.

We hope you have had the opportunity to review this booklet and would especially appreciate your thoughts.

Please forward completed forms to:

National Recognition Coordinator  
Level 5, 16 Furzer Street  
PHILLIP ACT 2606  
Facsimile: 02 6202 3799  
Email: [rto@apsc.gov.au](mailto:rto@apsc.gov.au)

## Please Note:

If you provide feedback, keep a copy for your evidence portfolio as it supports *PSPGOV405B Provide Input to change processes*.

Please tick / circle your answers

1. I found this Skill Recognition Booklet to be?

Difficult to use      1      2      3      4      5      Easy to use

2. What suggestions do you have to improve this Skills Recognition Booklet?

- 3 Other comments