



Australian Government

Australian Public Service Commission

Candidate Skills Recognition Booklet

PSP40104 Certificate IV in Government

**PSPGOV404B: Develop and implement
work unit plans**



**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 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.

Develop and implement work unit plans

Introduction

This is a core unit of competency in the PSP40104 Certificate IV in Government and covers development and implementation of work unit plans at both the work unit and individual level to achieve results through planning.

Being competent in this unit means being able to:

- ✓ Participate in planning activities
- ✓ Prepare individual work plans
- ✓ Implement and evaluate work plans

There are other related competencies in the key area of working in government and management that deal with working with others. If you feel this unit: **Develop and implement work unit plans** is not appropriate to your skill level, please consider one of the Units below as an alternative.

- PSPGOV302B Contribute to workgroup activities
- PSPGOV511A Provide leadership
- PSPGOV516A Develop and use emotional intelligence

Useful links

Unit of Competency: PSPGOV404B Develop and implement work unit plans

<http://www.ntis.gov.au/Default.aspx?/trainingpackage/PSP04/unit/PSPGOV404B>

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

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

Relationship to the Integrated Leadership System

This Unit of Competency underpins the following capabilities outlined in the Integrated Leadership System.

APS 6 Achieves results

- Responds positively to change
- Takes responsibility for managing work projects to achieve results

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.

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 Participate in planning activities

This element requires:

- Contributions are made to planning that reflect a knowledge of corporate goals and their relationship to work unit and individual plans
- Consideration of **workplace requirements** is reflected in contributions to **work unit plans**
- Planning activities are completed as requested within the defined timeframe and meet the organisation's requirements
- Feedback is sought and acted on in relation to effectiveness of input to planning activities

Text in **italics** is explained in the Range Statement on page 13 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 Yes , list examples of evidence you can provide
Do I make contributions to planning that reflects knowledge of corporate goals and their relationship to work unit and individual plans?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I consider the requirements of the workplace requirements and is it reflected in my contributions to work unit plans?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I complete planning activities as requested within the defined timeframe and do I meet the organisation's requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I seek feedback and act on in relation to effectiveness of input to planning activities?	<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.

- Certificate/Statement indicating you have undertaken training or attended workshops/seminars for Leadership / Management / Human Resource Management / Performance Management

- List of the criteria used by you to allocate work tasks to your workgroup members
- Work plans showing work distribution, responsibilities, timelines
- Diary entries noting progress of work tasks
- Written reports prepared by you to supervisors on work progress
- Written reports to supervisor on processes used and outcomes of conflict resolution situations
- Reflective report on a situation where you have resolved conflict between workgroup members, the processes you used and strategies you put into place to ensure maintenance of outcomes
- Action plan prepared by you for the training/development needs of your workgroup, including any relevant skills audit and training needs analyses
- Reflective report on your own supervisory abilities and what you have done to ensure ongoing improvement in your ability to manage workgroups
- Minutes of meetings, chaired by you, which demonstrate how workgroup members take a consultative and participative role in decision-making
- Work procedures developed by you to ensure that the workgroup maintains consistency of standards in carrying out work tasks
- Other documentation which provides evidence of your knowledge and skills for this unit: (Please provide *details*.)
- Minutes of meetings relating to the development or work group plans.



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: Participate in planning activities

The following suggestion for a work-based activity may be of use in demonstrating your ability to meet the competency requirements of this unit.

Review your participation in a recent planning activity in your workplace. This may be at a group, section or team level. Use the checklist below to complete this activity.



Activity checklist

Detail the nature of the planning activity, including purpose, date and number of people involved in the activity.	
What contributions did you make to planning?	
How did your contributions reflect your knowledge of corporate goals?	
How did these contributions relate to your work unit and individual plans?	
How did your contribution reflect your workplace requirements and work unit plans?	
What was the timeframe? Did you complete the planning activities in the defined timeframe?	
What were the organisational requirements for the planning activity? How did you ensure you met the organisation's requirements?	
What feedback did you seek? What feedback did you act on?	
How effective was your input to the planning activities?	

2 Prepare individual work plans

This element requires:

- Work plan objectives are linked to and consistent with organisational and work unit aims
- Objectives are stated as measurable targets with clear performance indicators
- Innovative and cost-effective options for achieving objectives are explored and aligned to organisational aims

- Individual work plans are used to promote the achievement of work unit objectives and to reflect personal and organisational accountability to all clients
- Collaborative planning with other workgroup members is used to integrate individual plans and build working relationships



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 Yes , list examples of evidence you can provide
Do I link work plan objectives to organisational and work unit aims?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I state objectives as measurable targets with clear performance indicators?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I explore and align innovative and cost-effective options for achieving objectives to organisational aims?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I use individual work plans to promote the achievement of work unit objectives and to reflect personal and organisational accountability to all clients?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I collaborate planning with other workgroup members to integrate individual plans and build working relationships?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Examples of evidence

- Refer to the examples of evidence listed on page 6 of this booklet.



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: Prepare individual work plans

The following suggestion for a work-based activity may be of use in demonstrating your ability to meet the competency requirements of this unit.

Use the checklist below to review your most recent individual work plan and complete this activity.



Activity checklist

Attach a copy of your most recent work plan and detail the relationship to your work unit aims and objectives.	
What objectives did you set? How did you link your work plan objectives to your work unit aims?	
What were the measurable targets?	
What were the performance indicators? How did you ensure these were clear?	
Which innovative and cost-effective options did you explore? How did you align these options to the organisational aims?	
What individual work plans did you use to promote the achievement of work unit objectives?	
How did these work plans reflect personal and organisational accountability to all clients?	
Who did you collaborate with on the planning?	
How did you use this collaborative planning with other workgroup members to integrate your individual plans and build working relationships?	

Have a third party verify your analysis.	Third party confirmation: Signature: Date:.....
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3 Implement and evaluate work plans

This element requires:

- Work methods and practices to implement plans are identified in consultation with others
- Workload and work flows are monitored and balanced
- Work is completed in accordance with work plans and meets time and workplace requirements, **legislation, policies and procedures**
- Problems in implementing work plans are monitored and solutions are proposed within area of responsibility
- Work plans are revised according to changes in work priorities and organisational needs

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 Yes , list examples of evidence you can provide
Do I identify work methods and practices to implement plans in consultation with others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I monitor and balance workload and work flows?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I complete work in accordance with work plans and meets time and workplace requirements, legislation, policies and procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I monitor problems in implementing work plans and propose solutions within area of responsibility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I revise work plans according to changes in work priorities and organisational needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Examples of evidence

Refer to the examples of evidence listed on page 6 of this booklet.



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: Implement and evaluate work plans

The following suggestion for a work-based activity may be of use in demonstrating your ability to meet the competency requirements of this unit.

Use your most recent individual work plan and the checklist below to outline how you implemented and evaluated your work plans.



Activity checklist

Attach a copy of your most recent work plan and detail the relationship to your work unit aims and objectives.	
What work methods and practices did you identify?	
Who did you seek advice from on these methods and practices?	
What plans did you implement? Were these in accordance with your work plan?	
How did you monitor and balance workload and work flows?	

What was your timeframe? Did you complete the work within the agreed time and workplace requirements?	
What problems, if any, did you encounter?	
What solutions did you propose within your area of responsibility?	
What did you do when your work priorities and organisational needs changed?	
How your work plans and or priorities change?	
What revisions did you make to your work plans according to these changes in work priorities and organisational needs?	

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.

<p><i>Workplace requirements</i> may relate to</p>	<ul style="list-style-type: none"> • staffing procedures • resourcing allocations and requirements • identified timeframes • relevant legislation affecting organisational administration • organisation, corporate and strategic plans and activity calendars • relevant industrial awards • financial circulars (or equivalent) • organisation financial and personnel management guidelines • technology and data associated with work
<p><i>Work unit plans</i> may include</p>	<ul style="list-style-type: none"> • daily/weekly/monthly work unit plans • project plans • specific purpose plans including equal employment opportunity, industrial democracy and occupational health and safety • resource plans
<p><i>Legislation, policy and procedures</i> may include</p>	<ul style="list-style-type: none"> • State/Territory and Commonwealth legislation and regulations such as: <ul style="list-style-type: none"> ○ public sector management acts ○ financial management acts ○ privacy legislation ○ equal employment opportunity, anti-discrimination and harassment legislation ○ occupational health and safety legislation ○ consumer legislation ○ environment legislation • risk management guidelines • ethics and accountability standards • public sector standards • fraud control standards • government security standards • organisational policy, procedures and protocols

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
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

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