



Australian Government

Australian Public Service Commission

Candidate Skills Recognition Booklet

PSP40104 Certificate IV in Government

PSPGOV422A: Apply government processes



**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 of evidence 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.

Introduction

This is a core unit of competency in the PSP40104 Certificate IV in Government and covers the application of a knowledge of government processes. This unit focuses on government processes and the need to: monitor and respond to changes in structures and/or procedures; follow government protocols; and recognise lines of authority and responsibility within each individual workplace.

Being competent in this unit means being able to:

- ✓ *Apply information relating to the Machinery of Government*
- ✓ *Apply knowledge of organisational functions*
- ✓ *Apply knowledge of protocols*

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

- PSPGOV515A Develop and use political nous

Useful links

Unit of Competency: PSPGOV422A Apply government processes

<http://www.ntis.gov.au/Default.aspx?/trainingpackage/PSP04/unit/PSPGOV422A>

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

- applies and builds professional expertise
- responds positively to change
- takes responsibility for managing work projects to achieve results

APS 6 Supports strategic direction

- harnesses information and opportunities]
- shows judgement, intelligence and commonsense

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 Apply information relating to the Machinery of Government

This element requires:

- Up-to-date information relating to ***Machinery of Government*** relevant to work responsibilities is identified, accessed and applied
- Ambiguity in the structure and function of the organisation or work area as a result of past, present or future Machinery of Government changes is identified and advice obtained and implemented on required work priorities and outcomes for the transition period
- Role ambiguity as a result of past, present or future Machinery of Government changes is managed in accordance with organisational directions

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 identify access and apply up-to-date information relating to <i>Machinery of Government</i> relevant to work responsibilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I identify ambiguity in the structure and function of the organisation or work area as a result of past, present or future Machinery of Government changes? Do I obtain advice and implement on required work priorities and outcomes for the transition period?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I manage role ambiguity as a result of past, present or future Machinery of Government changes in accordance with organisational directions?	<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.

- A list of websites and documents available within your workplace where you can obtain up-to-date information about different levels of government, processes and cycles. Briefly explain how these processes directly impact on your work.

- Diary entries documenting changes in your work responsibilities resulting from government reviews and changes in departments/structures. Explain the steps taken to clarify your role within the changed environment. (This is only applicable to those staff working in government agencies or departments that have been through significant organisational change.)
- Copies of letters/emails or other documents you have written explaining how your work is affected by the way government agencies/departments are organised to support government ie the Machinery of Government



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: Apply information relating to the Machinery of Government

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 identify/clarify current government information and processes which affect your work, for example, the cycles of government such as budget cycle, structures and functions of government departments or levels of government (Federal, State/Territory, Local).

Alternatively use the checklist to review a recent occasion when you had dealings with other organisations or with persons within and outside the organisation and the government protocols which you observed in these dealings.



Activity checklist

Detail the nature of the information that relates to the Machinery of Government and describe the processes and relevance to your work responsibilities.	
What Machinery of Government information related to your work responsibilities?	
How did you identify and access this information?	
How did this information impact on your work responsibilities?	
What was the relevance of this information to your work?	
How did you apply this information to your work?	
What ambiguity did you identify in the structure and function of your organisation or your work area as a result of past, present or future Machinery of Government changes?	
What advice did you seek?	
How did you implement this advice on required work priorities and outcomes for the transition period?	
What changes have occurred to your role and responsibilities as a result of past, present or future Machinery of Government changes?	
How did these changes influence organisational directions?	

2 Apply knowledge of organisational functions

This element requires:

- Up-to-date **information** relating to the **structure** and functions of the organisation is accessed and applied
- Appropriate persons are identified to ensure correct levels of authority are utilised to deal with responsibilities within the organisation
- Areas of work where delegations apply are identified and delegation levels within the organisation are confirmed in accordance with organisational procedures/guidelines
- Approvals are obtained in the workplace in accordance with organisational delegations



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 access and apply up-to-date information relating to the structure and functions of the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I identify appropriate persons to ensure correct levels of authority are utilised to deal with responsibilities within the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Can I identify areas of work where delegations apply and confirm in accordance with organisational procedures/guidelines delegation levels within the organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do I ensure approvals obtained in the workplace are in accordance with organisational delegations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Examples of evidence

There are two parts to this section.

Part A: Include one of the following items in your portfolio.

- A flow chart of your organisational structure beginning with your current Minister, Executive directors through to your workplace manager and supervisor. Summarise the roles and responsibilities at each level.
- Copies of notes/materials you have written for new staff/other agencies to explain your organisation's function and structure.
- Minutes of meetings or records of discussions where you have provided information about your organisation or workplace to other people (eg Rotary, the HR section in another government department).

Part B: Include one of following item in your portfolio.

- A minimum of four memos or emails you have sent to the appropriate workplace authorities
 - e.g. request for petty cash, purchase of new equipment under/over \$500, equipment repairs, approval to contact a senior manager in another agency.
- A chart depicting the various levels of authority/delegations within your workplace (e.g. who is responsible for performance management, instituting disciplinary procedures, approving expenditure, media releases, casual employment etc).



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: Apply knowledge of organisational functions

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

Obtain a copy of your department or agency organisational structure. Use the checklist below to outline the roles and responsibilities at each level, beginning with your current Minister, executive directors through to you workplace manager and supervisor. Include a chart depicting the various levels of authority/delegations within your workplace.



Activity checklist

What information did you obtain on the structure and functions of your organisation?	
Where did you access this information?	
Who confirmed the information was up-to-date?	
How did you determine the delegations and lines of authority within your workplace/organisation?	
Who confirmed these delegations?	
Who confirmed this information was in accordance with organisational /procedures/guidelines?	
What parliamentary procedures impact on your workplace?	

What information did you need about government processes to do your job?	
Where was this information located?	
How have you keep up to date with the different departmental, organisational and Ministerial changes that have occurred over time?	
Whom do you consult if you're unclear about the impact these changes have on your work priorities?	
How does your knowledge of your workplace and organisational structure enable you to work more efficiently?	
Whom do you consult about different administrative matters? (e.g. additional leave, the purchase of materials, use of a government vehicle, employing casual staff)	
	Third party confirmation: Signature: Date:.....

3 Apply knowledge of protocols

This element requires:

- Up-to-date information relating to government **protocols** is identified, accessed and applied
- Protocols are observed in dealings with other organisations and with persons from within and outside the organisation
- Written protocols, formats and standards are adhered to in writing government documents



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
Can I identify access and apply up-to-date information relating to government protocols?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Do I observe protocols in dealings with other organisations and with persons from within and outside the organisation?

Do I adhere to written protocols, formats and standards in writing government documents?



Examples of evidence

Include one of the following items in your portfolio:

- Documents you've written explaining organisational protocols (rules) e.g. summaries for new employees.
- A minimum of two documents you've written where you have applied government protocols (e.g. style, form of address). The documents should be addressed to different target groups e.g. a client and your workplace Director; a colleague and an industry representative, the Chief Executive and the media).
- A summary of two organisational protocols particularly relevant to your work. Explain why they exist and how they affect your behaviour.



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: Apply knowledge of protocols

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

Research your own department or agency for protocols. Use the activity checklist below to describe two occasions when you had to observe government protocols when dealing with other organisations or with persons within and outside the organisation.



Activity checklist

What protocols or memorandums of understanding exist between your own department / agency and another department / agency?	
How do they relate to your work responsibilities?	
What protocols did you observe when dealing with other organisations or with persons within and outside the organisation?	
What protocols did you identify in your department that relate to the handling of ministerial correspondence, client complaints and media enquiries?	
What were the implications of these protocols in your workplace?	
Who did you discuss these protocols with?	
What protocols and standards did you observe/follow when dealing with Members of Parliament, the media, other government organisations and senior officers within your own department?	
What protocols, formats and standards did you adhere to when writing government documents?	

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>Machinery of Government</i> may include</p>	<ul style="list-style-type: none"> • cycles of government, such as budget cycle • separation of powers (Executive, Judiciary, Legislative) • levels of government (Federal, State/Territory, Local) • legislative process • role and functions of parliamentary structures (unicameral, bicameral) • Cabinet • Ministers • Ministerial portfolios • structure and functions of government departments • quasi-government organisations
<p><i>Information</i> may include</p>	<ul style="list-style-type: none"> • documents • databases • web sites • oral information from: <ul style="list-style-type: none"> ○ managers ○ supervisors ○ colleagues
<p>Organisational <i>structures</i> may include</p>	<ul style="list-style-type: none"> • bureaucratic structure and hierarchy • key personnel and their roles • key organisational functions and accountabilities
<p><i>Protocols</i> may include</p>	<ul style="list-style-type: none"> • forms of address • who may be addressed directly • written protocols/formats for written materials • restrictions relating to contact with: <ul style="list-style-type: none"> ○ Minister's office ○ media ○ members of the public/specific interest groups ○ Members of Parliament ○ other government departments ○ senior management/Board members ○ government and opposition parties

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 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