



**Australian Government**

**Australian Public Service Commission**

# **Candidate Skills Recognition Booklet**

**PSP40104 Certificate IV in Government**

**PSPPOL404A: Support policy  
implementation**



**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.

## Support policy implementation

### Introduction

This is a core unit of competency in the PSP40104 Certificate IV in Government and covers the identification and application of policy in a public sector work environment.

Policies explain an organisation's views and outline the principles that underpin an organisation's beliefs, direction and ways of working. Procedures and guidelines are developed from these policies so that everyone within an organisation knows how to turn organisational principles into practice.

This unit focuses on your ability to identify and access workplace policies, apply them to your work and monitor their effectiveness. In order to do this it's necessary to explain the legislation in ways people understand and recognise, and outline the consequences – for the individual and the workplace – if these standards aren't met.

Being competent in this unit means being able to:

- ✓ *Identify relevant policy*
- ✓ *Implement policy*
- ✓ *Monitor and report on policy implementation*

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

- PSPPOL401A Contribute to policy development
- PSPPOL402A Assist with specialist policy development
- PSPPOL403A Give and receive policy information
- PSPPOL501A Develop organisation policy
- PSPPOL502A Advise on organisation policy

### Useful links

Unit of Competency: PSPPOL404A Support policy implementation

<http://www.ntis.gov.au/?/trainingpackage/PSP04/unit/PSPPOL404A>

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 Supports strategic direction

- Supports shared purpose and direction
- Thinks strategically
- 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](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 Identify relevant policy

This element requires:

- **Work situations** that are shaped by government or organisation policy are identified in accordance with public sector guidelines
- **Policy** relating to particular work situations is identified and located

Text in *italics* is explained in the Range Statement on page 14 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 |
|---|--------------------------|--------------------------|--------------------------|--|
| Can I identify <b>work situations</b> in accordance with public sector guidelines that are shaped by government or organisation policy? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| Can I identify and locate <b>policy</b> relating to particular work situations?   | <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 copy of your work diary listing the tasks undertaken during the course of a normal work day (if such a thing exists!). List the policies relevant to each of these tasks and note where they are located.
- A copy of your job description/specification with the key policies relevant to each task listed and a note as to where they can be located.
- A performance appraisal citing your ability to identify policies relevant to all aspects of your work.
- Minutes of meetings where policies relating to specific work tasks have been discussed (e.g. OH&S; use of government resources; Freedom of Information). The minutes should demonstrate your active participation to the discussion.
- A description of a major task recently undertaken with a list of all policies and procedures that influenced your planning and execution of this activity. Specify where you located these materials.



## 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:** Identify relevant policy

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 describe at least two situations in your work that were shaped by government or organisational policy.



### Activity checklist

|  |  |
|--|--|
| Detail the nature of the task recently undertaken; include a list of all policies and procedures that influenced your planning and execution of this activity. |  |
| What policies were relevant to your work situation/task?   |  |
| How did you identify these policies?   |  |
| How did these policies relate to your particular work situation/task?  |  |
| Where were these policies & procedures located?  |  |
| How did you locate them?   |  |
| How did these polices influence your planning and execution of your task/s?  |  |

## 2 Implement Policy

This element requires:

- Policy to be implemented is interpreted under direction to identify and plan for change in work practices
- The implications of policy for individual work practices are identified, and practices are confirmed/adjusted to reflect policy requirements in accordance with organisational procedures
- Others affected by policy requirements are supported to accommodate those requirements
- Policy is implemented to support achievement of outcomes intended in specific work areas



### 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 check that policy to be implemented is interpreted under direction to identify and plan for change in work practices?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| Do I make sure the implications of policy for individual work practices are identified, and practices are confirmed/ adjusted to reflect policy requirements in accordance with organisational procedures? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| Do I support others affected by policy requirements to accommodate those requirements?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| Do I implement policy to support the achievement of outcomes intended in specific work areas?  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |



### Examples of evidence

- Copies of notes/emails you've prepared for colleagues or clients explaining the impact of a particular policy on work practices and noting where and how they can access support.
- Diary entries or a written report noting how you have implemented a specific policy in your workplace and the impact it had on your work practice. Explain how this change affected your work outcomes.

- Documentary evidence that you have supported other staff in implementing policies in the workplace (e.g. via coaching, changes in work schedules, provision of additional written information or guidelines).
- Your evidence can take the form of:
  - feedback forms
  - diary entries
  - emails
  - letters to and from staff
  - handouts or guidelines
- A copy of a workforce schedule outlining the implementation of a new or revised policy accompanied by a description of your role in this process.



### 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 policy

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 how you implemented policy that relates to your work situation. You can use the example you identified in the first activity.



### Activity checklist

|   |  |
|---|--|
| Detail the nature of the key government or organisational policies/procedures. Include how it related to your work situation and who was affected by these policy requirements. |  |
|---|--|

|  |                                 |
|--|---------------------------------|
| What was the organisational policy? How was it relevant to your work situation?                              |                                 |
| How was this policy implemented?   |                                 |
| What was your role in the process?   |                                 |
| How did the policy implementation support the achievement of outcomes intended in your work area?            |                                 |
| What changes in work practices did this require?   |                                 |
| What was your interpretation of the policy? Who did you discuss this with? From whom did you seek direction? |                                 |
| How did you identify and plan for these changes in work practices?   |                                 |
| What implications of policy for individual work practices did you identify?                                  |                                 |
| Who confirmed these practices?   |                                 |
| How did you accommodate these policy requirements?   |                                 |
| Who else was affected by these policy requirements in your work area?  |                                 |
| What support did you give them to accommodate those requirements?  |                                 |
| How did this policy change the direction in work practices?  |                                 |
| What adjustments were required to reflect policy requirements?   |                                 |
| How did you ensure these were in accordance with organisational procedures?                                  |                                 |
| Third party confirmation:  | Signature: .....<br>Date: ..... |

### 3 Monitor and report on policy implementation

This element requires:

- Information that will assist with the evaluation of the effectiveness of policy implementation is gathered, recorded and reported under direction in accordance with organisational procedures
- **Information** that will assist with the evaluation of the impact of policy implementation on organisational outcomes is gathered, recorded and reported under direction in accordance with organisational procedures



#### 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 check information that will assist with the <u>evaluation</u> of the effectiveness of policy implementation is gathered, recorded and reported under direction in accordance with organisational procedure?                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |
| Do I check <b>information</b> that will assist with the evaluation of the <u>impact</u> of policy implementation on organisational outcomes is gathered, recorded and reported under direction in accordance with organisational procedures? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |  |



#### Examples of evidence

- A copy of minutes from meetings reviewing the effectiveness of a particular policy. The document should demonstrate that you played a major role in the discussion.
- A copy of a policy with which you are extremely familiar (eg OH&S, performance management).
  - Note the date this policy was last reviewed.
  - List the information/data used to assess the policy's effectiveness.
- A report you've written for your workgroup/management outlining the impact the policy has had on work performance.
- Diary entries describing the tasks you've undertaken to monitor the impact of a policy accompanied by a brief explanation of how you provided this feedback to management.
- Memos, emails or reports you've submitted to management suggesting positive

refinements to a particular policy. The material should contain a clear justification for your suggestions.

If your evidence isn't complete, you can supplement it by adding one or more of the following:

- documents certifying your attendance at policy launches, workshops or induction sessions
- outlines of workshops attended that relate to changes in government policies (eg new reporting requirements)
- notes from network or committee meetings where policies have been discussed and evaluated
- evidence that you have raised policy issues with others and drawn their attention to the implications these policies have for their practice (eg anti-discrimination policies)
- documents or forms you've developed to gather feedback about the impact of the policy on work practices
- newsletter items you've written describing policy changes and their implications
- newsletter articles you've written about policy evaluation and feedback
- testimonials from work team members acknowledging the role you have played in implementing and/or evaluating policies
- performance appraisals relating to your support for policy implementation and evaluation.



**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 policy implementation**

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 how you monitored and reported on the implementation of policy that relates to your work situation. You can use the example you identified in the first activity.

**Activity checklist**

|  |  |
|--|--|
| Detail the nature of the key government or organisational policy. Include how it related to your work situation and who was affected by the policy implementation. |  |
| Who was responsible for evaluating the <u>effectiveness</u> and <u>impact</u> of the policy implementation?  |  |
| How did you assist with the evaluation? What was your contribution to the evaluation?  |  |
| What information did you gather and record to assist with the evaluation of the effectiveness of the policy implementation?  |  |
| Who did you seek direction from? What did your report include?   |  |
| How did you ensure the information you gathered, recorded and reported under direction was in accordance with organisational procedure?                            |  |

## 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>Work situations</b> may include            | <ul style="list-style-type: none"><li>• processes</li><li>• outcomes</li><li>• priorities</li><li>• client services</li><li>• core business</li><li>• service delivery mode/s</li><li>• organisational structure</li></ul> |
| <b>Policy</b> may include                     | <ul style="list-style-type: none"><li>• government policy</li><li>• organisation policy</li></ul>  |
| <b>Information</b> for evaluation may include | <ul style="list-style-type: none"><li>• statistical data</li><li>• qualitative data</li><li>• anecdotal feedback</li><li>• survey data</li><li>• stakeholder opinions</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