

Training suitability

This qualification is suited to those working independently with supervisory responsibility within government departments at local, state or federal level. It is ideal for those with a diverse range of responsibilities who wish to develop high level leadership and communication skills and a deep understanding of the ethics and principles underpinning all aspects of public service. It covers the competencies required for independent and self-directed work in a range of public sector settings.

Study period and workload

The estimated time to complete the course is 6-7 hours per week over an 18 month study period comprising on-the-job learning, workplace practice, self-directed study and assessment preparation. This estimate is based on AQF guidelines and will vary according to student experience and current practice.

Skill outcomes

On successful completion of this course students will be able to:

- understand the values, principles, processes and legislation requirements for those working within the public sector
- apply high level communication skills including an appreciation of diversity in the workplace
- research, evaluate and analyse data collected from various

Delivery

- Corporate groups
- Individual students (distance only)
- Funded programs

Duration

18 months

Entry requirements

No special requirements

Assessment

A combination of knowledge questions, work-related tasks and evidence portfolio, or recognition of prior learning (RPL). Students must have access to a workplace supervisor for sign off on some tasks.

For extras, funding opportunities, and further details, please refer to our website at www.unep.edu.au



Competencies

Students must complete 11 units of competency:
information systems

- Promote the values and ethos of public service (PSPETH003) (Core)
- Promote diversity (PSPGEN047) (Core)
- Use complex workplace communication strategies (PSPGEN054) (Core)
- Promote compliance with legislation in the public sector (PSPLEG003) (Core)
- Maintain workplace safety (BSBWHS301)
- Undertake research and analysis (PSPGEN046)
- Undertake negotiations (PSPGEN049)
- Provide leadership (PSPGEN053)
- Undertake project work (BSBPMG522)
- Develop and use emotional intelligence (BSBLDR501)
- Apply government processes (PSPGEN043)

Competency descriptions

Promote the values and ethos of public service

(PSPETH003) (Core)

This unit covers the responsibility of those in public service to model and encourage in others the highest standards of ethical conduct. It includes promoting ethical standards, assisting staff to avoid conflicts of interest, and modelling and fostering integrity of conduct.

Promote diversity (PSPGEN047) (Core)

This unit covers the implementation of workplace strategies to promote diversity through the development of effective and inclusive work practices, and the generation of new ideas to improve the organisation's responsiveness to the community. It includes providing diversity input to strategies, policies and plans, attracting and developing a diverse workforce, and monitoring diversity outcomes.

Use complex workplace communication strategies

(PSPGEN054)(Core)

This unit looks at workplace communication for working at the middle management level with internal and external clients, colleagues and other staff. It includes preparing for complex communication, analysing and responding to opinions, presenting a convincing argument, and developing a range of communication strategies.

Promote compliance with legislation in the public sector (PSPLEG003) (Core)

This unit covers the promotion and modelling of compliance with legislation and related public sector guidelines and procedures, as well as encouraging and assisting others to comply.

Maintain workplace safety (BSBWHS301)

This unit covers the monitoring and improvement of the organisation's occupational health and safety policies, procedures and programs in the relevant work area to achieve and maintain occupational health and safety standards.



Undertake research and analysis (PSPGEN046)

This unit covers research and analysis to develop advice and recommendations. It includes identifying and undertaking research, analysing information and applying the results of analysis, maintaining information systems, and compiling reports from information.

Undertake negotiations (PSPGEN049)

This unit describes the skills required to undertake negotiations. It includes planning and finalising negotiation outcomes.

Provide leadership (PSPGEN053)

This unit covers achievement of operational results and effective working relationships through leadership, feedback and support of individuals in a workgroup that may exist in the workplace, be formed for a special purpose or project, or consist of community members, volunteers, interagency members, etc.

Undertake project work (BSBPMG522)

This unit describes the performance outcomes, skills and knowledge required to manage a straightforward project or a section of a larger project.

Develop and use emotional intelligence (BSBLDR501)

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace.

Apply government processes (PSPGEN043)

This unit describes the skills required to apply government processes. It includes applying information relating to the machinery of government and knowledge of organisations protocols and functions.



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