UNIT CODE	**PSPETH004**
UNIT TITLE	**Maintain and enhance confidence in public service**
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to promote the highest standards of ethical conduct in the workplace.
	This unit applies to those working autonomously, as part of a team and with management responsibilities, in public sector roles performing sophisticated tasks in familiar contexts. It also applies to those working in similar private sector organisational contexts.
	The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.
	No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Ethics
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Provide ethical leadership	1.1 Model and reinforce ethical conduct in others. 1.2 Encourage staff professionalism. 1.3 Coach staff in the application of ethical decision-making and policy setting frameworks. 1.4 Provide staff with opportunities to develop ethical judgment skills. 1.5 Clarify ethical aspects of decisions and provide and document advice on complex ethical problems. 1.6 Encourage and address the reporting of ethical dilemmas and suspected unethical conduct. 1.7 Maintain consistency with public sector standards by monitoring, evaluating and recommending changes to policies. 1.8 Resolve staff conflicts of interest.

2. Balance competing public interests	2.1 Ensure competing interests are unbiased, transparent and defensible. 2.2 Document reasoning for decisions. 2.3 Provide advice to government on public interest policy decisions.
3. Establish and monitor processes and practices that encourage integrity	3.1 Ensure organisational processes and practices are fair and accountable. 3.2 Ensure resources are used in accordance with ethical standards, legislation, policy and guidelines. 3.3 Develop transparent and accountable processes that include risk management strategies. 3.4 Ensure processes and practices encourage, support and protect those reporting unethical conduct. 3.5 Ensure ethical conduct of contractors is consistent with the requirements of the contracting organisation.

FOUNDATION SKILLS	
Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.	
SKILLS	**DESCRIPTION**
Reading skills to:	▪ interpret and explain complex formal documents and assist others to apply them in the workplace.
Writing skills to:	▪ communicate complex ideas relating to ethical practices matching style of writing to purpose and audience.
Oral communication skills to:	▪ present information to internal and external audiences, varying structure and language to suit the audience.
Problem-solving skills to:	▪ identify and address issues of non-compliance with ethical standards in delivery of workplace outcomes.
Initiative and enterprise skills to:	▪ develop relationships with internal and external stakeholders.
UNIT MAPPING INFORMATION	Release 1: This unit supersedes and is equivalent to PSPETH004 Maintain and enhance confidence in public service.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPETH004 Maintain and enhance confidence in public service**

PERFORMANCE EVIDENCE	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:
	- use frameworks for ethical decision-making - analyse policies and organisational procedures for consistency with sector standards - prepare a written advice or report requiring precise expression - interpret legislation and codes of ethics.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:
	- legislation and guidelines related to ethics - organisational code of ethics and conduct - legislation related to privacy, freedom of information, human rights, whistle-blower protection - procedural fairness - equal employment opportunity, equity and diversity principles - procedures for declaring conflicts of interest - ethical decision making models - procedures or protocols for reporting unethical conduct.

ASSESSMENT CONDITIONS	Skills must be demonstrated in either:
	- a workplace environment or - a simulated environment. Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment. Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide