

UNIT CODE	PSPGEN001
UNIT TITLE	Work in a public sector environment
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to work as a trainee or new employee in the public sector.</p> <p>This unit applies to those commencing work in generalist or specialist roles across the public sector, as part of a team under supervision, performing routine tasks in familiar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Access and use legislation and guidelines	1.1 Access legislation and guidelines common to employment in a public sector organisation. 1.2 Identify the key principles contained in the legislation and guidelines. 1.3 Clarify information to confirm own understanding. 1.4 Apply the principles contained in legislation and guidelines to individual workplace practice.
2. Access and use organisational information	2.1 Identify staffing and organisational structures. 2.2 Identify and clarify procedures for dealing with staff in the organisation. 2.3 Identify procedures for dealing with clients. 2.4 Identify sources of assistance and types of assistance available from each source.

3. Work with diversity	3.1 Use effective communication styles. 3.2 Use personal strengths to make contribution to workgroup. 3.3 Meet the requirements of multicultural awareness and anti-discrimination according to organisational policies and procedures.
4. Investigate career options	4.1 Identify personal working and learning styles, values and attitudes and weigh against the requirements of current and potential work opportunities. 4.2 Identify and prioritise personal work goals. 4.3 Seek advice on future work and career options. 4.4 Identify a range of possible career paths. 4.5 Plan personal development to prepare for career options. 4.6 Seek and access learning opportunities in line with personal work goals.

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
Reading skills to:	<ul style="list-style-type: none"> ■ interpret information related to job responsibilities and organisational policies and procedures.
Oral communication skills to	<ul style="list-style-type: none"> ■ use communication styles to suit the audience and the purpose ■ communicate with people from diverse backgrounds.
UNIT MAPPING INFORMATION	Release 1 -This unit supersedes and is equivalent to PSPGEN001 Work in a public sector environment.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN001 Work in a public sector environment
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, include evidence of the ability to: <ul style="list-style-type: none"> ■ access and identify information ■ use scanning techniques to locate main ideas ■ read written materials, including manuals and codes of practice ■ use interpersonal communication including negotiating strategies to clarify understanding ■ recognise own and others' emotions in the workplace.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none">■ public sector legislation, regulations and guidelines■ organisation guidelines and procedures■ principles of cultural awareness, workplace diversity and emotional intelligence and their application in the workplace■ codes of conduct■ principles of personal career planning.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in either:</p> <ul style="list-style-type: none">■ a workplace environment or■ a simulated environment. <p>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.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none">■ legislation, policy, procedures, and protocols relating to work in the public sector. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide