

GOVERNMENT CAREER STARTER PROGRAM



Your Opportunity

Did you know that induction programs are best practice for most organisations? They are widely embedded throughout the industry as an important part of engaging new employees. However, many of these programs fail to provide ongoing support as the new employee develops their skills and knowledge each year. This is particularly important with school leavers as they present an amazing opportunity to build core values, skills and knowledge that will set them up for a long-lasting career in the public sector.

Our Solution

Have you considered elevating your induction program by aligning it to a nationally recognised qualification? Develop and lead your new starters so that they easily adapt to public service practices. Would you like a bespoke program that integrates with your current induction program, training modules, policy, and procedures?

Interaction has a proven history of working with government agencies since 1994 to create nationally recognised training programs that allow participants to readily build the skills they need whilst developing and settling into their new role. The program is aimed at school leavers who are eager to work in the public sector. Depending on your specific needs, this program can be run in multiple groups, nationally, or be state or region-focused.



interactionconsulting.com.au



qualifications@interactionconsulting.com.au



(02) 6282 9111

About the Program

Our Graduate Program includes 15 units of competence which are covered over an 11-month period, that work together to award participants with the nationally recognised PSP40122 Certificate IV in Government.

By completing a Certificate IV Program learners will:

- develop cognitive skills to identify, analyse, compare, and act on information from a range of sources,
- develop cognitive, technical and communication skills to apply and communicate technical solutions of a non-routine or contingency nature to a defined range of predictable and unpredictable problems,
- gain specialist technical skills to complete routine and non-routine tasks and functions,
- and learn communication skills to guide activities and provide technical advice in the areas of work and learning.

(Source: AQF 2nd Edition)

This program is structured to evolve with the learner as their experience in the workplace develops. Our current program is scheduled to run from February to November and the program is grouped into 7 modules.

Program Structure

Module 1 – Being an APS employee

This module provides an overview of the position of trust APS employees occupy, the standard of behaviour expected of them, and the value placed on a diverse workforce. It also introduces the career starters to work, health and safety, and an understanding of how to contribute to the health and safety of self and others.

This module is offered online and through supportive trainer led sessions through GovTeams, Zoom or face-to-face, as preferred, over an 8-week period. Learners will undertake a range of on-the-job activities, eLearning modules, read learner guides and articles, participate in research activities, and complete relevant assessments.

Upon successful completion they will be competent in the following units:

- PSPETH006 Uphold the values and principles of public service
- PSPGEN115 Uphold and support inclusive workplace practice
- PSPGEN114 Work effectively with diversity and inclusion
- BSBWHS311 Assist with maintaining workplace safety



Module 2 – The work of the APS

This module introduces career starters to the work of the APS. The systems, role, and procedures of the Australian Government. The development and implementation of policy and legislation, and the role of APS employees in this work.

This module is offered online and through supportive trainer led sessions through GovTeams, Zoom or face-to-face, as preferred, over a 5-week period. Learners will undertake a range of on-the-job activities, eLearning modules, read learner guides and articles, participate in research activities, and complete relevant assessments.

Upon successful completion they will be competent in the following units:

- PSPPCY014 Support policy implementation
- PSPGEN111 Apply government processes

Module 3 – Working as an APS employee I

Career starters are now working as APS employees and will come to understand what it means to be an APS employee. This module provides an opportunity to research, gather, analyse, and document information on the policies and procedures agencies have in place to support APS employees with their work. It also looks at the value that clients and stakeholders have in the APS and assists in developing strategies for successful engagement.

This module is offered online and through supportive trainer led sessions through GovTeams, Zoom or face-to-face, as preferred, over a 5-week period. Learners will undertake a range of on-the-job activities, eLearning modules, read learner guides and articles, participate in research activities, and complete relevant assessments.

Upon successful completion they will be competent in the following units:

- PSPGEN105 Gather and analyse information
- BSBWRT411 Write complex documents
- PSPGEN090 Engage with stakeholders



Module 4 – Doing APS work

An important role of government is client service. This module provides an overview of the delivery and monitoring of APS services to clients and introduces career starters to project work.

This module is offered online and through supportive trainer led sessions through GovTeams, Zoom or face-to-face, as preferred, over a 5-week period. Learners will undertake a range of on-the-job activities, eLearning modules, read learner guides and articles, participate in research activities, and complete relevant assessments.

Upon successful completion they will be competent in the following unit:

- BSBPMG430 Undertake project work

Module 5 - APS financial accountability

As an APS employee career starters need an understanding of Commonwealth resources to finance government activities. This module provides an overview of Commonwealth resources and the requirement to use them in a proper manner and for a proper purpose.

This module is offered online and through supportive trainer led sessions through GovTeams, Zoom or face-to-face, as preferred, over a 4-week period. Learners will undertake a range of on-the-job activities, eLearning modules, read learner guides and articles, participate in research activities, and complete relevant assessments.

Upon successful completion they will be competent in the following unit:

- PSPGEN108 Use public sector financial processes



Module 6 – Working as an APS employee

This module builds on career starters' knowledge and understanding of working as APS employees and understanding what it means to be an APS employee. It provides them with the tools to establish and strengthen internal and external relationships and manage conflict as a part of successful relationship building.

This module is offered online and through supportive trainer led sessions through GovTeams, Zoom or face-to-face, as preferred, over a 4-week period. Learners will undertake a range of on-the-job activities, eLearning modules, read learner guides and articles, participate in research activities, and complete relevant assessments.

Upon successful completion they will be competent in the following units:

- PSPGEN148 Develop internal and external networks
- PSPGEN098 Deal with conflict

Module 7 – Your APS career

At this point, the career starters have undergone a year of learning experiences. This module supports them to plan and maintain their knowledge and learning opportunities for their future APS career through ongoing professional development and career planning pathways.

This module is offered online and through supportive trainer led sessions through GovTeams, Zoom or face-to-face, as preferred, over a 4-week period. Learners will undertake a range of on-the-job activities, eLearning modules, read learner guides and articles, participate in research activities, and complete relevant assessments.

Upon successful completion they will be competent in the following units:

- PSPGEN086 Undertake career planning
- BSBPEF501 Manage personal and professional development

This program can be customised to modify the units completed (within training package requirements) depending on your team's needs. We are happy to meet with you to discuss how we can help you achieve your organisational goals.



Build a culture of lifelong learning

Expand your career starter program to incorporate upgrading your team to a Diploma of Government in year 2. We have structured this program to specifically build on the Certificate IV in Government which allows your team to get advanced standing in our diploma program. This program is designed to have a 6-month duration and would be recommended to start in February through to July.

By completing a diploma qualification, learners at this level will have:

- a broad range of cognitive, technical, and communication skills,
- the ability to select and apply methods and technologies, and analyse information,
- abilities to complete a range of activities,
- the ability to provide and transmit solutions to complex problems, and
- transmit information and skills to others.

(Source: AQF 2nd Edition)

Program Structure

Note: To be eligible for advanced standing students must have successfully completed the Certificate IV in Government units:

- BSBWHS311 Assist with maintaining workplace safety
- PSPGEN115 Uphold and support inclusive workplace practice
- PSPPCY014 Support policy implementation
- BSBPEF501 Manage personal and professional development
- BSBWRT411 Write complex documents

Our Advanced Standing Diploma program incorporates the completion of an additional 6 units structured into 3 modules:

Module 1 – APS effective communication strategies

This module provides a deeper understanding of effective communication methods used within the APS and helps build a greater understanding of how emotional intelligence can craft effective internal and external relationships through intelligent communications strategies.

This module is offered online and through supportive trainer led sessions through GovTeams, Zoom or face-to-face, as preferred, over an 8-week period. Learners will undertake a range of on-the-job activities, eLearning modules, read learner guides and articles, participate in research activities, and complete relevant assessments.

Upon successful completion they will be competent in the following units:

- PSPGEN101 Use complex workplace communication strategies
- BSBPEF502 Develop and use emotional intelligence



Module 2 – APS ethos and nous

This module takes us deep into understanding the ethics, ethos and values at the core of the APS. It allows learners to identify and analyse the political environment, make informed decisions on alliances, and successfully negotiate and bargain to achieve political goals.

This module is offered online and through supportive trainer led sessions through GovTeams, Zoom or face-to-face, as preferred, over an 8-week period. Learners will undertake a range of on-the-job activities, eLearning modules, read learner guides and articles, participate in research activities, and complete relevant assessments.

Upon successful completion they will be competent in the following units:

- PSPETH008 Promote the values and ethos of public service
- PSPGEN149 Develop and use political nous

Module 3 – APS legal landscapes and data analysis

This module provides the skills to ensure compliance within the legislated requirements within the APS. It develops a clear understanding of navigating legalities and it builds skills to allow effective methodologies in researching, analysing, and reporting of data outcomes.

This module is offered online and through supportive trainer led sessions through GovTeams, Zoom or face-to-face, as preferred, over an 8-week period. Learners will undertake a range of on-the-job activities, eLearning modules, read learner guides and articles, participate in research activities, and complete relevant assessments.

Upon successful completion they will be competent in the following units:

- PSPLEG007 Promote compliance with legislation in the public sector
- BSBDAT501 Analyse data





Why partner with us?

Interaction are experts at delivering learning and development opportunities that are aligned with contemporary APS frameworks and values. This can offer participants the opportunity to relate to relevant agency-specific examples through their own shared experiences and using materials supplied by the client.

Interaction is experienced in designing highly interactive training sessions based around APS-specific case studies, templates, and processes to ensure that learning and reflection are effective and transferred to the workplace. As a Registered Training Organisation (RTO) we work with you to ensure that all teams are equipped with comprehensive and up-to-date materials, with your contextualized content delivered **consistently and cohesively**.

Interaction Consulting offers you **expertise and knowledge** that straddles government and business sectors, and a **diverse and experienced consulting team** offering a wide range of strengths and subject matter knowledge. We maintain a wealth of experience working with all Australian government portfolios, including policy agencies, statutory authorities, and government trading enterprises, as well as experience designing and delivering a wide range of contemporary programs that align with individual requirements.

Our mission

Our mission is to understand our clients and help shape their future, by providing the right services at the right time. We are **well-respected expert strategic advisors** to public and private sector organisations, and we deeply understand the challenges faced by contemporary organisations. We offer **bespoke programs** that will equip your staff with practical skills and knowledge, which are quickly applied and integrated into their day-to-day work. We will **work in partnership** with you to reliably deliver **impactful programs** and **contribute to the development of your new starters**.

Call us today to make an appointment to discuss your needs.

Phone: (02) 6282 9111

Email: qualifications@interactionconsulting.com.au

Website: www.interactionconsulting.com.au

