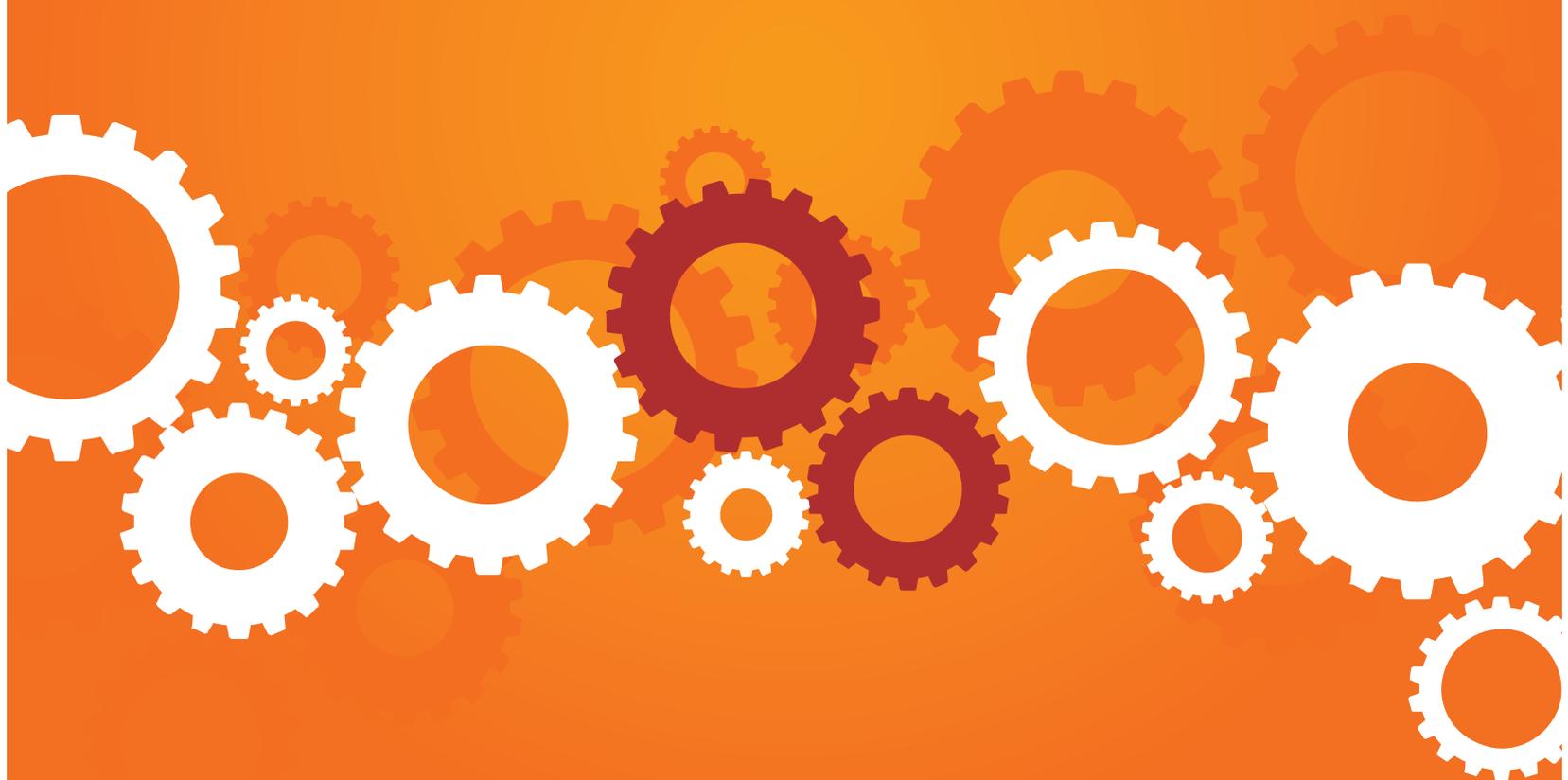


# **ENTRY LEVEL EMPLOYEE** Competency Framework

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Entry Level Competencies for the SA Public Sector





# Entry Level Employee Competencies for the SA Public Sector

## What is the purpose of the Entry Level Employee Competency Framework?

The purpose of the Entry Level Employee Competency Framework is to define the work standards that are relevant to all entry level employees in the SA Public Sector.

This framework categorises two types of competencies relevant to entry level employees: **core** and **common**.

The **core** competencies identified in the framework are relevant to all entry level employees throughout the public sector, irrespective of location, agency or job role. The **common** competencies are relevant to the majority of entry level employees in the SA Public Sector, but may not be essential in every work role.

The framework is just one of many tools available to public sector managers and employees to guide recruitment and selection, workforce and succession planning, and performance management and development.

## How can you use this competency framework?

Use the Entry Level Competency Framework to assess your current competency level and identify any competency gaps by comparing the elements of each competency against your current duties. If you assess yourself as competent in the core and common competencies, you may wish to assess yourself against a higher level competency framework, such as the First Line Manager Competency Framework to identify appropriate competencies to facilitate your career development.

For example, if you are a newly recruited Administrative Services Officer operating at the ASO2 level, you may use the **core** competencies as the basis of your initial performance development plan, choosing to add relevant **common** competencies as your development progresses. You will acquire additional competencies as you build your experience, skills and knowledge and move towards a specialisation, management or leadership role.

If you have been working at an ASO1 or ASO2 (or equivalent) level for some time, you will most likely possess all core, and some or all of the common competencies. You may be interested in having your current workplace skills recognised through a formal Recognition of Prior Learning (RPL) process. You can use the recognition process to build towards a qualification in government. Alternatively, you might choose to broaden your expertise by focussing on the common competencies you have not yet obtained, or undertake development in higher-level competencies. Either way, you should develop an appropriate performance development plan in consultation with your manager.

Please refer to the following chart as a guide to the SA Public Sector Competency Frameworks in broad relation to classification levels.

Competency frameworks for the SA Public Sector								
AS01*	AS02	AS03	AS04	AS05	AS06	AS07	AS08	EXEC
Entry Level Employee Competency Framework		First Line Manager Competency Framework			Middle Manager Competency Framework			
*ASO or equivalents						South Australian Executive Service Competency Framework		



# Entry Level Employee Competencies for the SA Public Sector

## What is competency?

The SA Public Sector has adopted the Australian Government Department of Education, Employment and Workplace Relations' definition of competency, which states that competency is *'the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments'*.

Competency must be demonstrated to the standard required in the workplace, and covers all aspects of workplace performance including:

- performing individual tasks
- managing a range of different tasks
- responding to contingencies or breakdowns, and
- dealing with responsibilities of the workplace, including working with others.

## What are units of competency?

Units of competency in training packages are developed by industry to meet the identified skill needs of that industry. Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy; and occupational health and safety requirements. The units of competency must be adhered to in assessment to ensure consistency of outcomes.

## What are training packages?

Training packages are an integrated set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people's skills. They have been developed by industry to meet the training needs of an industry, or group of industries. Competencies form an important component of training packages.

<b>Unit of competency:</b>	The name of the competency. Describes the overall outcome of the competency.
<b>Elements:</b>	Each unit is subdivided into a number of elements. Each element describes a more specific outcome.
<b>Performance criteria:</b>	These statements specify the level to which the job must be performed. They focus on the evidence required to prove competence.
<b>Range of variables:</b>	This identifies the vast array of contexts and conditions within which the performance criteria apply. It assists by relating the competency to different organisations/contexts and work practices.
<b>Evidence guide:</b>	The context within which an assessment should be undertaken. This section also lists the necessary underpinning skills and knowledge. In order to perform a competency to the required level, a person must possess the required skills and knowledge to be able to demonstrate the behaviours within that competency.

# Entry Level Employee Competencies for the SA Public Sector

## ***The benefits of using competencies and training packages***

There are many reasons why governments and industries have embraced competencies and training packages. Essentially, competencies enable organisations and professional and technical areas to recognise, describe and assess work performance against specified nationally agreed standards. Regular reviews of nationally endorsed training packages, such as the Public Sector Training Package (PSTP), ensure currency.

This in turn encourages:

- an integrated strategic approach to succession and workforce planning, recruitment and selection, and performance management and development
- better targeting of skill needs
- a more comprehensive understanding of required performance standards by both managers and employees
- consistency within and across agencies and training and assessment providers.

At the personal level, the use of competencies enables individuals to:

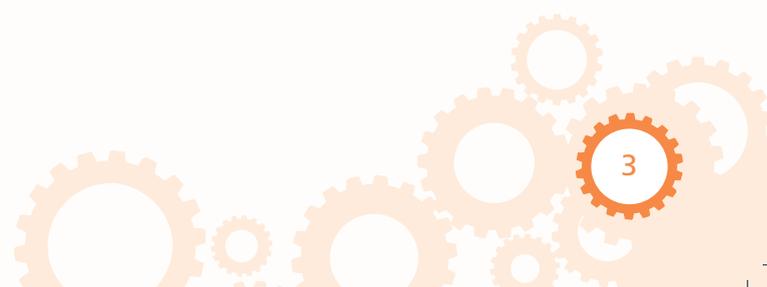
- better understand job roles
- recognise and identify current skills, knowledge and abilities, as well as gaps
- establish career development plans and pathways
- gain nationally recognised qualifications.

## ***The entry level employee competencies***

The entry level employee competencies within this framework describe the performance standards expected of entry level staff within their agency, and also core to the broader public sector, such as always behaving in an ethical manner.

The competencies selected for entry level staff in the SA Public Sector are consistent with the approaches of other jurisdictions and public sectors internationally. All competencies identified in the framework are drawn from the PSTP, developed by Government Skills Australia. Depending on individual job roles, additional specific competencies may also be drawn from other endorsed standards such as the Business Services Training Package (BSTP).

All endorsed training packages are closely linked with their particular industry. For example, production of the PSTP is a result of wide consultation with stakeholders in state, territory and commonwealth governments and represents the industry's agreement on the skills required to work effectively in the public sector. Similarly, the production of the BSTP is a result of consultation with the business sector throughout Australia and represents the agreed standards required to work effectively in a business environment.



# Entry Level Employee Competencies for the SA Public Sector

## Entry level core competencies

The **core** competencies listed below are regarded as essential to entry level employees employed within the SA Public Sector irrespective of job title, agency, organisation or location.

PSPETHC301B	Uphold the values and principles of public service
PSPGOV301B	Work effectively in the organisation
PSPGOV302B	Contribute to workgroup activities
PSPGOV308B	Work effectively with diversity
PSPGOV312A	Use workplace communication strategies
PSPLEGN301B	Comply with legislation in the public sector
PSPOHS301A	Contribute to workplace safety
PSPGOV422A	Apply government processes

The above eight competencies can be included in the 11 competencies required for a Certificate III in Government. The last two competencies in this list, **Contribute to workplace safety** and **Apply government processes**, can also be used towards gaining a Certificate IV in Government (see **First Line Manager Competency Framework**).

The final competency in this list, **Apply government processes** is common to all entry level employees to the public sector, regardless of classification. Performance criteria for this competency is set at a higher level than the other core competencies. Employees should be able to demonstrate this competency through their current work practice or, alternatively, through appropriate structured workplace activities agreed on in discussion with the manager.

The **core** competencies are overarched by the requirement of all SA Public Sector employees to behave ethically and comply with the **South Australian Public Sector Code of Ethics**.

## Entry level employee common competencies

The **common** competencies are relevant to the majority of entry level employees in the SA Public Sector, but may not be essential in every case. For example, not all ASO1 and ASO2 staff may use financial systems in their current work role. Staff may wish to use the common competencies as the basis of development plans to improve current performance or broaden their future career options.

Some of the content from the **common** competencies is embedded in the **core** competencies. For example, **Work effectively with diversity** is a consideration in the competency **Address client needs**.

PSPGOV303B	Build and maintain internal networks
PSPGOV305B	Access and use resources and financial systems
PSPGOV306B	Implement change
PSPGOV307B	Organise workplace information
PSPGOV309A	Address client needs
PSPGOV313A	Compose workplace documents
PSPGOV315A	Give and receive workplace feedback



# Entry Level Employee Competencies for the SA Public Sector

## ***Where can I find these competencies?***

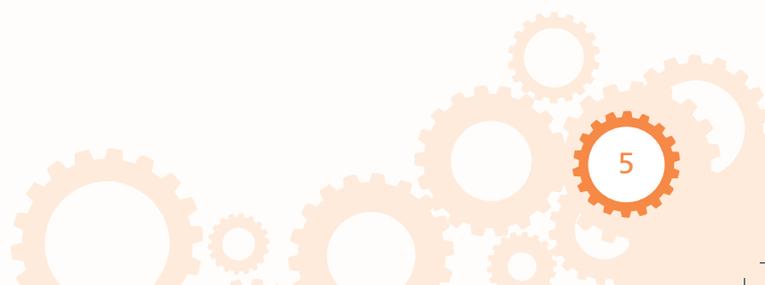
Each training package has a national code. For example, the PSTP code is PSP04 and the BSTP is BSB07. There are more than 80 training packages covering a diverse range of industries.

All endorsed competencies have a national code that may be used to find that competency at [training.gov.au](http://training.gov.au) (TGA), the database on Vocational Education and Training in Australia. TGA is the official national register of information on training packages, qualifications, courses, units of competency and registered training organisations.

To view the public sector competencies on the [training.gov.au](http://training.gov.au) website, use the quick search function at the bottom of the home page. In the nationally recognised training search field, type in Public Sector Training Package or PSP04. Select the public sector link and the website will display the training package details including training package components, skills sets and units of competency.

More information on the PSTP can be found on the [training.gov.au](http://training.gov.au) website.

Both the **core** and **common** competencies of the Entry Level Employee Competency Framework can be found on the above website. You may also find additional competencies relevant to your particular job role in other training packages.



## Core entry level employee competencies & elements

Core  
entry level  
employee  
competencies

Uphold the values and principles of public service

- Apply ethical standards
- Deal with ethical problems

Work effectively in the organisation

- Evaluate and develop own expertise
- Work within the organisational structure and context
- Manage own work

Contribute to workgroup activities

- Establish workgroup parameters
- Participate in the workgroup
- Assist workgroup members

Work effectively with diversity

- Recognise and value individual differences
- Work effectively with diverse clients and colleagues

Use workplace communication strategies

- Respond to enquiries
- Receive and give directions
- Participate in meetings
- Make presentations within the workgroup

Comply with legislation in the public sector

- Identify legislative requirements
- Comply with legislative requirements
- Report incidents of non-compliance

Contribute to workplace safety

- Contribute to participative workplace safety arrangements
- Identify hazards and control risks

Apply government processes

- Apply information relating to the machinery of government
- Apply knowledge of organisational functions
- Apply knowledge of protocols

SA Public Sector Ethics and Values

## Common entry level employee competencies & elements

Common entry level employee competencies

Build and maintain internal networks

- Identify key internal stakeholders
- Build internal links with key internal stakeholders
- Participate in internal networks

Access and use resources and financial systems

- Access and use resources
- Administer usage of physical resources
- Operate financial systems
- Identify and deal with discrepancies

Implement change

- Prepare for change
- Implement and monitor change
- Work with ambiguity in the workplace

Organise workplace information

- Collect and assess information
- Organise and provide information

Address client needs

- Assist clients to articulate needs
- Satisfy client needs
- Exercise judgement to resolve client service issues

Compose workplace documents

- Interpret written information
- Compose written materials

Give and receive workplace feedback

- Seek and act on workplace feedback
- Provide informal feedback in the workplace
- Provide formal feedback in the workplace

SA Public Sector Ethics and Values

# How the Entry Level Employee Competency Framework translates into a qualification

## CERTIFICATE III IN GOVERNMENT

This qualification is composed of seven required units and four elective units.

### Required competencies

Code	Unit	In the Entry Level Employee Competency Framework?
PSPETHC301B	Uphold the values and principles of public service	Yes
PSPGOV301B	Work effectively in the organisation	Yes
PSPGOV302B	Contribute to workgroup activities	Yes
PSPGOV308B	Work effectively with diversity	Yes
PSPGOV312A	Use workplace communication strategies	Yes
PSPLEGN301B	Comply with legislation in the public sector	Yes
PSPOHS301A	Contribute to workplace safety	Yes

### Elective units

Code	Unit	In the Entry Level Employee Competency Framework?
PSPGOV422A	Apply government processes	Yes
	< Select a competency specific to your work >	
	< Select a competency specific to your work >	
	< Select a competency specific to your work >	

If you complete all eight core competencies of the entry level employee competency framework, you will have three additional competencies to complete to meet the requirements of the Certificate III in Government qualification.

The three additional elective competencies must be at Certificate III level or higher. The competencies should relate to your job or future development needs. They can be taken from:

- the common competencies within this document
- the higher level competencies from the SA Public Sector First Line Manager Competency Framework or a higher framework
- any nationally accredited training package.

Use your performance management discussion with your manager to identify appropriate competencies for your performance development plan.

### If you would like further information, please contact:

Public Sector Management Division  
Department of the Premier and Cabinet  
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