



www.qut.edu.au/study/psmp

Public Sector Management Program

Building the business of government in partnership with the governments of Australia



QUT Business School

Queensland University of Technology
Brisbane Australia

Australia's first business school
with triple international accreditation





“The PSM course provides a strong balance between academic theory and hands on practical skills to ensure the learnings can be applied directly in the workplace. Working with a diverse range of other ambitious colleagues, in an executive setting, takes your thinking on the wicked problems we face to a new and higher level.”

Dean Raihman

Manager (Non-mining)
Department of Environment and Heritage
Protection

Program overview

The Australian Public Service Commission, on behalf of the Public Sector Management (PSM) Program Board of Management, has appointed Queensland University of Technology (QUT) for the national delivery of the PSM Program. The PSM Program is a flexible and dynamic study option catering specifically for mid-level managers in the modern Australian public service.

The program continues to make a significant impact on the Commonwealth, State and Local governments with a 20-year track record of success. From 2015, it will be delivered in all capital cities by a single national provider, QUT.

Offered to both public sector and non-government organisation (NGO) staff, the program has evolved to meet the changing needs of the public sector and NGOs. It provides an engaging and relevant curriculum, delivered through a unique blend of work-based learning, workshops and a virtual learning environment.

Program outcomes

The program develops participants' understanding of the role of the business of government and develops their management capacity to:

- understand and effectively manage the business of government
- think systemically in an ambiguous and contestable world
- be accountable and be held to account
- become reflective practitioners
- manage relationships for customer and business outcomes
- enable self and others for productivity and performance.

Program benefits

The PSM Program has a number of significant benefits.

Employers:

- gain immediate application of learnings to the workplace (learn it today – use it tomorrow)
- reap the benefits of managers who can help steer organisations through uncertain and challenging times
- increase workforce flexibility with a common language and understanding of the business of government.

Participants:

- earn a Graduate Certificate in Business (Public Sector Management)
- become eligible for credit into further postgraduate programs including QUT's Master of Business Administration (MBA) and some specialist Master of Business programs, or with other universities with PSM Program credit arrangements
- broaden their knowledge of the public sector

- enhance their management skills, improving career opportunities
- with technical backgrounds are assisted in their transition to management positions
- build strong professional networks and communities of practice beyond their current work environment.

Who should attend

This course is for highly motivated public sector and NGO staff, for example:

- existing and new managers/supervisors and/or those managing complex groups of stakeholders
- senior managers who are new to the public service/NGOs
- professionals in transition to management (e.g. teachers, lawyers or engineers who have assumed management responsibility)
- managers with cross-jurisdictional responsibilities or NGO managers who deliver government services.

Participants must be sponsored by their employer.

Program delivery

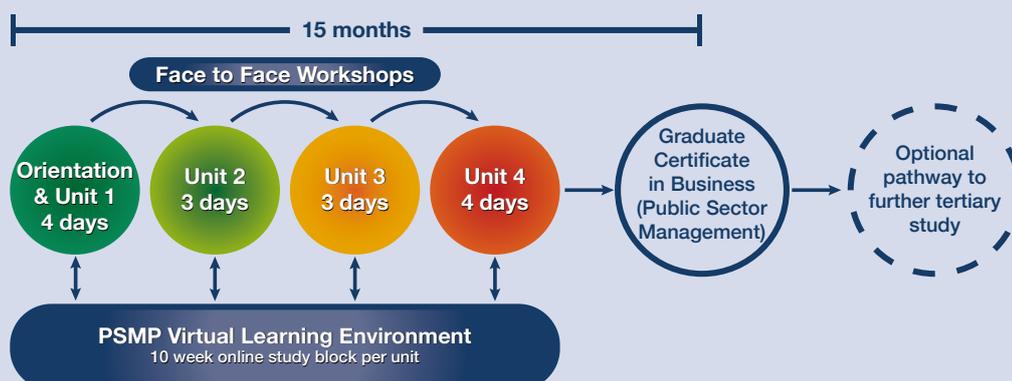
QUT offers a holistic, theoretically rigorous and real-world focused national program through an innovative work-based blended learning framework.

Designed to maximise workplace learning, this national curriculum employs a blend of dynamic workshops, work-based projects, case studies and a virtual online learning environment offering participants access to QUT's library database, PSM cohort Blackboard (online learning management system), weblinks, videos and pdf e-books.

Participants will also undertake a work-based project delivering real outcomes for their organisations.

Duration

The four-unit course is delivered over 15 months and is focused around four intensive three to four day workshops, minimising disruption to the workplace.



Student support

QUT supports participants throughout the course, delivering a high-quality learning experience with a national team of committed administrative and academic staff.

Course coordinators are located across Australia, with administrative support staff based in Brisbane and Canberra.

Program dates

There are multiple program intakes each year.

For unit delivery dates please visit qut.edu.au/gsb

Program content

The PSM Program is designed in collaboration with the governments of Australia to meet the needs of the contemporary public sector. It consists of four core units, each with key module topics set within six cross-unit themes that develop 10 key personal attributes throughout the course curriculum.

Unit one: Managing within the Context of Government

Unit one provides the 'big picture' of government and the context within which public sector managers operate. It develops an understanding of the institutional frameworks and conventions which guide practice and ensure sustainable democratic processes.

Unit two: Managing Self and Others

Unit two provides insights into key individual and group behaviours, and offers skills for communicating with and managing people and teams.

Unit three: Managing Outwards in a Networked Government

Unit three explores the variety of relationships that managers need to build across the public sector and outside it—with the private sector, with community and not-for-profit sector and with citizens and clients of government services.

Unit four: Managing Operations for Outcomes

Unit four builds the overall operational capabilities of managers and provides them with highly effective and appropriate tools, processes and diagnostic capabilities to deliver and sustain the business of government.

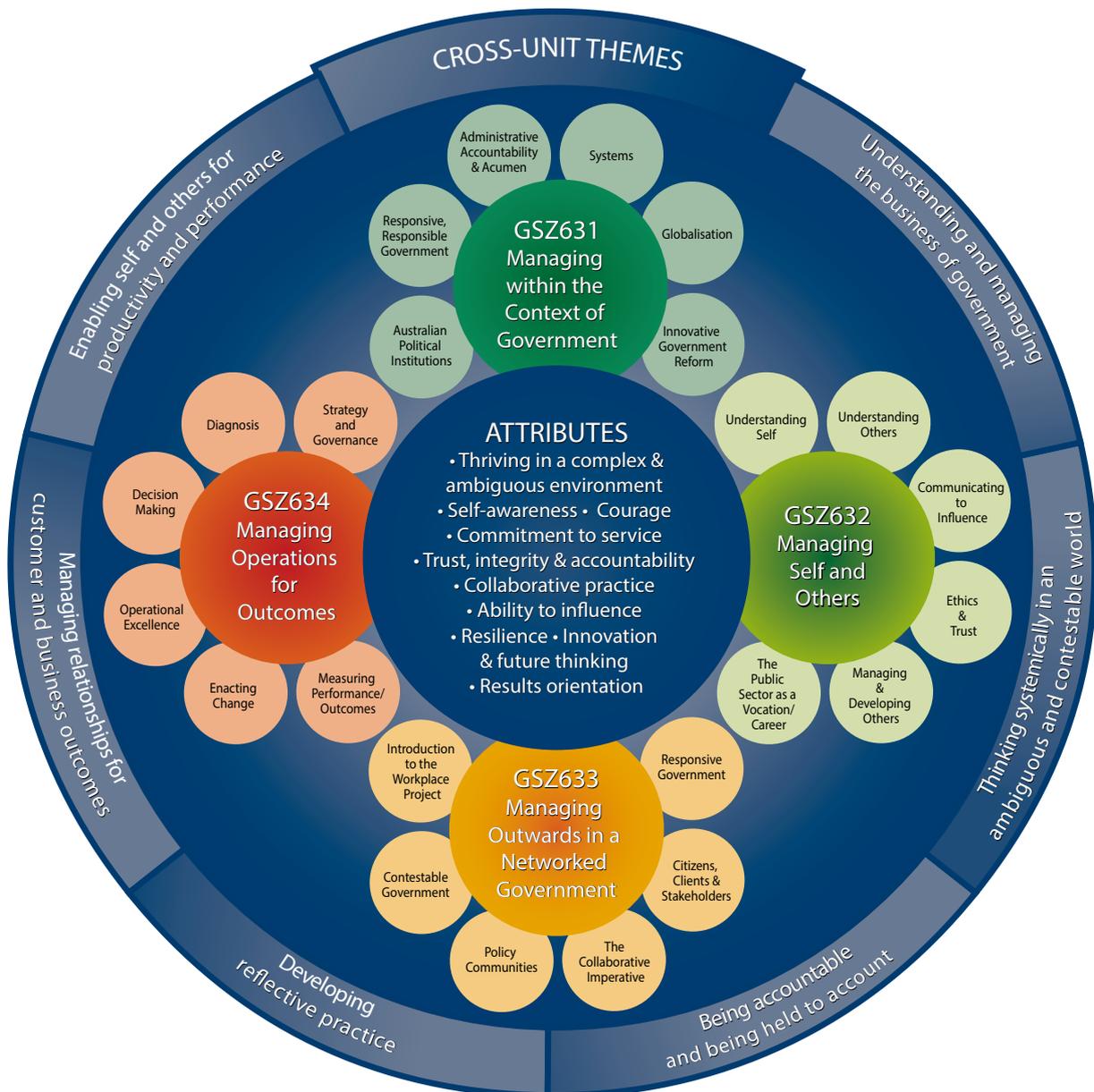


“The PSMP was a fantastic opportunity for me to re-enter the world of tertiary study in a format that provided a good balance between the theory of management and leadership, and the development of practical skills needed to deliver in the current public service environment. I have walked away from the PSMP with confidence in my skills to contribute to a positive leadership culture in my agency and to take on further team management opportunities in the constantly changing public sector environment.”

Michelle Muir

Principal Development Officer
Department of National Parks, Recreation,
Sport and Racing

Graduate Certificate in Business (Public Sector Management) – curriculum



Central to the design of the four units comprising the Graduate Certificate in Business (Public Sector Management) is the strong link drawn between theory and practice. QUT will deliver a holistic, theoretically rigorous and real world-focused program as depicted diagrammatically above. The design of the PSMP is founded on QUT’s commitment to a programmatic rather than unit-led approach to curriculum design. To achieve this, we have identified six programmatic or cross-unit themes and 10 personal attributes that are critical for the development of contemporary public sector managers. These themes and attention to the development of personal attributes will be woven across the entire program.

More about QUT

QUT has a strong reputation both nationally and internationally for its work in leadership research and education. As a leading Australian university we have one of the largest and most respected business faculties in the country. QUT Business School was the first Australian business school to achieve triple accreditation by three leading international bodies—AACSB International, EQUIS and AMBA—all hallmarks of excellence and recognition of the quality of our courses and operations. QUT's MBA was ranked third by the *Australian Financial Review's* Boss Survey in 2013, and most recently the QUT Business School was ranked 70th on the Financial Times 2014 global list of university providers of customised executive education programs.

QUT brings to the PSM Program a wealth of expertise in the 'business of government' arena and, having been the Queensland delivery agent for the program since 2011, has been appointed the single national provider for the PSM Program for 2015–2019.

Next steps

- Check your eligibility
- Talk to your employer and seek their support
- Submit your application online



“The PSM Program provided me with the opportunity to explore and implement contemporary management theories and practices used both in the private and public sector, nationally and globally. The PSM Program has motivated me to pursue further academic studies in management and I think will give me a valuable edge for a promotion in the APS.”

Matt McMahon

Assistant Director

Department of Immigration and Border Protection

More information

For more information, please visit qut.edu.au/study/psmp

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