BSBLIB512 Develop and maintain community and stakeholder relationships

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to develop and maintain relationships with people and organisations in local communities through regular and ongoing consultation to maintain the quality of service provision.

It applies to individuals who work in any industry or community context where there is a need for a proactive approach to establishing and building networks and relationships between organisations and stakeholders and who operate autonomously, often with managerial responsibility.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Library – Relationship Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Plan stakeholder consultation	1.1 Review and assess current and potential stakeholders to determine needs, interests, and priorities and trends, in consultation with colleagues
	1.2 Identify key stakeholders, their representatives and ways to establish and maintain links
	1.3 Research and maintain a collection of current relevant information on stakeholders
	1.4 Check organisational plans for appropriate reference to

ELEMENT	PERFORMANCE CRITERIA
	interaction with stakeholders
	1.5 Ensure planning takes account of relevant internal and external factors
2 Establish productive stakeholder relationships	2.1 Use a range of formal and informal strategies to facilitate relationships between stakeholders and own organisation
	2.2 Identify and assess strategies for formal links between own organisation and key stakeholders
	2.3 Implement strategies likely to be successful in establishing productive relationships with stakeholders
	2.4 Determine purpose and parameters of specific consultations, and brief participants accordingly
	2.5 Integrate information from stakeholder consultations into organisational planning and share with relevant colleagues in a timely manner
	2.6 Monitor and evaluate stakeholder relationships and take appropriate action to continuously improve them, in consultation with colleagues
3 Represent organisation to local community	3.1 Communicate organisational role accurately, confidently and clearly to promote stakeholder awareness
	3.2 Promote organisation to external bodies that have a stake in its role, funding and operations

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 1.4, 1.5	• Interprets and analyses complex documents making connections to inform planning and strategy
Writing	1.1, 1.3, 2.1, 2.4, 2.5, 2.6, 3.1, 3.2	• Employs appropriate vocabulary and tone to effectively communicate to different audiences • Uses appropriate forms and conventions to convey information clearly
Oral	1.1, 1.2, 2.1, 2.4-2.6,	• Articulates clearly and persuasively, listening to opinions of others and altering responses accordingly

Communication	3.1, 3.2	• Participates in a verbal exchange of ideas/solutions and uses detailed, clear language to clarify and present information according to requirements and audience
Navigate the world of work	1.1, 1.3, 1.4, 2.5, 2.6	• Ensures knowledge of community networks relevant to own role is accurate, comprehensive and current • Works independently and collectively in making decisions to achieve organisational outcomes • Seeks to improve policies and procedures relevant to own role to better meet organisational goals
Interact with others	1.1, 1.2, 2.1, 2.4-2.6, 3.1, 3.2	• Uses appropriate conventions and protocols when communicating with colleagues and external stakeholders • Develops and implements communications strategies with internal and external persons to build rapport • Plays a lead role in collaborating, consulting and cooperating with stakeholders to promote an understanding of the organisation's role
Get the work done	1.1, 1.2, 1.4, 1.5, 2.1-2.6	• Plans, organises, implements and reviews systems and processes for effective engagement with stakeholders • Evaluates effectiveness of systems and processes to inform decisions on how to implement improvements • Systematically gathers and analyses all relevant information and evaluates options to make informed decisions • Uses problem-solving techniques to identify and analyse issues • Uses analytical and lateral thinking to identify opportunities to engage with and maximise involvement of stakeholders • Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLIB512 Develop and maintain community and stakeholder relationships	CULREL501A Develop and maintain community and stakeholder relationships	Updated to meet Standards for Training Packages Unit moved from	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
		Library, Information and Cultural Services Training Package to Business Services Training Package.	

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10