



Australian Government

**Assessment Requirements for PSPGEN104
Build and maintain community
relationships**

Release: 1

Assessment Requirements for PSPGEN104 Build and maintain community relationships

Modification History

Supersedes and is equivalent to PSPGEN075 Build and maintain community relationships.

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:

- establish and foster transparent, trusting relationships or partnerships with individuals and communities
- maintain multiple and potentially conflicting relationships or partnerships
- work with diverse communities using communication styles to suit different audiences and purposes
- explain complex and formal policies and concepts to audiences
- apply lateral thinking to provide solutions and overcome barriers to community engagement
- link people to appropriate capacity-building opportunities
- prepare community engagement information requiring the presentation of complex information using simple language structures and precision of expression.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to community engagement
- community engagement theory, principles, practices and techniques
- community development practices and principles
- public sector values and codes of conduct
- leadership and managing expectations in the context of community engagement
- principles of cultural awareness and cross-cultural communication
- principles of anti-discrimination, equity, and inclusion
- workplace safety procedures relating to community engagement activities.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to community engagement
- resources and equipment required of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>