Australian Government

Assessment Requirements for BSBATSIC411 Communicate with the community

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- facilitate good communication channels with the community
- present information in an appropriate format for the community.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline community consultation methods
- explain the concept of community control of organisations and how it may impact communication requirements with the community
- describe cultural context in which Aboriginal and Torres Strait Islander boards operate, including their role in upholding traditional and cultural values, and how that can impact methods of communication with the community
- explain effective communication strategies for sharing information with individuals and groups
- identify geographic, social, economic and political contexts in which particular organisations operate and how these may impact communication methods
- outline information gathering, analysis and presentation methods
- identify organisational policies and procedures on communicating with community and maintaining confidentiality of information
- list relevant protocols and cultural responsibilities when communicating with community.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk – ATSI governance   field of work and include access to:

- examples of issues considered by boards of governance, including community feedback
- examples of relevant documents.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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