Australian Government

BSBATSIC411 Communicate with the community

Release: 1

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Modification History

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

Application

This unit describes the skills and knowledge required for board members to work in partnership with the community, including other organisations, to meet community needs and involve people in the organisation and its activities.

It applies to individuals who need to communicate with the community in their role as a member of a board of governance of an Aboriginal and Torres Strait Islander organisation.

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

Unit Sector

Regulation, Licensing and Risk – ATSI Governance

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 Collect information from the community	1.1 Convene a community forum 1.2 Use formal and informal community networks to share information 1.3 Encourage, respect and record community contributions 1.4 Follow organisational policies and procedures for confidential information
2 Provide information to the community about the organisation's activities and board decisions	2.1 Provide information to the community about the organisation's activities according to established protocols 2.2 Advise the community regularly of board decisions and the reasons behind them

ELEMENT	PERFORMANCE CRITERIA
3 Identify issues jointly with the community	3.1 Raise and discuss issues of importance with the community
	3.2 Invite individuals and groups affected by issues to participate in community forums
	3.3 Gather background information through relevant networks
4 Identify options with the community	4.1 Discuss and evaluate options for action with the community
	4.2 Identify preferred options
	4.3 Convey information on issues and preferred options to the board
	4.4 Convey the board's response to the community

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	1.4, 2.1, 3.3	• Evaluates and integrates facts and ideas to construct meaning from a range of text types
Writing	1.1-1.3, 2.1, 2.2, 4.3, 4.4	• Uses clear, specific and industry-related terminology to complete and update workplace documentation
Oral Communication	1.1-1.3, 2.1, 2.2, 3.1-3.3, 4.1, 4.3, 4.4	• Uses active listening and questioning skills to confirm understanding for requirements • Participates in a range of verbal exchanges using appropriate tone, language and syntax to address relevant stakeholders and disseminate information
Navigate the world of work	1.4, 2.1	• Understands the nature and purpose of own role and associated responsibilities and recognises and follows implicit and explicit organisational policies and procedures
Interact with others	1.1-1.3, 2.1, 2.2, 3.1-3.3, 4.1, 4.3, 4.4	• Recognises importance of building rapport to establish effective working relationships • Recognises importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate with whom, why and how

Get the work done	1.1, 1.2, 3.3, 4.2	• Takes responsibility for planning and organising own workload, identifying ways of sequencing and combining elements for greater efficiency and considering how to respond to input of others • May use online forums, blogs and social networking sites to connect with the community, following appropriate online etiquette • Actively contributes to group decision-making when required

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBATSIC411 Communicate with the community	BSBATSIC411C Communicate with the community	Updated to meet Standards for Training Packages	Equivalent unit

Links

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