Australian Government

BSBFNG402 Interact with Aboriginal and Torres Strait Islander organisation members and the community

Release: 1

BSBFNG402 Interact with Aboriginal and Torres Strait Islander organisation members and the community

Modification History

Release	Comments
Release 1	This version first released with the Business Services Training Package Version 8.0. Supersedes and is equivalent to BSBATSIC411 Communicate with the community. Changed unit title to reflect developments in Aboriginal and Torres Strait Islander Governance outcomes.

Application

This unit describes the skills and knowledge required to interact with Aboriginal and Torres Strait Islander organisation members and the community. This includes interacting with other organisations and the community to meet community needs and involve people in the Aboriginal and Torres Strait Islander organisation and its activities.

The unit applies to individuals who in their role as a member of a board of governance of an Aboriginal and Torres Strait Islander organisation are responsible for communicating with key stakeholders in the community.

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

Unit Sector

Technical Skills - Aboriginal and Torres Strait Islander 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 board members and the community	1.1 Use formal and informal member or community networks to gather and share information according to organisational procedures 1.2 Record member or community contributions and advice 1.3 Follow organisational policies and procedures to maintain confidentiality

2. Jointly identify issues with members and the community	2.1 Raise and discuss issues of importance with members or the community
	2.2 Invite individuals and groups affected by issues to participate in discussions
3. Identify options to address issues with members and the community	3.1 Discuss and evaluate options to address identified issues with members or the community
	3.2 Identify suitable and preferred options
	3.3 Communicate information on activities, issues and preferred options to organisation's board
	3.4 Convey board's decision to organisation members and the community
4. Provide information to members and the community about the organisation's activities and board decisions	4.1 Provide information to members or the community about the organisation's activities and issues according to organisational policies and procedures
	4.2 Advise members or the community of board decisions and the reasons behind them

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Evaluates and integrates facts and ideas to construct meaning from a range of text types
Oral communication	• Uses active listening and questioning skills to confirm understanding • Participates in a range of verbal exchanges using appropriate tone, language and syntax to address stakeholders and disseminate information
Initiative and enterprise	• Identifies nature and purpose of own role and associated responsibilities and follows organisational policies and procedures
Teamwork	• Takes steps to build rapport and establish effective relationships • Takes audience, purpose and contextual factors into account when making decisions about what to communicate with whom, why and how
Planning and organising	• 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 • Contributes to group decision-making when required

Unit Mapping Information

Supersedes and is equivalent to BSBATSIC411 Communicate with the community.

Links

Companion Volume Implementation Guide is found on VETNet - - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10