



Australian Government

BSBINS510 Develop community and stakeholder relationships in a library environment

Release: 1

BSBINS510 Develop community and stakeholder relationships in a library environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

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.

The unit applies to individuals who work in a library or 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

Technical Skills – Information Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan stakeholder consultation	1.1 Review and assess current and potential stakeholders and determine needs, interests, priorities and trends, in consultation with colleagues 1.2 Identify relevant stakeholders and methods to establish and maintain contact 1.3 Research and maintain a collection of current relevant information on stakeholders 1.4 Check organisational plans for relevant reference to stakeholder interaction 1.5 Confirm that planning process takes account of relevant internal

ELEMENT	PERFORMANCE CRITERIA
	and external factors
2. Establish stakeholder relationships	2.1 Identify and assess a range of strategies to facilitate relationships between stakeholders and own organisation 2.2 Implement strategies and establish productive relationships with stakeholders 2.3 Determine purpose and parameters of specific consultations, and brief participants accordingly 2.4 Integrate information from stakeholder consultations into organisational planning and share with relevant colleagues 2.5 Monitor, evaluate, and continuously improve stakeholder relationships
3. Represent organisation to local community	3.1 Communicate organisational role accurately, confidently and clearly to promote stakeholder awareness 3.2 Promote organisation to relevant stakeholders

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	Interprets and analyses complex documents making connections to inform planning and strategy
Writing	- Employs appropriate vocabulary and tone to effectively communicate to different audiences - Uses appropriate forms and conventions to convey information clearly
Oral Communication	- Articulates clearly and persuasively, listening to opinions of others and altering responses accordingly - Participates in a verbal exchange of ideas and uses detailed, clear language to clarify and present information according to requirements and audience
Self-management	Works independently and collectively in making decisions to achieve organisational outcomes
Teamwork	Plays a lead role in collaborating, consulting and cooperating with stakeholders to promote an understanding of the organisation's role
Initiative and enterprise	Seeks to improve policies and procedures relevant to own role to better meet organisational goals
Planning and	Plans, organises, implements and reviews systems and processes for

Skill	Description
organising	effective engagement with stakeholders
Problem solving	• 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
Technology	• Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to BSBLIB512 Develop and maintain community and stakeholder relationships.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>