BSBATSIC411B Communicate with the community

Release: 1

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Modification History

Unit Descriptor

This unit covers the process by which Board members work in partnership with the community including other organisations in order to meet community needs and involve people.
No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

This unit applies to individuals with a broad knowledge of the business or core functions of organisations who contribute their skills and knowledge to monitoring and guiding the activities of organisations in the Indigenous community.
Indigenous community boards are upholders of traditional and cultural values.
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Indigenous community boards are upholders of traditional and cultural values.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Employability Skills Information

This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

Elements and Performance Criteria

Element		Performance Criteria	
1	Collect information about the community on an on going basis	1.1	Convene a regular **community forum**
		1.2	Utilise formal and informal community networks to share information
		1.3	Encourage, respect and document community contributions
		1.4	Respect confidentiality
2	Provide information to the community about the organisation's activities and Board decisions	2.1	Provide to the community information about the organisation's activities
		2.2	**Advise the community** regularly of Board decisions and the reasons behind them
		2.3	Follow **protocols** relating to information
3	Identify issues and problems jointly with the community	3.1	Raise, discuss and document community concerns
		3.2	Invite **individuals and groups** affected by issues to participate
		3.3	Research background information through relevant networks
4	Identify options with the community	4.1	Discuss and document possible options for action
		4.2	Identify and list the advantages and disadvantages of each option

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4.3   Select and document preferred options

4.4   Convey information to the Board

4.5   Convey the Board's response to the community

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

Oral or written communication

Cross-cultural competence, including gender and disability

Evaluation and decision-making

Networking

Negotiation

Required knowledge

Cultural context - Boards are upholders of traditional and cultural values. Relevant aspects of culture may include: cultural protocols, language (both Traditional and Aboriginal English), Aboriginal learning styles, cultural business, family and community responsibilities and local history

Community control - community participation and control in decision-making are central to organisations and the role of Boards is to support the community in these processes

Location and resources - organisations operate in diverse locations where cultural, social, economic and political conditions may vary widely. Also, acute resource shortages may also determine the options available

Legal requirements - organisations operate under provisions of federal, state or territory legislation as legal entities and funding recipients which influence decision-making

Organisation processes

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential:
	Integrated demonstration of all elements of competency and their performance criteria; and
	Communicating effectively with the community
Context of and specific resources for assessment	Assessment must ensure:
	This unit of competency should be assessed through the performance of Board duties, but in the event that there is no opportunity to observe such a performance a simulated environment can be used but such simulation must replicate Board conditions in terms of: performing the task; managing a number of different tasks; coping with irregularities and breakdowns in routine; dealing with the responsibilities and expectations of the Board, including working with others; and transferring competency to other situations
	Knowledge and performance to be assessed over time to confirm consistency in performance
Method of assessment	The following assessment method is appropriate for this unit:
	Performance of Board duties, or through an accurate simulation of Board duties

Guidance information for assessment

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Community forums must include:	diverse groups, including women and youth
Methods of advising the community may include:	newsletters, notices etc in plain English or Aboriginal English
	open Board meetings
	forums
	open days
	consultations
	networks
	community meetings
	site visits
Protocols for information sharing may include:	land issues
	gender issues
Individuals, **groups and networks** may include:	Elders
	Custodians
	women
	young people
	government departments
Other organisations may include:	Aboriginal and Torres Strait Islander organisations
	CDEP
	mainstream community groups

Unit Sector(s)

empty
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Competency field

Regulation, Licensing and Risk - ATSI Governance
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