



Australian Government

Department of Education, Employment and Workplace Relations

CHCNET402A Establish and maintain effective networks

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to establish and maintain formal and informal groups which directly impact on the effective operation of the organisation

Application of the Unit

Application

The skills described in this unit may be applied across a range of community services workplace contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1. Develop cooperative working relationships and strategic alliances with other organisations | 1.1 Gather information about relevant services, organisations and key people and store, maintaining currency and accessibility

1.2 Provide information about own service to other organisations and liaise with staff from relevant organisations on a formal and informal basis to optimise client service delivery

1.3 Share resources, where possible, with other organisations to overcome duplication in service delivery |
| 2. Represent the organisation | 2.1 <i>Promote a positive image of the organisation</i> at available opportunities

2.2 Effectively communicate issues, policies and practices of the organisation to a range of audiences in an appropriate format

2.3 Handle complaints about services in accordance with organisation procedures |

ELEMENT**3. Maintain networks****PERFORMANCE CRITERIA**

3.1 Maintain networks and other work relationships to provide identifiable benefits for clients and the organisation

3.2 Apply appropriate time and effort to establishing and maintaining networks to assist achievement of work outcomes

3.3 Follow protocols for communication between network participants and services including those relating to confidentiality

3.4 Provide advocacy to develop working relationships between client and other organisations/agencies

3.5 Identify cultural diversity within networks and ensure communication is appropriate

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

It is critical that the candidate demonstrate knowledge of:

- Approaches to networking
- Relevant organisations, services and individuals
- Promotional strategies applicable to the service or organisation

The candidate must also be able to demonstrate relevant knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role, such as knowledge of:

- Funding bodies and lines of contact

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Maintain a network of formal and informal groups relevant to the work situation
- Represent organisation in both formal and informal settings in a positive manner
- Maintain documentation as required, including effective use of relevant information technology in line with occupational health and safety (OHS) guidelines

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Demonstrate application of skills in:
 - promotion
 - negotiation

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
This may include the use of languages other than English and alternative communications systems
- Assessment must include a range of group settings and networks

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resource requirements for assessment of this unit include access to:
 - an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment

Method of assessment:

- Assessment may include observations, questioning and evidence gathered from the workplace environment

Range Statement

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. Add any 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.

Promote a positive image of the organisation include to:

- Internal and external clients
- Professional networks
- Managers
- Funding bodies
- Political groups
- Community groups and associations

Networks include:

- Formal and informal groups which are directly related to work activities or which make a valuable contribution to effective performance

Unit Sector(s)

Not Applicable