



**Australian Government**

# **DEFDPA001 Promote the organisation's mission and values**

**Release 2**

# DEFDPA001 Promote the organisation's mission and values

## Modification History

Release 2. Punctuation errors corrected. Assessment conditions clarified.

Release 1. This is the first release of this unit of competency in the DEF Defence Training Package.

## Application

This unit specifies the skills and knowledge required to promote the mission and values of the Defence organisation.

It includes building networks and developing working relationships to promote and represent the Defence organisation.

This unit applies to Defence public affairs personnel, but it could apply to any personnel who work in this field.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Persons undertaking this unit work under indirect supervision or as part of a team and perform specific tasks in familiar contexts.

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

## Pre-requisite Unit

Not applicable

## Competency Field

Defence Public Affairs

## Unit Sector

Not applicable

## Elements and Performance Criteria

### ELEMENTS

### PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

**1 Build networks and develop working relationships**

- 1.1** Establish formal and informal networks at the local, regional and national levels to support liaison and collaboration in accordance with organisational policy
- 1.2** Recognise roles and responsibilities of stakeholders and ensure they are taken into account in interactions
- 1.3** Develop working relationships with stakeholders to provide beneficial outcomes
- 1.4** Conduct productive dealings with stakeholders in accordance with organisational protocols
- 1.5** Obtain feedback from other organisations and governments to inform and improve service delivery

**2 Promote the organisation**

- 2.1** Use a range of strategies to promote a positive image of the organisation at every available opportunity
- 2.2** Communicate issues, policies and practices to a range of audiences in writing and orally in accordance with organisational procedures
- 2.3** Identify and involve appropriate key people to achieve outcomes
- 2.4** Develop and distribute authoritative and specialist advice in accordance with organisational procedures

**3 Represent the organisation**

- 3.1** Communicate the organisation's message clearly and confidently to stakeholders in accordance with organisational policy
- 3.2** Promote the organisation to external stakeholders
- 3.3** Provide advice to stakeholders consistent with organisational policy
- 3.4** Provide advice in the context of strategic planning for the organisation in accordance with organisational policy
- 3.5** Provide advice on sensitive matters in line with privacy and confidentiality legislation and guidelines

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

## Unit Mapping Information

This unit supersedes and is equivalent to DEFPA001 Promote the organisation's mission and values.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6bdbab1e-11ed-4bc9-9cba-9e1a55d4e4a9>