



Australian Government

FWPCOT6201 Manage community engagement

Release: 1

FWPCOT6201 Manage community engagement

Modification History

Release	Comment
1	Replaces equivalent unit FPICOT6201B Manage community engagement which was first released with FPI11 Forest and Forest Products Training Package Version 2.2

Application

This unit of competency describes the outcomes required to develop and implement plans for community engagement to achieve sustainable environmental, economic and community benefit.

This unit applies to job roles at a senior management level across the full scope of forest and wood products industry workplaces and to operations of all sizes.

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

Pre-requisite Unit

Nil.

Unit Sector

Common Technical

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.</i>
1. Scope need for community engagement	<p>1.1 Develop a community engagement framework to assist in analysing and responding to issues that require community engagement.</p> <p>1.2 Identify organisational issues requiring community engagement and evaluate benefits of engaging community in consultation processes.</p> <p>1.3 Define target community groups in line with identified issues and</p>

ELEMENTS	PERFORMANCE CRITERIA
	<p>purpose of engagement.</p> <p>1.4 Evaluate a range of community engagement strategies in line with identified issues and characteristics of target groups.</p>
2. Develop community engagement plan	<p>2.1 Establish purpose and objectives of community engagement in consultation with key stakeholders.</p> <p>2.2 Design community engagement strategies that are relevant, achievable, measurable and flexible to allow for emergence of new ideas and options.</p> <p>2.3 Identify barriers to community involvement, recognising community diversity, and develop strategies to address them.</p> <p>2.4 Embed processes for communication, monitoring, reporting, feedback and evaluation in the plan.</p> <p>2.5 Obtain relevant organisational commitment to and approval of community engagement plan.</p>
3. Implement community engagement plan	<p>3.1 Determine resource requirements and implementation timelines.</p> <p>3.2 Communicate objectives and constraints of engagement to appropriate personnel and allocate resources, roles and responsibilities.</p> <p>3.3 Identify and manage expectations of participants, provide information throughout engagement process and maintain community engagement.</p> <p>3.4 Provide opportunities for individuals and communities to develop their capacity to engage with the organisation.</p> <p>3.5 Implement mechanisms for communities to raise their own issues with the organisation.</p> <p>3.6 Identify barriers to community engagement and formulate and implement solutions in line with the community context.</p> <p>3.7 Implement feedback methods in line with plan and respond to maximise community participation.</p>
4. Evaluate community engagement plan	<p>4.1 Analyse feedback on quality and effectiveness of engagement strategies from appropriate personnel and community stakeholders.</p> <p>4.2 Evaluate engagement outcomes against purpose and objectives.</p> <p>4.3 Document and share outcomes with community stakeholders and key organisational personnel.</p> <p>4.4 Provide feedback to participants on how the outcomes have informed organisational planning or decision making.</p> <p>4.5 Prepare recommendations for future programs based on</p>

ELEMENTS	PERFORMANCE CRITERIA
	consultation and analysis.

Foundation Skills

<i>This section describes those core and employment skills that are essential to performance and are not explicit in the performance criteria.</i>	
Learning skills to:	<ul style="list-style-type: none"> Continually update knowledge of individual and community perceptions and concerns with the organisation's practices.
Oral communication skills to:	<ul style="list-style-type: none"> Interact appropriately with a variety of community groups to explain complex and formal policies. Establish and foster transparent, trusting relationships or partnerships with individuals and communities. Work with diverse communities using a range of communication styles to suit different audiences and purposes.
Writing skills to:	<ul style="list-style-type: none"> Develop and document comprehensive plans requiring complex language structures and precision of expression. Prepare community engagement information requiring the presentation of complex information, using simple language structures and precision of expression. Develop comprehensive reports on engagement outcomes including recommendations and rationale for future improvements.
Planning and organising skills to:	<ul style="list-style-type: none"> Coordinate community engagement, including relationship building, networking, negotiation and conflict management. Maintain multiple and potentially conflicting relationships.
Numeracy skills to:	<ul style="list-style-type: none"> Measure performance against engagement principles and indicators. Analyse feedback on quality and effectiveness of engagement strategies. Identify and interpret local community characteristics and demographics
Problem-solving skills to:	<ul style="list-style-type: none"> Mediate, negotiate and attempt to obtain consensus between parties. Use lateral thinking to provide solutions and overcome barriers to community engagement.
Technology skills to:	<ul style="list-style-type: none"> Use a computer, keyboard and software to prepare correspondence with community stakeholders and to prepare organisational plans and reports.

Unit Mapping Information

FPICOT6201B Manage community engagement

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>