Assessment Requirements for PSPGEN148 Develop internal and external networks

Assessment Requirements for PSPGEN148 Develop internal and external networks

Modification History

Supersedes and is equivalent to PSPGEN039 Develop internal and external networks.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- demonstrate leadership to gain the trust and confidence of clients and colleagues
- use communication strategies, including:
  - giving and receiving feedback
  - reporting
  - maintaining effective relationships
  - managing conflict.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, policies, procedures and guidelines relating to the public sector environment
- organisational policies, plans and procedures
- principles and operations of networks
- principles of effective communication in relation to listening, questioning and non-verbal communication
- techniques for building inclusive relationships of trust
- techniques for facilitating mutually acceptable outcomes
- methods
- techniques to prepare and present information to promote the organisation
- related organisations, agencies and networks.

Assessment Conditions

- Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, policies, procedures and guidelines relating to the public sector
- organisational and inter-agency structures and protocols.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623