



**Australian Government**

# **PUACOM007B Liaise with other organisations**

**Release 3**

## PUACOM007B Liaise with other organisations

### Modification History

| Release | TP Version | Comments                            |
|---------|------------|-------------------------------------|
| 3       | PUA12 V2.1 | Editorial changes.                  |
| 2       | PUA12 V2   | Layout adjusted. Application added. |
| 1       | PUA00 V8.1 | Primary release.                    |

### Unit Descriptor

This unit covers the competency to develop networks and relationships and liaise effectively with other organisations.

### Application of the Unit

This unit applies to workers who have a role that includes formally liaising with other organisations in order to increase response effectiveness and community safety. While all workers should engage in networking opportunities with like-minded organisations in order to increase the effective of response in incidents, this unit is focussed at a more strategic liaisons, from local public safety group level to organisation wide.

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

PUACOM005B Foster a positive organisational image in the community (Fire sector specific)

### Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

#### 1. Establish networks and relationships

- 1.1 Formal and informal networks are established to support ongoing and future liaisons and collaboration.
- 1.2 Relationships are developed and used in a way which provides identifiable benefits to the organisation from shared expertise, information and/or resources.
- 1.3 Participation in regular meetings and forums supports mutual cooperation.
- 1.4 Consultation with ***affected and interested parties*** is undertaken to support the ***organisational goals and objectives***.

#### 2. Communicate and interact with other organisations

- 2.1 Information is provided to other ***organisations*** in a clear, concise and comprehensive manner.
- 2.2 Communication with other organisations is conducted in accordance with organisational policy and procedures.
- 2.3 Information from other organisations is gathered to inform the improvement of services and to avoid duplication of effort.

## Required Skills and Knowledge

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

### Required Skills

- chairing meetings
- networking and developing relationships
- public speaking
- using networks effectively

### Required Knowledge

- awareness of role and responsibilities of other organisations
- chairing meetings
- knowledge of current practices and procedures for communicating in the workplace
- meeting protocols and procedures
- organisation's confidentiality requirements
- organisational policy and procedures relating to liaison with other organisations
- role

## Evidence Guide

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

It is essential for this unit that competence be demonstrated as follows:

- Networks and relationships developed and used effectively
- All information provided is accurate and clear

### Consistency in performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments.

### Context of and specific resources for assessment

#### Context of assessment

On the job or in a simulated work environment.

#### Specific resources for assessment

No special requirements.

## 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 in the Performance Criteria is detailed below.

- Affected and interested parties*** may include:
- local community
  - business community
  - commonwealth
  - state and territory and local governments

- Organisational goals and objectives*** may vary between sectors and organisations and may include:
- organisational performance standards
  - organisational personnel practices and guidelines
  - organisational quality standards
  - customer focussed service delivery
  - community awareness of public safety issues
  - effective response to incidents/operations/emergencies
  - community participation in public safety activities
  - inter-organisation cooperation and collaboration
  - organisational goals and objectives may vary between sectors and organisations

- Organisations*** may include:
- public safety organisations
  - government organisations
  - emergency response organisations
  - local
  - state/territory and commonwealth
  - government
  - suppliers
  - non-government organisations e.g. Red Cross
  - Salvation Army
  - volunteers
  - rescue etc

## Unit Sector(s)

Not applicable.