



**Australian Government**

# **RIICCR401D Develop and maintain positive community relations**

**Release: 2**

## RIICCR401D Develop and maintain positive community relations

### Modification History

Release	Comment
1	This unit replaces RIICCR401A Develop and maintain positive community relations.
2	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

### Application

This unit describes a participant's skills and knowledge required to development and maintenance of positive community relations in the resources and infrastructure industries in the Resources and Infrastructure Industries.

This unit is appropriate for those working in supervisory roles.

Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and Industry sectors. Relevant information must be sourced prior to application of the unit.

### Elements and Performance Criteria

1 Establish community relationship strategies	<p>1.1 Access, interpret and apply relevant documentation and ensure the work activity is compliant</p> <p>1.2 Identify relevant community groups and individuals</p> <p>1.3 Assess and analyse community group/individual profiles</p> <p>1.4 Identify and analyse a range of community relationship strategies and activities</p> <p>1.5 Develop relationship strategies to foster trust and confidence of individuals and community and to promote benefits consistent with organisational interests and requirements</p>
2 Develop and maintain community relationships	<p>2.1 Use appropriate networking strategies and activities to establish and maintain community relationships</p> <p>2.2 Identify and pursue networking opportunities</p> <p>2.3 Provide information to the community regarding new</p>

	<p>networks</p> <p>2.4 Inform individuals and colleagues of potential benefits to the organisation of participating in networks</p> <p>2.5 Participate in professional networks and associations to obtain and maintain knowledge of the community, its representatives and issues</p> <p>2.6 Respond to community requests for information or participation</p> <p>2.7 Act on opportunities to explain and promote the organisation's activities to develop and support community recognition</p> <p>2.8 Refer non-routine requests for information to the appropriate person</p>
3 Represent the organisation in the community	<p>3.1 Represent the organisation's position on particular issues in a way that acknowledges community concerns and promotes community awareness</p> <p>3.2 Enhance the organisation's public image through communication and presentations to the public</p> <p>3.3 Use appropriate presentation skills to communicate the goals and objectives of the organisation</p> <p>3.4 Effectively communicate issues, policies and practices of the community group, individuals or organisation</p>
4 Maintain and improve ongoing community relationships	<p>4.1 Establish and implement processes for obtaining ongoing feedback from community groups or individuals</p> <p>4.2 Assess management systems to ensure they support community relationships</p> <p>4.3 Analyse feedback to develop and implement strategies to maintain and improve relationships with the community</p> <p>4.4 Identify difficult situations and negotiate solutions using collaborative problem-solving techniques</p>

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

## Unit Mapping Information

RIICCR401A Develop and maintain positive community relations

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>