Australian Government

RIICCR401E Develop and maintain positive community relations

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to develop and maintain positive community relations in the resources and infrastructure industries.

It applies to those who work in management roles. They are generally responsible for the outcomes of others and contribute to the development of solutions to non-routine problems.

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish community relationship strategies	1.1 Obtain, interpret and confirm work requirements 1.2 Access, interpret and apply documentation required to develop and maintain positive community relations 1.3 Identify relevant community groups and individuals 1.4 Assess and analyse community group/individual profiles 1.5 Identify and analyse a range of community relationship strategies and activities 1.6 Develop relationship strategies to foster trust and confidence of individuals and community and to promote benefits consistent with organisational interests and requirements
2. Develop and maintain community relationships	2.1 Use appropriate networking strategies and activities to establish and maintain community relationships 2.2 Identify and pursue networking opportunities 2.3 Provide information to the community regarding new networks 2.4 Inform individuals and colleagues of potential benefits to the organisation of participating in networks

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

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Writing	• Prepares specific information that complies with a range of regulatory requirements, using sector-specific terminology
Reading	• Identifies and interprets relevant information from workplace procedures, documentation and regulations
Problem solving	• Identifies a range of factors that impact on a decision, including own values and principles, the needs, power, values, beliefs and assumptions of stakeholders

Unit Mapping Information

Supersedes and is equivalent to RIICCR401D Develop and maintain positive community relations.

Links

Companion Volume implementation guides is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272