Australian Government

Department of Education, Employment and Workplace Relations

SIFIND003A Participate in industry networks

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SIFIND003A Participate in industry networks

Modification History

Not applicable.

Unit Descriptor

Unit descriptor   This unit describes the performance outcomes, skills and knowledge required to identify, select, participate in and maintain networks that are relevant to the workplace and specific work role.

Application of the Unit

Application of the unit   This unit applies to a wide range of staff within the funeral services industry. It requires the application of communication, planning, organisational and interpersonal skills to participate in and maintain networks.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units   Nil

Employability Skills Information

Employability skills	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 required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify and select appropriate networks.	1.1 Identify and prioritise workplace *networking requirements*.
	1.2 Identify and select *formal and informal networks* relevant to requirements.
2 Participate in relevant networks.	2.1 Participate in and contribute to networks according to *workplace policies and procedures*.
	2.2 Identify and use effective *communication techniques* to participate in workplace networks.
	2.3 Identify and access information and other support that can be provided by network.
	2.4 Communicate outcomes of network participation to relevant workplace staff and other personnel as required.
3 Maintain networks.	3.1 Maintain networks according to workplace policies and procedures.
	3.2 Follow communication protocols between different

ELEMENT   **PERFORMANCE CRITERIA**

networks and network participants.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- self-management, planning, interpersonal and organisational skills to participate in and maintain networks
- communication skills, including clear and direct communication and active listening and questioning techniques to effectively liaise with others and share information
- literacy and numeracy skills to source relevant information.

Required knowledge

- workplace policies and procedures
- funeral services industry information sources
- networks relevant to funeral services industry
- social, religious and cultural differences and traditions
- stakeholders and structure of funeral services industry.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - the identification, selection, participation in and maintenance of industry networks that are relevant to and support the workplace and specific job role and according to time and resource constraints - communication of the utility of network participation to relevant workplace personnel - maintaining networks over an ongoing period; at least a period of several months.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate computers, communication technology and software programs to support networking
- access to sources of industry information
- interaction with industry networks.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of candidate:
  - participating in relevant networks
  - communicating outcomes of network participation to relevant workplace staff and other personnel
- written or verbal questioning to assess knowledge and understanding of relevant workplace policies and procedures and relevant industry networks
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIFIND001B Work effectively in the funeral services industry.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Networking requirements may include:	• expanding workplace business network • learning about roles, services and resources of other workplaces • learning about roles and resources of other workers • providing advice and information about own workplace services, roles and resources • peer support and review • professional development • maintaining coordination among different workers and workplaces • supporting joint programs or activities • providing information for policy development.
Formal and informal networks may include:	• interest and support groups • regional, specialist and peak associations • professional bodies and associations • care agencies and hospitals • other workers, particularly those in funeral services industry • contacts in policy and funding bodies.
Workplace policies and procedures may include:	• codes of behaviour • time constraints • resource constraints • use of individual expertise.

RANGE STATEMENT

Communication techniques may include:	• informal face-to-face verbal and non-verbal communication • formal verbal presentations • telephone calls • written letters, faxes, emails and memos • formal written reports.

Unit Sector(s)

Sector   Funeral Services

Competency field

Competency field   Working in Industry