



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SISCCR304A Work with key stakeholders**

**Release: 2**

## **SISCCRD304A Work with key stakeholders**

### **Modification History**

Not Applicable

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to develop and maintain an effective relationship with key stakeholders who contribute to and influence the delivery of sport and recreation services.

### **Application of the Unit**

This unit applies to those working autonomously in a sport and recreation environment. This can include managers or program and recreation coordinators in recreation centres and facilities.

### **Licensing/Regulatory Information**

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

### **Pre-Requisites**

Nil

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

#### ELEMENT

#### PERFORMANCE CRITERIA

Elements describe the essential outcomes of a Unit of Competency.

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

1. Identify the role and function of key stakeholders.

- 1.1. Identify ***key stakeholders*** in the sport and recreation sector.
- 1.2. Access information on and analyse the ***roles and functions*** of key stakeholders in the sport and recreation sector.
- 1.3. Identify key stakeholders and personnel who impact on the organisation.
- 1.4. Identify decision-making processes within key stakeholder organisations and their impact on the sport and recreation organisation.
- 1.5. Research what ***information and resources*** are available from key stakeholder personnel.

2. Develop and implement strategies to promote effective working relationships with stakeholders.

- 2.1. Develop ***organisational strategies*** to facilitate an effective rapport with stakeholders.
- 2.2. Communicate with stakeholders to establish their needs according to ***organisational policies and procedures***.
- 2.3. Adopt communication approaches which are appropriate to the needs of stakeholders.
- 2.4. Implement organisational strategies in interactions with stakeholders according to organisational policies and procedures.
- 2.5. Maintain working relationships with stakeholders according to organisational policies and procedures.

3. Evaluate relationships with stakeholders.

- 3.1. Assess organisational strategies in developing effective working relationships with stakeholders according to organisational policies and procedures.
- 3.2. Make modifications to strategies in consultation with key organisational and stakeholder personnel.

## Required Skills and Knowledge

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

### Required skills

- communication skills to:
  - liaise with key stakeholder personnel to develop and maintain positive working relationships
  - apply communication techniques appropriate to the needs of stakeholders
- language and literacy skills to source and analyse information about the roles and functions of key stakeholders
- problem-solving skills to:
  - identify issues impacting on stakeholder relationships
  - implement measures to improve working relationships.

### Required knowledge

- organisational policies and procedures that enable the development and management of effective relationships which comply with organisational protocols and standards
- sources of information on stakeholders such as key agencies and government bodies to enable understanding of their role in the sport and recreation industry
- role and function of stakeholders such as government and other key agencies to enable the development of an effective rapport and understanding of stakeholder needs
- stakeholder organisational structures and dynamics to enable the development of an understanding of systems and structures that impact on the sport and recreation industry
- resources and information available from key stakeholders to assist in the planning and delivery of sport and recreation services
- changing role of stakeholders in the recreation industry.

## 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.

### Overview of assessment

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

Evidence of the following is essential:

- interacts with key stakeholders according to knowledge of roles, functions and requirements of stakeholders, as well as own organisational strategies, to develop and maintain an effective working relationship with key stakeholders
- uses effective communication techniques to develop trust and confidence in dealings with stakeholders
- applies a continuous improvement approach to evaluate relationships with stakeholders and recommend potential improvements.

#### Context of and specific resources for assessment

Assessment must ensure participation in multiple interactions with a range of key stakeholders to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- relevant personnel in agencies that reflect local industry requirements
- resources and information such as roles and functions of key stakeholders.

#### Method 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 the candidate interacting with key stakeholder personnel in government and key agencies in forming and maintaining effective working relationships
- oral or written questioning to assess candidate's knowledge of the functions and roles of key stakeholders
- third-party reports from a supervisor detailing candidate's work performance over multiple applications
- review a portfolio of evidence of information and resources accessed.

Holistic assessment with other units relevant to the

industry sector, workplace and job role is recommended.

## 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.

***Key stakeholders*** may include:

- government agencies
- funding agencies
- community organisations
- peak bodies
- boards of management
- enterprises
- industry associations.

***Roles and functions*** may include:

- funding
- management
- decision making
- sponsorship.

***Information and resources*** may include:

- facilities
- equipment
- grants or funding
- personnel
- promotion
- services.

***Organisational strategies*** may include:

- communication processes
- relationship management
- roles and responsibilities
- negotiation.

***Organisational policies and procedures*** may include:

- communication protocols
- evaluation measures and criteria
- conflict resolution procedures
- information management and security.

## **Unit Sector(s)**

Community Recreation

## **Competency Field**

Community Recreation Development