



Australian Government

Department of Education, Employment and Workplace Relations

AHCWRK602A Lead and manage community or industry organisations

Release: 1

AHCWRK602A Lead and manage community or industry organisations

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of providing leadership to community or industry organizations and defines the standard required to: guide the organisation in the achievement of its aims; design and implement communication; establish and maintain effective relationships and professional and business networks; build effective teams in the organisation; demonstrate active and effective participation and leadership in community or industry organisations.
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Application of the Unit

Application of the unit	This unit applies to the ability to guide the organisation in the achievement of its aims design and implement communication, establish and maintain effective relationships, establish and manage professional and business networks and build effective teams in the organisation.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Guide the organisation in the achievement of its aims	1.1.The strategic direction of the organisation is examined and confirmed. 1.2.A leadership role is undertaken in the strategic planning, goal setting and action planning of the organisation. 1.3.A clear understanding of organisational purpose is promoted with stakeholders. 1.4.Clear roles and responsibilities for those in the organisation are defined and documented.
2. Design and implement communication	2.1.The organisations policies and directions are communicated through documents and presentations. 2.2.Reporting mechanisms are clearly defined and reports are produced in line with organisational policy and guidelines. 2.3.Protocols for communication are defined.
3. Establish and maintain effective relationships	3.1.Code of behaviour covering disagreements and negotiation is established in consultation with others in organisation. 3.2.Different strategies are employed to deal with a variety of personality types. 3.3.Conflict is managed to seek mutually beneficial solutions. 3.4.Consensus is achieved in decision-making within the organisation where appropriate. 3.5.Stakeholder relationships are maintained and promoted. 3.6.Effective meeting procedures are promoted and applied within the organisation.
4. Establish and manage professional and business networks	4.1.Decision-making in other relevant forums is influenced to align with organisations best interests. 4.2.Views for consideration and representation are gathered and acknowledged. 4.3.Win-win outcomes are achieved through lobbying and negotiations. 4.4.Contemporary knowledge of issues and political factors is maintained.
5. Build effective teams in the organisation	5.1.Ethical behaviour and appropriate inter-personal skills are demonstrated and maintained in all dealings. 5.2.Leadership style is adapted to suit a range of differing contexts.

ELEMENT	PERFORMANCE CRITERIA
	5.3.Opinion leaders are canvassed and institutional support is gained for the organisation. 5.4.New members for the organisation are recruited. 5.5.Relevant information is provided to new and potential members.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- guide the organisation in the achievement of its aims
- design and implement communication
- establish and maintain effective relationships
- establish and manage professional and business networks
- team building
- use literacy skills to fulfil job roles as required by the organisation. The level of skill may range from reading and understanding documentation to completion of written reports
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views
- use numeracy skills to estimate, calculate and record complex workplace measures
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge

- leadership styles, roles and responsibilities
- strategic planning
- development and implementation of organisational policy and procedures
- ethics and codes of behaviour
- conflict management
- meeting procedures and protocols
- negotiation and consensus in decision-making.

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.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • guide the organisation in the achievement of its aims • design and implement communication • establish and maintain effective relationships and professional and business networks • build effective teams in the organisation • demonstrate active and effective participation and leadership in community or industry organisations.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
People may include:	• those in external funding bodies • members of the organisation • employees of the organisation • patrons • clients or purchasers/recipients of services.

Unit Sector(s)

Unit sector	Work
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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