



Australian Government

AMPMGT804 Develop and enhance collaborative partnerships and relationships

Release: 1

AMPMGT804 Develop and enhance collaborative partnerships and relationships

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to develop and enhance collaborative partnerships and relationships with business, community and industry stakeholders. The unit also describes the skills and knowledge required to communicate to influence others, enhance new and existing partnerships, establish positive collaborative relationships, lead the development of a partnership program and establish reporting mechanisms.

This unit applies to leaders or managers working in an enterprise where collaborative partnerships and relationships are used to build capabilities. It includes forming partnerships, or other collaborative arrangements, to achieve improved product, marketing, workforce development, business outcomes or community relationships.

Enterprise leaders should gain the respect of colleagues, contacts, clients and the community by demonstrating professionalism in all aspects of their work. Their professionalism should be underpinned by their management expertise and effective interpersonal and communication skills.

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

Pre-requisite Unit

Nil.

Unit Sector

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. Identify and analyse existing partnerships	1.1 Identify and analyse key existing business partnerships and

Element	Performance criteria
and relationships with stakeholders	relationships 1.2 Identify outcomes to be achieved from existing business partnerships and relationships 1.3 Analyse indicators and feedback processes used to evaluate the health of the partnership arrangements 1.4 Develop and implement strategies to enhance the effectiveness of existing partnerships and relationships
2. Lead the establishment of a new or renegotiated partnership program	2.1 Establish desired outcomes for a new or renegotiated business partnership 2.2 Identify and address relevant organisational policies and procedures in partnership plan 2.3 Identify relevant legal requirements and address them in partnership planning 2.4 Form partnership program using collaborative and consultative processes 2.5 Plan and allocate resource requirements to develop the partnership program 2.6 Establish relevant organisational policies and procedures relating to the partnership 2.7 Organise and allocate work activities in a cost-effective and equitable manner with clear, quantifiable and agreed performance standards
3. Communicate to influence relevant individuals and stakeholders	3.1 Generate trust, confidence and support from relevant individuals and other stakeholders by demonstrating a high standard of personal performance and conduct 3.2 Implement communication strategies to positively represent the organisation to media, local community and other stakeholders 3.3 Make decisions in consultation with relevant stakeholders and individuals, where appropriate 3.4 Empower individuals to develop their own methods of working in accordance with agreed boundaries of competence, cultural diversity, and organisational and legal requirements 3.5 Use a range of influencing strategies to increase commitment from staff and stakeholders to achieve organisational requirements and to contribute to desired culture 3.6 Undertake selected community and/or professional engagements that project a positive image of the organisation to the broader community and stakeholders
4. Establish and implement reporting mechanisms for	4.1 Establish reporting systems against planned partnership outcomes 4.2 Implement systems to report partnership outcome

Element	Performance criteria
partnership program	

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMBUS704A Develop and enhance collaborative partnerships and relationships	E
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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT804 Develop and enhance collaborative partnerships and relationships

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Performance Evidence

Candidates must be observed developing and enhancing collaborative partnerships and relationships with business, community and industry stakeholders. Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- use analysis and interpretation skills to:
 - evaluate organisational information management systems, policies and procedures
 - select and evaluate relevant information and documentation
 - identify any current and potential non-compliance
 - access and interpret organisation's standards and values
 - analyse records or notes of the evaluation process
 - analyse business, political, economic and organisational contexts influencing the nature and impact of partnership arrangements
 - make judgements relating to the success and deficiencies of existing arrangements
 - generate and evaluate ideas by analysing information and concepts at an abstract level
- use initiative and enterprise skills to initiate and establish collaborative partnerships and relationships
- use interpersonal and communication skills to negotiate, question, direct, listen and investigate, network and clarify issues
- use planning and organising skills to:
 - research and evaluate validation processes, and to determine and implement improvements
 - develop and establish agreed plans
 - use problem-solving skills to undertake risk assessment, review feedback and plan improvements
 - lead and motivate a team in establishing productive networks, partnerships and other relationships
- foster partnerships, conduct stakeholder consultation and use strategic and personally enhancing communication skills
- use accepted strategies and assess and analyse personal performance

- develop collaborative approaches to enhance individual, team and organisational outcomes
- initiate and implement external partnerships in accordance with relevant regulatory, employment and organisational requirements

Knowledge Evidence

Candidates must demonstrate specialised and integrated technical and theoretical knowledge of:

- legislation relevant to business operation, especially in regard to workplace health and safety and environmental issues, Equal Employment Opportunity (EEO) and anti-discrimination, industrial relations, food safety and trade
- organisation mission, purpose and values
- organisation objectives, plans and strategies
- leadership techniques, including:
 - leadership styles
 - emotional intelligence and its relationship to individual and team effectiveness
 - organisational transformation and management of change
 - personal development planning methodologies
 - strategies to evaluate and analyse effectiveness of personal performance
- data collection methods
- external environment scanning relating to social, political, economic and technological developments
- models for effective consultation and collaboration within a partnership
- organisational design and building in response to changing market or customer conditions
- risk assessment and monitoring strategies
- strategies to evaluate and enhance effectiveness of partnership arrangements

Assessment Conditions

Competency must be demonstrated through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Methods of assessment must include:

- a third-party referee report of sustained performance at appropriate level of authority and responsibility
- assignment focusing on understanding and application of principles and theory to workplace operations
- workplace projects focusing on company environment and conditions

Assessors must satisfy current standards for RTOs.

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