



Australian Government

BSBATSIW514 Represent your organisation

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required for board members to represent their organisation in a range of situations, including in the community, government and private sector and through establishing relevant networks.

It applies to individuals who contribute their skills and knowledge to monitoring and guiding the activities of the organisation and who are responsible for representing their organisation in a range of forums.

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

Unit Sector

Regulation, Licensing and Risk – ATSI Governance

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Obtain authorisation and act ethically	1.1 Obtain permission to represent the organisation 1.2 Undertake activities within limits of the board role 1.3 Follow a code of conduct
2 Become informed about organisational policies, current operations and relevant local politics	2.1 Describe and explain the organisation's current policies and operations 2.2 Obtain information about external politics that might affect the organisation
3 Develop and participate in networks	3.1 Identify and establish links with individuals, groups and organisations relevant to work of the organisation

ELEMENT	PERFORMANCE CRITERIA
	3.2 Participate in networks relevant to the organisation
4 Receive and provide information relating to the work of the organisation	4.1 Provide information to stakeholders about board decisions, developments and activities of the organisation 4.2 Gather information about relevant activities in the community and wider community 4.3 Follow protocols with respect to the community and wider community
5 Promote the work of the organisation	5.1 Inform the community, other organisations, government and businesses about the work and achievements of the organisation 5.2 Seek support for the organisation's work from appropriate people and organisations 5.3 Present information that helps the organisation achieve its objectives
6 Be accountable to the board	6.1 Ensure appropriate confidentiality of the organisation's information 6.2 Provide information and feedback to the board

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 2.2, 4.2	Interprets textual information obtained from a range of sources and determines how content may be applied to individual, community and organisational requirements
Writing	4.1, 5.1, 5.3, 6.2	Integrates information from a number of sources and develops written material using appropriate grammatical structure and clear language
Oral Communication	1.1, 1.2, 2.1, 2.2, 3.1, 3.2, 4.1, 4.2, 5.1-5.3, 6.2	- Participates in culturally appropriate and respectful verbal exchanges with community members and key stakeholders using clear language, suitable syntax and tone to address and disseminate relevant information - Uses active questioning and listening to elicit information and confirm understanding

Navigate the world of work	2.1, 4.3	- Monitors adherence to organisational policies and procedures - Understands limits of own role and how own work meshes with others and contributes to broader work goals
Interact with others	1.1, 2.1, 2.2, 3.1, 3.2, 4.1, 4.2, 5.1-5.3, 6.2	- Actively identifies requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience - Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction - Recognises importance of building rapport to establish effective working relationships
Get the work done	2.2, 4.2, 6.1	- Uses a combination of formal and logical planning processes and an increasingly intuitive understanding of context to identify relevant information - Makes a range of decisions in relatively complex situations, taking a range of constraints into account - Understands importance of secure and confidential organisational information and takes personal responsibility for identifying and managing risk factors

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBATSIW514 Represent your organisation	BSBATSIW514C Represent your organisation	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBATSIW514 Represent your organisation

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Performance Evidence

Evidence of the ability to:

- follow relevant protocols and codes of conduct when representing the organisation
- provide information about the organisation to others that promotes the work of the organisation
- collaborate effectively with relevant individuals and networks
- maintain information securely
- provide objective feedback to the board.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline business ethics, including codes of conduct
- explain concept of community control of organisations and how it may impact the way the organisation is represented
- describe cultural context in which Aboriginal and Torres Strait Islander boards operate, including their role in upholding traditional and cultural values, and how that might impact the way the organisation is represented
- identify geographic, social, economic and political contexts in which particular organisations operate and how these may impact the way the organisation is represented
- list organisational policies and processes in relation to representing the organisation
- explain the personal role and responsibilities of a board member
- summarise presentation techniques to provide information on the organisation
- identify relevant networks and media outlets
- name relevant protocols and cultural responsibilities that impact how the organisation is represented
- outline strategies for advocating on behalf of the organisation and its members

- describe techniques used to effectively represent the organisation in interviews.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the regulation, licensing and risk – ATSI governance field of work and include access to:

- participation on an actual or simulated board
- examples of relevant documents.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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