



Australian Government

BSBFNG408 Represent an Aboriginal and Torres Strait Islander organisation

Release: 1

BSBFNG408 Represent an Aboriginal and Torres Strait Islander organisation

Modification History

Release	Comments
Release 1	This version first released with the Business Services Training Package Version 8.0. Supersedes and is equivalent to BSBATSIW514 Represent your organisation. Changed unit title to better reflect scope of unit.

Application

This unit describes the skills and knowledge required for board members to represent their organisation in a range of situations and formal and informal forums, including in the community, government and private sectors, and by establishing and maintaining suitable networks.

The unit applies to individuals who as board members contribute their skills and knowledge to monitoring and guiding the activities of an Aboriginal and Torres Strait Islander organisation.

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

Unit Sector

Technical Skills - Aboriginal and Torres Strait Islander 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. Prepare to represent own Aboriginal and Torres Strait Islander organisation	1.1 Obtain permission to represent the organisation according to organisational protocols 1.2 Analyse council role, function and operations to identify and prioritise stakeholders relevant to organisation 1.3 Research information about external politics to determine factors affecting the organisation
2. Develop and participate	2.1 Establish connections with individuals, groups and organisations in

in networks	identified networks according to organisational code of conduct 2.2 Plan, implement and review strategies and activities to participate in networks and communicate and engage identified stakeholders 2.3 Monitor networks to identify and act on opportunities for improvement
3. Receive and provide information relating to the work of the organisation	3.1 Interpret and respond to stakeholder requests for information according to communication protocols 3.2 Use networks to gather and share information and resources to support organisational operations and the community 3.3 Collect information about relevant activities in the community according to organisational code of conduct and protocols with respect to relevant community
4. Promote the work of the organisation	4.1 Inform the community, other organisations, government and businesses about the work and achievements of the organisation and its role, function and operations according to confidentiality requirements and organisational policies 4.2 Present information to assist the organisation achieve its objectives according to organisational policies and procedures and organisational code of conduct 4.3 Confirm stakeholder understanding of organisation and respond to stakeholder concerns 4.4 Seek support for the organisation's work from required stakeholders according to organisational code of conduct 4.6 Seek and act on opportunities to promote organisation through the media and in the community
5. Confirm representation meets board requirements	5.1 Report to board on representation activities, outcomes and promotion opportunities 5.2 Seek feedback from board members on activity report 5.3 Integrate board feedback into representation strategies and activities

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	Interprets textual information obtained from a range of sources and determines how content may be applied to individual, community and organisational requirements
Writing	Integrates information from a number of sources and develops written

	material using appropriate grammar and clear language
Oral communication	• 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
Initiative and enterprise	• Monitors own adherence to organisational policies and procedures • Identifies limits of own role and how own work meshes with others and contributes to broader organisational goals
Teamwork	• 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 • Builds rapport to establish effective networks
Self-management	• Uses a combination of formal and logical planning processes to identify relevant information • Makes a range of decisions in relatively complex situations, taking a range of constraints into account

Unit Mapping Information

Supersedes and is equivalent to BSBATSIW514 Represent your organisation.

Links

Companion Volume Implementation Guide is found on VETNet - -

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

Assessment Requirements for BSBFNG408 Represent an Aboriginal and Torres Strait Islander organisation

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- promote the work of one's own Aboriginal and Torres Strait Islander organisation on at least two different occasions.

In the course of the above, the candidate must:

- follow relevant protocols and codes of conduct when representing the organisation
- participate in and expand networks relevant to the work of the organisation
- provide information about the organisation to others
- maintain information securely.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- geographic, cultural, social, economic and political contexts in which different Aboriginal and Torres Strait Islander organisations operate
- key aspects of cultural context in which Aboriginal and Torres Strait Islander boards operate, including their role in upholding traditional and cultural values
- organisational policies, procedures and processes in relation to representing the organisation, including protocols for seeking permission to represent
- organisational code of conduct when representing organisation
- role and responsibilities of a board member
- presentation techniques to provide information on the organisation
- procedures for identifying networks and media outlets relevant to the work of the Aboriginal and Torres Strait Islander organisation described in the performance evidence

- protocols and procedures for sharing information about the organisation and about board decisions, developments and activities
- strategies for engaging and developing networks
- protocols and cultural responsibilities that impact how the organisation is represented
- strategies for advocating on behalf of an Aboriginal and Torres Strait Islander organisation and its members
- techniques used to effectively represent the organisation in interviews.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- an actual or simulated board
- actual or simulated community networks
- examples of organisational documents relating to promoting the work of the organisation.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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