



Australian Government

Assessment Requirements for BSBGOV404 Communicate with community stakeholders

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 2.0.

Performance Evidence

Evidence of the ability to:

- plan community stakeholder communication strategy
- coordinate activities to implement community stakeholder communication strategy
- facilitate communication channels with community stakeholders
- present information in an appropriate format for community stakeholders
- review organisational community stakeholder communication activities and strategies.

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 organisational community stakeholder engagement strategy
- list community consultation methods
- explain the concept of community control of organisations and how it may impact stakeholder communication requirements with the community
- explain effective stakeholder communication strategies for sharing information with individuals and groups
- explain how activity may be coordinated to maximise the effectiveness of community stakeholder communication
- identify geographic, social, economic and political contexts in which particular organisations operate and how these may impact stakeholder communication methods
- outline information gathering, analysis and presentation methods
- identify organisational policies and procedures on communicating with community stakeholders and maintaining confidentiality of information
- list relevant protocols when communicating with community stakeholders.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical committee or board of governance activities and include access to:

- examples of issues considered by committees or boards of governance, including community feedback.

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

Links

Companion Volume implementation guides are found in VETNet -

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