



Australian Government

BSBLDR812 Develop and cultivate collaborative partnerships and relationships

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to establish collaborative partnerships and relationships with business and industry stakeholders. This unit covers communicating to influence others, cultivating new and existing partnerships, establishing positive collaborative relationships, leading the establishment of a partnership program and establishing reporting mechanisms.

The unit applies to people who use cognitive and creative skills to review, critically analyse and synthesise knowledge, in order to generate ideas and provide solutions to complex problems. They use communication skills to demonstrate their understanding of theoretical concepts and to transfer knowledge and ideas to others.

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

Unit Sector

Social Competence – Leadership

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. Determine partnership outcomes	1.1 Identify new partnerships and assess any existing partnerships according to task objectives 1.2 Select partners according to strategic objectives 1.3 Establish communication strategy in collaboration with partners 1.4 Establish key indicators and feedback processes for evaluating the health of the business partnerships 1.5 Identify and implement strategies for staff and stakeholder

ELEMENT	PERFORMANCE CRITERIA
	commitment and contribution
2. Establish partnership through activity	2.1 Identify legal framework and processes for partnership activity in collaboration with partners 2.2 Plan and allocate resource requirements to accomplish activity with partners 2.3 Establish processes to resolve conflict in a fair, equitable and collaborative manner between partners 2.4 Implement reporting systems for reporting results against planned partnership activity outcomes
3. Cultivate partnership performance	3.1 Analyse reporting system results of partner activity against intended outcomes 3.2 Identify improvements to partnership in collaboration with partners 3.3 Implement identified improvements to partnership operations

Foundation Skills

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

SKILL	DESCRIPTION
Reading	Sources, evaluates and critiques ideas and information from a range of complex texts
Writing	Develops texts dealing with complex concepts using specialised and detailed language to convey strategy context and intent and requirements in accordance organisational requirements
Oral Communication	- Leads discussions using language and non-verbal features to suit the audience - Uses active listening and questioning to seek the views and opinions of others
Numeracy	Selects and uses familiar mathematical techniques to determine costs and benefits associated with strategic resource decisions
Self-management	- Takes a lead role in the development of organisational goals, roles and responsibilities - Leads adherence to organisational policies, procedures and legal requirements and considers own role in terms of its contribution to broader goals of the organisation
Teamwork	Plays a lead role in building effective collaboration and trust, demonstrating high level conflict resolution skills and ability to engage and motivate others

	Identifies and uses a variety of appropriate conventions and protocols when communicating with colleagues and external stakeholders
Planning and organising	- Develops flexible plans for complex, high impact activities with strategic implications that involve a diverse range of stakeholders with potentially competing demands - Monitors agreed outcomes and required indicators

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to BSBLDR803 Develop and cultivate collaborative partnerships and relationships.

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 BSBLDR812 Develop and cultivate collaborative partnerships and relationships

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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:

- develop and cultivate a collaborative partnership, including:
 - establishing partnership requirements in collaboration with partners according to regulatory, employment and organisational requirements
 - planning partnership activity and reporting systems to review results of partnership activity
 - developing collaborative approaches to enhance individual, team and organisational outcomes
 - analysing results of partnership activity and implementing improvements to partnership.

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:

- legislative and regulatory requirements applicable to task
- risk management principles related to task requirements
- organisational and partner organisation's mission, purpose, values, objectives and strategies
- techniques that cultivate collaborative relationships and partnerships
- common data collection methods relevant to performance evidence
- communication techniques to foster partnership, conduct stakeholder consultations
- emotional intelligence and its relationship to individual and team effectiveness
- organisational transformation and the management of the stages of change.

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:

- relevant legislation, regulations, standards and codes relevant to establishing partnerships
- workplace documents including business strategic plans, policies and procedures for partnership processes and activities.

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

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