



Australian Government

Department of Education, Employment and Workplace Relations

CHCNET301D Participate in networks

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to participate in a network in order to gather information, forge links with other workers and services and to promote activities

Application of the Unit

Application

The skills described in this unit may be applied across a range of community services workplace contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Identify and select appropriate *networks*

1.1 Identify and prioritise networking needs in order to enable the organisation and the worker to optimise client service delivery

1.2 Identify and prioritise networks relevant to work role, organisation's priorities and target groups

2. Make effective use of relevant networks

2.1 Contribute appropriately to network within principles and resource constraints of worker and organisation

2.2 Identify information and other support that network may provide and seek to optimise and support collaboration on client service delivery

2.3 Use knowledge of values, beliefs and perspectives of network participants to inform communication within the network

2.4 Implement appropriate confidentiality measures to protect client, organisation and network

2.5 Monitor ongoing participation in networks against benefits to worker, organisation and client group

2.6 Report outcomes in networks to worker's own organisation and other stakeholders where appropriate

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Relevance of networking and specific networks and target group in relation to the organisation and own work role
- Networking principles and needs required to support service delivery
- Resource constraints in relation to networking
- Appropriate communication techniques and constraints, such as confidentiality within networks

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Participate in both formal and information network
- Participate in a network as a member not representing an organisation
- Participate in a network as a representative of the workers' own organisation

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Apply oral communication skills including asking questions, listening to information, providing information, in particular by:
 - engaging in interpersonal exchanges, clarifying meaning and maintaining interaction, for the purposes of establishing, and maintaining relationships
 - exploring issues
 - problem solving

REQUIRED SKILLS AND KNOWLEDGE

- eliciting and providing factual information and opinions

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
This may include the use of languages other than English and alternative communications systems
- Assessment may be conducted on one or more occasions but must include a range of network types relevant to the workplace

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resource requirements for assessment of this unit include access to:
 - an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment
- Method of assessment:*
- Assessment may include observations, questioning and evidence gathered from the workplace environment

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Networks may be informal and include:

- Other workers, particularly those in the community services industry
- Trainers, teachers and academics
- Contacts in policy and funding bodies

Networks may be formal and include:

- Local interagency networks
- Interest and support groups
- Regional, specialist and peak associations
- Professional/occupation associations

The purposes of networks and networking may include:

- Learning about the role, services and resources of other organisation
- Learning about the roles and resources of other workers
- Providing advice and information about own service and organisation
- Peer support and review
- Professional development
- Maintaining coordination among organisations and workers
- Supporting joint programs or activities
- Providing information for policy development
- Supporting the interests of young people

Unit Sector(s)

Not Applicable