



Australian Government

Department of Education, Employment and Workplace Relations

CHCNET503C Develop new networks

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to setup formal networks to benefit the organisation and clients

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

1. Develop and maintain appropriate *networks*

PERFORMANCE CRITERIA

- 1.1 Identify and prioritise organisation, professional and individual *networking needs* and established new networks as required to meet client needs and organisation objectives
- 1.2 Incorporate significant cultural practices, needs and traditions into the networking strategy and its development
- 1.3 Implement *strategies to develop effective new networks* in consultation with key people and in accordance with organisation objectives
- 1.4 Make available information about new network to other staff and others as appropriate
- 1.5 Develop and implement processes for engaging relevant community members to collect and disseminate information as appropriate to ensure effective operation of the network

ELEMENT

2. Reflect social and cultural awareness in developing and maintaining networks

PERFORMANCE CRITERIA

- 2.1 Identify potential discrimination or culturally based obstacles to effective networks and develop and implement strategies to avoid them
- 2.2 Value cultural difference and diversity as a resource in networks and integrate into practices, relationships and strategies where relevant
- 2.3 Where individual relationships interfere with the effective operation of networks, take timely remedial action in accordance with organisation procedures, to ensure maximum benefit to clients
- 2.4 Regularly evaluate effectiveness and relevance of networks against organisation goals and client needs in consultation with key people, and modify appropriately as necessary
- 2.5 In evaluating effectiveness of networks, consider issues related to cultural expectations, client needs and organisation's philosophy

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:

- Power relationships within and between organisations
- The values and limitations of networks
- The dynamics of networks
- Processes of initiating and supporting community development planning
- Strategic planning
- Existing relevant networks
- Lobbying in the context of organisation protocols

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Ensure networks developed meet the needs of the organisation and its clients

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:

- Demonstrate application of skills in:
 - negotiation
 - reporting and record-keeping
 - lobbying
 - dealing with diverse and/or specific cultural groups
- Utilise relevant information technology effectively in line with occupational health and safety (OHS) guidelines

REQUIRED SKILLS AND KNOWLEDGE

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

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

EVIDENCE GUIDE

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

Method of assessment:

- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

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 include formal networks such as:

- Key people
- Local organisations
- Interest and support groups
- Lobby groups
- Regional specialist and peak associations
- Advisory committees
- Associations
- Businesses
- Law enforcement agencies
- Government ministers/departments

Networks may serve the purpose of:

- Achieving corporate objectives
- Accessing the services and resources of other organisations
- Promotion of organisation and/or programs
- Strategic planning
- Encouraging coordination amongst organisations and workers
- Enhancing service delivery

RANGE STATEMENT

Networking needs may be as a result of, or leading to:

- New government policies
- New or reviewed strategic plan
- New organisations/services starting up
- Restructuring of organisation
- Enhanced service delivery
- Funding imperatives

Strategies to develop effective new networks may include:

- Liaison with relevant government, community, business and other representatives
- Participating and managing formal network committees
- Negotiating with relevant organisations for network participation
- Liaison with other network organisations

Unit Sector(s)

Not Applicable