



Australian Government

Assessment Requirements for DEFDPA001

Promote the organisation's mission and values

Release 2

Assessment Requirements for DEFDP A001 Promote the organisation's mission and values

Modification History

Release 2. Punctuation errors corrected. Assessment conditions clarified.

Release 1. This is the first release of this unit of competency in the DEF Defence Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- applying legislation, regulations and organisational policies, procedures and practices relating to representing and promoting the organisation, including protocols for maintaining networks
- applying procedures relating to work health and safety (WHS) in the context of internal and external networking
- gaining cooperation of others
- preparing general information and papers according to target audiences
- proofreading and editing to ensure clarity of meaning, conformity to organisational requirements, and accuracy and consistency of information
- responding appropriately to diversity, including gender and disability
- using effective communication techniques especially when making public presentations, giving and receiving feedback, designing promotional material, maintaining effective relationships, and managing conflict
- using problem-solving and negotiation to manage contingencies and achieve mutually acceptable outcomes.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- applicable environmental or sustainability legislation, regulations, and codes of practice
- confidentiality requirements
- external stakeholders including:
 - community
 - community groups

- community organisations
- consultants
- customers
- industry
- local, state/territory and federal governments
- media
- national and international associations
- other emergency management and non-government organisations such as the Red Cross, Salvation Army
- technical advisers
- utilities
- volunteers
- work groups and individuals internal to the organisation
- goals and objectives of the organisation
- key internal and external stakeholders who have an impact on the organisation's culture, services, resources, and policies
- legislation, regulations, policies and procedures relating to the protocols and guidelines for representing and promoting the organisation
- principles and techniques for building relationships of trust, including with people from different cultures
- principles of effective communication in relation to listening, questioning and non-verbal communication
- privacy principles
- public and political context of the organisation and its services
- relevant written communication techniques and their principles
- responsibilities of three levels of government relevant to the organisation
- roles and responsibilities of other agencies and relevant organisations
- statutes impacting on the organisation
- techniques and strategies for preparing and presenting information to promote the organisation.

Assessment Conditions

Assessors must satisfy relevant vocational education and training legislation, frameworks and/or standards.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy, numeracy and digital skills requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- acceptable means of simulation assessment
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- relevant standards, policy and instructions related to public affairs
- applicable documentation including operational policies, procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6bdbab1e-11ed-4bc9-9cba-9e1a55d4e4a9>