



Australian Government

Assessment Requirements for DEFGEN029

Lead successful workplace relations

Release: 1

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Modification History

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 of the requirements of the elements and performance criteria on at least one occasion and include:

- accessing and analysing information to achieve planned outcomes
- adjusting interpersonal style and communications to respond to cultural and social diversity
- applying relationship management and communication skills with a range of people that:
 - demonstrate integrity, respect, empathy and cultural sensitivity and promote trust
 - forge effective relationships with internal and/or external people and help to maintain these networks
 - encourage participation and foster contribution of and respect for ideas and feedback
 - provide support to colleagues to resolve difficulties
- applying techniques for resolving problems and conflicts and dealing with poor performance within organisational and legislative requirements
- consulting and providing advice on complex issues
- implementing policy and procedural changes
- managing stakeholder relationships
- reviewing and improving workplace outcomes in consultation with relevant personnel
- researching complex issues.

Knowledge Evidence

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

- Commonwealth policies impacting on own role
- how to monitor, analyse and introduce ways to improve work relationships
- how work relationships, and the cultural and social environment, can support or hinder achieving planned outcomes
- key internal and external stakeholders
- methods and techniques for communicating information and ideas to a range of stakeholders
- methods to resolve workplace conflict
- methods to manage poor work performance
- policies and procedures impacting on own role

- problem solving methods
- techniques for developing positive work relationships and building trust and confidence in a team including interpersonal styles, communications, consultation, cultural and social sensitivity, networking
- the impact of legislation and organisational policies on workplace relationships
- strategic priorities or activities affecting the organisation.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

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Assessment must occur in workplace operational situations where it is appropriate to do so; 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 and numeracy 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
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulated assessment.

Links

Companion Volume implementation guides are found in VETNet -

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