



Australian Government

**Assessment Requirements for
FWPCOT3346 Communicate effectively
with general public or stakeholders
concerned about forest practices**

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Modification History

Release	Comments
Release 1	This version released with FWP Forest and Wood Products Training Package Version 8.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has:

- identified common concerns of key stakeholders who are affected by and/or interested in forest-related activities
- used appropriate strategies to engage with general public or external stakeholders to alleviate concerns regarding forest activities for at least two situations, one at a forest worksite and one in a public setting, while adhering to industry regulations, protocols, standards and workplace policies and procedures for building positive relationships
- assessed one difficult verbal interaction with general public or external stakeholders for effectiveness, and identified areas for improvement.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- external stakeholders with views on forest-related activities and their concerns, including:
 - affected stakeholders
 - interested stakeholders
- benefits to communities of forest-related activities, including:
 - social benefits
 - economic benefits
 - environmental benefits
- communication styles, techniques and strategies used in the forest industry for building positive relationships with general public or external stakeholders in a variety of settings, including:
 - social and community settings

- social media settings
- workplace or on-site settings
- workplace procedures for ‘unauthorised entry’ to forest site
- techniques and strategies for alleviating concerns of general public or external stakeholders about forest-related activities and managing difficult verbal situations
- industry regulations, protocols, standards and workplace policies and procedures for building positive relationships with general public and external stakeholders
- support services to deal with the impact of community and stakeholder relationships on health and wellbeing in the forest industry.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a forest and wood products work environment or an environment that accurately represents workplace conditions
- specifications:
 - workplace policies and procedures for external stakeholder engagement.

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

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>