



Australian Government

MSS405045 Manage relationships with non-customer external organisations

Release: 1

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Modification History

Release 1. Unit code changed. Application changed. Performance criteria changed. Assessment requirements changed. Workplace outcome changed. Supersedes and is not equivalent to MSS405010 Manage relationships with non-customer external organisations.

Application

This unit describes the skills and knowledge required to develop and manage beneficial relationships with non-customer external organisations.

Non-customer external organisations typically include community groups, other businesses, research organisations and government departments and may have an impact on the performance, community standing or regulatory compliance of the organisation.

This unit applies to managers, technical specialists, senior management and similar roles who are required to identify organisations with potential mutual benefits, establish communications with preferred organisations and manage relationships to the maximum benefit of own organisation while maintaining mutual benefit, where possible.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Competency Field

Competitive systems and practices

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify mutual interest	1.1 Consult with internal stakeholders to clarify own organisation's reason for contact with external organisation 1.2 Gather information on extent of past contact and positive or negative outcomes for own and external organisation 1.3 Determine potential mutual benefits from relationship with external organisation and confirm with internal stakeholders 1.4 Gather and analyse information to determine breadth, depth and complexity of external organisations' expectations 1.5 Discuss expectations, areas of mutual interest and capacity to

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	contribute with internal stakeholders and external representatives
2. Determine contribution of relationship	2.1 Monitor relationship to identify value contributions 2.2 Identify muda (waste) arising from relationship 2.3 Classify identified muda (waste) into necessary or unnecessary 2.4 Determine and implement changes to relationship to support achievement of expectations and to reduce muda (waste) 2.5 Set key performance indicators (KPIs) for future relationship 2.6 Evaluate performance against KPIs to determine whether to continue relationship
3. Manage the relationship	3.1 Measure current performance of relationship against expectations and KPIs 3.2 Develop systems to enhance mutual benefit and value contributions from relationship 3.3 Develop systems to minimise and control necessary muda (waste) without causing harm 3.4 Eliminate unnecessary muda (waste) without causing harm 3.5 Monitor KPIs to determine future strategy for relationship 3.6 Manage relationship, or terminate it, in a manner which enhances organisation 3.7 Communicate, according to confidentiality requirements and communication protocols, to promote engagement with and participation in relationship

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

- Reading skills to interpret information on past relationships
- Writing skills to communicate information to promote engagement with the relationship, develop systems to manage the relationship
- Oral communication skills to consult with internal and external stakeholders, promote engagement and participation

- Numeracy skills to set performance indicators and measure performance.

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

Release 1. No equivalent unit.

Links

Companion Volume Implementation Guides are found in VETNet – -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

Assessment Requirements for MSS405045 Manage relationships with non-customer external organisations

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Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and demonstrated the ability to:

- Identify mutual benefits from and manage performance of at least one relationship with a non-customer external organisation.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- strategic goals of own organisation
- types of strategic benefits that may be achieved from relationships with external organisations
- external organisations which may offer benefits
- benefits which can be offered to the external organisations
- customer benefits and features from products and processes of own organisation
- muda (waste) categories and elimination
- formal problem-solving procedures
- confidentiality requirements and communication protocols of own organisation
- communication techniques and methods which promote engagement and participation.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - historical information on relationship with external organisation
 - organisation's strategic goals
 - relevant policies, procedures, protocols
- modelling of industry operating conditions.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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