



Australian Government

PSPGEN011 Build and maintain internal networks

Release: 1

PSPGEN011 Build and maintain internal networks

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV303B Build and maintain internal networks. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to build and maintain internal networks. It includes identifying key internal stakeholders, building network links and participating in internal networks.

This unit applies to those working in a role where the exchange of information between workgroups depends on building and maintaining good internal networks.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit will be working independently where some support is available from a mentor, performing routine tasks in a familiar context.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Identify key internal stakeholders	1.1 Identify key internal stakeholders and their needs, expectations and roles. 1.2 Identify organisational synergies of networking with key internal stakeholders.
2. Build network links with key internal stakeholders	2.1 Establish and use effective new network links between self and key internal stakeholders. 2.2 Identify and maintain existing effective links between key internal stakeholders and identify and initiate strategies to expand them. 2.3 Use networking strategies to maintain internal networks.
3. Participate in internal networks	3.1 Provide information to internal stakeholders to ensure an understanding of own role and to exchange information to increase workgroup effectiveness. 3.2 Obtain and assess internal stakeholder input and feedback and act upon if necessary. 3.3 Seek assistance to deal with any misunderstandings or conflict situations that arise within internal networks.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV303B Build and maintain internal networks.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN011 Build and maintain internal networks

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying legislation, regulations and policies relating to public sector environment
- using interpersonal and group communication, including negotiation and consultation, within diverse internal networks using formal and informal organisational channels
- identifying and obtaining assistance to resolve conflicts in a networking context

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including work health and safety and environment, regulations, policies, procedures and guidelines relating to work in a public sector environment
- organisational structure and protocols
- principles of interpersonal, group, system and organisational communication
- principles of conflict resolution

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>