



Australian Government

PSPGEN039 Develop internal and external networks

Release: 1

PSPGEN039 Develop internal and external 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 PSPGOV418A Develop internal and external networks. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to develop and maintain effective workplace relationships and networks. It includes establishing and maintaining working relationships, and representing and promoting the organisation.

This unit applies to those working in generalist and specialist roles within the public sector.

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 would work independently performing complex tasks in a range of familiar contexts.

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 outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. Build and maintain networks	1.1 Identify networking opportunities and pursue to maximise a range of personal industry contacts. 1.2 Communicate information regarding new network opportunities to inform colleagues and managers of the potential benefits to the organisation of involvement. 1.3 Assess the level of usefulness of existing networks against current involvement, and make adjustments to improve or downgrade relationships. 1.4 Maintain participation in professional networks and associations to obtain and maintain personal knowledge and skills.
2. Establish and maintain working relationships	2.1 Use networking strategies to establish and maintain working relationships that promote benefits consistent with organisational objectives. 2.2 Gain and maintain trust and confidence of key stakeholders through high standards of ethical practice. 2.3 Use negotiation and collaborative problem solving to achieve positive outcomes when difficult situations arise. 2.4 Establish and maintain formal and informal communication channels to exchange information and ideas. 2.5 Incorporate networking into professional and organisational planning regimes to maximise its usefulness to the organisation.
3. Represent and promote the organisation	3.1 Represent and promote the organisation's interests and requirements using a range of strategies tailored to diverse participants in the networks. 3.2 Provide information on organisational issues, policies and practices authorised for public presentation orally and in writing in accordance with network requirements. 3.3 Seek feedback from stakeholders to identify and develop ways to improve promotional activities within available resources.

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 PSPGOV418A Develop internal and external networks.

Links

Companion Volume implementation guides are found in VETNet -

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

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Assessment Requirements for PSPGEN039 Develop internal and external 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.

- demonstrating leadership to gain the trust and confidence of clients and colleagues
- using communication strategies, including giving and receiving feedback, reporting, maintaining effective relationships, and managing conflict
- using problem solving and negotiation to manage contingencies and achieve mutually acceptable outcomes
- reading and understanding a variety of texts
- preparing general information and papers according to target audiences
- proofreading and editing to ensure clarity of meaning and conformity to organisational requirements, checking for accuracy and consistency of information

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 WHS and environment, regulations, policies, procedures and guidelines relating to the public sector environment
- organisational policies, plans and procedures
- principles and operations of networks
- principles of effective communication in relation to listening, questioning and non-verbal communication
- techniques for building relationships of trust including those with people from different cultures

- techniques for facilitating mutually acceptable outcomes
- methods and techniques to prepare and present information to promote the organisation
- related organisations, agencies and networks

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.

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