



Australian Government

Assessment Requirements for PSPGEN090 Engage with stakeholders

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGEN023 Deliver and monitor service to clients.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and in relation to at least 2 different stakeholders:

- analyse and report on engagement in relation to:
 - addressing specified stakeholder requirements
 - implementing any required remedial action
 - overall effectiveness from both the perspective of the stakeholder and the organisation
 - recommendations for improvements.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, policies, procedures, standards and guidelines relating to stakeholder engagement
- accountability measures and protocols:
 - types of engagement
 - communication processes
 - grievance procedures
 - external reviews
- internal and external stakeholder groups and key issues in addressing requirements:
 - individual members of the public
 - other agencies
 - community groups
 - other work areas in the organisation
 - individual members of the organisation
 - senior management
 - government
 - Minister
- principles of effective engagement
- services provided by the organisation to stakeholders.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, policies, procedures, standards and guidelines relating to stakeholder engagement
- records, resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' 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>