



Australian Government

PSPGEN090 Engage with stakeholders

Release: 1

PSPGEN090 Engage with stakeholders

Modification History

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

Application

This unit describes the performance outcomes, skills and knowledge required to engage with internal and external stakeholders.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit work under supervision, performing routine tasks in a range of familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

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.

1. Establish the organisational context.

- 1.1 Identify the stakeholder group(s) which engage with the work unit.
- 1.2. Identify the organisational policies and procedures and own job role in relation to stakeholder engagement.

2. Identify and define stakeholder requirements.

- 2.1. Identify the purpose and nature of engagement with stakeholders.
- 2.2. Recognise and address stakeholder needs.
- 2.3. Identify and address potential difficulties or refer in accordance with organisation policies and procedures.

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| 3. Address stakeholder requirements. | 3.1. Respond to stakeholder enquiries.
3.2. Tailor communication to the situation and stakeholder's needs.
3.3. Resolve or refer difficult situations.
3.4. Undertake remedial actions for stakeholders with specific needs or in potential areas of difficulty.
3.5. Use accountability measures, including engagement records, grievance procedures and external review. |
| 4. Monitor and improve stakeholder engagement. | 4.1. Monitor stakeholder engagement and use feedback to improve relationships
4.2. Convey changes in policies and procedures that impact upon stakeholder requirements.
4.3. Seek advice and assistance to address stakeholder issues. |
| 5. Review procedures. | 5.1. Monitor procedural aspects of engaging with stakeholders and maintain records.
5.2. Seek stakeholder feedback and propose changes to processes in response to feedback on engagement.
5.3. Carry out modifications to engagement practices within limits and area of responsibility. |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

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

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for PSPGEN090 Engage with stakeholders

Modification History

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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.

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