



Australian Government

PSPGEN104 Build and maintain community relationships

Release: 1

PSPGEN104 Build and maintain community relationships

Modification History

Supersedes and is equivalent to PSPGEN075 Build and maintain community relationships.

Application

This unit describes the performance outcomes, skills and knowledge required to build and maintain relationships including partnerships with individuals or communities for specific and ongoing purposes.

Those undertaking this unit generally work independently, as part of a team and with supervisory responsibilities. They perform complex tasks in a range of familiar and unfamiliar 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

Elements describe the essential outcomes

1. Set the parameters for relationships and allocate resources.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Develop a contextual framework to assist in analysing and setting parameters for relationships.
- 1.2. Establish and agree upon the parameters and purpose for the relationships.
- 1.3. Allow flexibility for incorporation of new ideas and options.
- 1.4. Identify and manage the dynamics within and across relationships.
- 1.5. Identify and agree the benefits for all parties.
- 1.6. Identify constraints and allocate resources.

2. Provide information relating to community engagement.
 - 2.1. Assess current community understanding of the roles and responsibilities of public officials and provide information to clarify the roles and responsibilities.
 - 2.2. Explain the rights and responsibilities of individuals and communities to be involved in government processes and decision making.
 - 2.3. Communicate organisational priorities, strategic direction, systems, decision making and approval processes.
 - 2.4. Communicate opportunities for community involvement in processes and decision-making in ways suited to the diversity of the community.
3. Build community engagement capacity.
 - 3.1. Identify and address the skills and knowledge requirements of individuals and communities to engage with government with strategies tailored to individual needs.
 - 3.2. Identify, resource and promote opportunities for individuals and communities to develop their capacity to engage with government.
 - 3.3. Develop and implement innovative strategies to identify and reach out to community groups and individuals who demonstrate low engagement with government.
 - 3.4. Tap into informal and formal community networks to strengthen local capital and to ensure ongoing capacity.
 - 3.5. Identify barriers to community engagement, formulate and implement solutions.
4. Build community problem solving capacity.
 - 4.1. Provide information and opportunities for involvement in government processes and decision-making to individuals and communities in accordance with their needs and preferences.
 - 4.2. Identify and promote existing and new ways to engage with government that are suited to diverse communities.
 - 4.3. Develop mechanisms for communities to raise their own issues with government and implement and promote these according to community context.
 - 4.4. Develop strategies to address community issues in partnership with communities.
 - 4.5. Implement mutually developed and agreed solutions to community issues.
 - 4.6. Identify and use strategies for reporting developments to communities.

Foundation Skills

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

Unit Mapping Information

Supersedes and is equivalent to PSPGEN075 Build and maintain community relationships.

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 PSPGEN104 Build and maintain community relationships

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 on at least one occasion:

- establish and foster transparent, trusting relationships or partnerships with individuals and communities
- maintain multiple and potentially conflicting relationships or partnerships
- work with diverse communities using communication styles to suit different audiences and purposes
- explain complex and formal policies and concepts to audiences
- apply lateral thinking to provide solutions and overcome barriers to community engagement
- link people to appropriate capacity-building opportunities
- prepare community engagement information requiring the presentation of complex information using simple language structures and precision of expression.

Knowledge Evidence

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

- legislation, regulations, policies, procedures and guidelines relating to community engagement
- community engagement theory, principles, practices and techniques
- community development practices and principles
- public sector values and codes of conduct
- leadership and managing expectations in the context of community engagement
- principles of cultural awareness and cross-cultural communication
- principles of anti-discrimination, equity, and inclusion
- workplace safety procedures relating to community engagement activities.

Assessment Conditions

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

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to community engagement
- resources and equipment required of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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