



Australian Government

PSPGEN147 Build and maintain internal networks

Release: 1

PSPGEN147 Build and maintain internal networks

Modification History

Supersedes and is not equivalent to PSPGEN011 Build and maintain internal networks.

Application

This unit describes the performance outcomes, skills and knowledge required to build and maintain internal networks.

This unit applies to those working in a role where the exchange of information between workgroups depends on building and maintaining effective internal networks. They work independently where some support is available from a mentor, performing routine tasks in a familiar context.

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. Identify key internal stakeholders.

PERFORMANCE CRITERIA

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

- 1.1. Identify key internal stakeholders, their needs, expectations and roles.
- 1.2. Identify individual and organisational benefits of networking with key internal stakeholders.

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| 2. Build and maintain network links with key internal stakeholders. | 2.1. Establish and use effective new network links between self and key internal stakeholders.
2.2. Identify, maintain and expand existing effective network links.
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, assess and act upon internal stakeholder input and feedback.
3.3. Seek assistance to deal with misunderstandings or conflict situations that arise within internal networks. |
| 4. Review and evaluate internal network. | 4.1. Review networking experience in accordance with organisational policies and procedures.
4.2. Identify where improvements can be made.
4.3. Implement changes to enhance the effectiveness of the internal network. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	participate in a variety of spoken exchanges with a range of audiences, varying structure and language to suit the audience
Technology skills to:	use main features and functions of digital tools to maintain networks.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN011 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>

Assessment Requirements for PSPGEN147 Build and maintain internal networks

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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:

- reflect on two examples where an internal network enabled a positive outcome including identifying, in each example, where:
 - interpersonal and group communication, including negotiation and consultation, were applied
 - formal and informal organisational channels were applied
 - how the internal networks were representative of the diversity of the organisation.

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 work in a public sector environment
- organisational structure and protocols
- principles of interpersonal, group, system and organisational communication
- principles of conflict resolution
- assistance and referral process to resolve conflicts in a networking context
- network types and strategies applicable within the organisation.

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 work in a public sector environment
- organisation charts.

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

Links

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