



Australian Government

PSPGEN148 Develop internal and external networks

Release: 1

PSPGEN148 Develop internal and external networks

Modification History

Supersedes and is equivalent to PSPGEN039 Develop internal and external networks.

Application

This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective workplace relationships and networks.

This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently performing complex 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

Unit Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Build and maintain networks.	1.1. Identify and pursue networking opportunities to maximise personal industry contacts. 1.2. Communicate information on new network opportunities to colleagues and managers regarding potential benefits. 1.3. Assess the level of usefulness of existing networks against current involvement and adjust to improve or downgrade relationships. 1.4. Maintain participation in professional networks and associations to obtain and maintain personal knowledge and

skills.

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| 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 stakeholders through ethical practice. |
| | 2.3. Use negotiation and collaborative problem-solving to achieve positive outcomes. |
| | 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 to networks. |
| | 3.2. Provide information on organisational issues, policies and practices authorised for public presentation in accordance with network requirements. |
| | 3.3. Seek feedback from stakeholders to identify and develop ways to improve promotional activities. |

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

Reading skills to:

- interpret a variety of texts.

- Writing skills to:
- prepare general information and papers according to target audiences
 - proofread and edit documents to ensure clarity of meaning and conformity to organisational requirements, checking for accuracy and consistency of information.
- Problem solving skills to:
- negotiate and manage contingencies to achieve mutually acceptable outcomes.

Range of Conditions

Unit Mapping Information

Supersedes and is equivalent to PSPGEN039 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>

Assessment Requirements for PSPGEN148 Develop internal and external networks

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:

- demonstrate leadership to gain the trust and confidence of clients and colleagues
- use communication strategies, including:
 - giving and receiving feedback
 - reporting
 - maintaining effective relationships
 - managing conflict.

Knowledge Evidence

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

- legislation, 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 inclusive relationships of trust
- techniques for facilitating mutually acceptable outcomes
- methods
- techniques to prepare and present information to promote the organisation
- related organisations, agencies and networks.

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 and guidelines relating to the public sector
- organisational and inter-agency structures and protocols.

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

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