



Australian Government

PSPWPI014 Represent and promote the organisation

Release: 1

PSPWPI014 Represent and promote the organisation

Modification History

Supersedes and is equivalent to PSPWPI007 Represent and promote the jurisdiction.

Application

This unit describes the performance outcomes, skills and knowledge required to represent and promote the jurisdiction in different settings by using a range of communication strategies to achieve desired outcomes.

This unit applies to those working independently as representatives for their jurisdiction. They perform 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

Workplace inspection

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Represent the jurisdiction.

PERFORMANCE CRITERIA

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

- 1.1. Promote a professional image of the jurisdiction.
- 1.2. Adapt information on issues, policies and practices for different audiences in terms of its range, depth and form of presentation, and communicate orally and in writing.
- 1.3. Develop and provide advice within area of responsibility.
- 1.4. Seek feedback on clients' levels of understanding and use additional information or explanation to clarify issues.

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| 2. Use communication strategies to achieve desired outcomes. | 2.1. Tailor communication strategies to the audience and the context.
2.2. Adjust communication strategies and content in response to feedback from clients.
2.3. Brief colleagues, as needed, to assist with a strategy, outlining the expected outcomes and their responsibilities in achieving them.
2.4. Advise clients of processes and timelines for receiving information when issues are referred to others for advice on complex matters. |
| 3. Build and maintain networks and relationships. | 3.1. Allocate time to establish and maintain networks and work relationships.
3.2. Identify and access information, key people and networks to assist in achieving work outcomes.
3.3. Establish and maintain communication channels and exchange information and ideas to provide benefits for clients and the jurisdiction. |

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 PSPWPI007 Represent and promote the jurisdiction.

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 PSPWPI014 Represent and promote the organisation

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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:

- communicate with audiences, requiring adaptation of style and language
- use questions to confirm understanding
- interpret complex written materials
- present information
- facilitate groups
- use mediation.

Knowledge Evidence

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

- jurisdictional policies, procedures and legislation relating to:
 - representation of the jurisdiction
 - guidance and information for stakeholders
 - role responsibilities
 - privacy considerations
 - managing business risk
- jurisdictional code of conduct.

Assessment Conditions

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

Assessment must ensure access to:

- jurisdictional policies, procedures and legislation relating to representing and promoting the jurisdiction
- resources and equipment of the working environment.

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

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