



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV303B Build and maintain internal networks

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers building, expanding and utilising internal networks. It includes identifying key internal stakeholders, identifying or establishing network links with key internal stakeholders and participating in internal networks.

In practice, building and maintaining internal networks may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, working effectively, working with diversity, etc.

This unit is one of 3 units of competency in the *Working in Government* Competency Field that deal with networks. Related units are:

- PSPGOV418A Develop internal and external networks
- PSPGOV602B Establish and maintain strategic networks

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify key internal stakeholders	1.1 <i>Key internal stakeholders</i> and their needs, expectations and roles are identified. 1.2 Individual and organisational benefits of networking with key internal stakeholders are identified and evaluated.
2. Build network links with key internal stakeholders	2.1 New network links between self and key internal stakeholders are established, maintained in accordance with <i>legislation, policy and procedures</i> and used effectively. 2.2 Existing <i>network</i> links between key internal stakeholders are identified and maintained, and strategies to expand them are identified and initiated. 2.3 <i>Networking strategies</i> are used to maintain internal networks in accordance with organisational policy and procedures.
3. Participate in internal networks	3.1 Information is provided to internal stakeholders to ensure an understanding of own role and to exchange information to increase workgroup effectiveness. 3.2 Internal stakeholder input and feedback is obtained, assessed and acted upon if necessary. 3.3 Assistance is obtained to deal with any misunderstandings or conflict situations that arise within internal networks in accordance with principles of conflict resolution.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to public sector environment
- using interpersonal and group communication with diverse internal networks including negotiation, consultation, liaison
- using formal and informal organisational communication channels
- responding to diversity, including gender and disability
- identifying and obtaining assistance to resolve conflicts in a networking context
- applying procedures relating to occupational health and safety and environment in the context of internal networking

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to work in a public sector environment
- organisational structure and protocols
- organisational communication channels
- principles of interpersonal, group, system and organisational communication
- principles of conflict resolution
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of internal networking

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC301B Uphold the values and principles of public service
 - PSPGOV301B Work effectively in the organisation
 - PSPGOV302B Contribute to workgroup activities
 - PSPGOV306B Implement change
 - PSPGOV307B Organise workplace information
 - PSPGOV308B Work effectively with diversity
 - PSPGOV312A Use workplace communication strategies
 - PSPGOV314A Contribute to conflict management
 - PSPLEGN301B Comply with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- internal networks built/maintained in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to the public sector
- organisational charts
- case studies and workplace scenarios to capture the range of situations likely to be encountered when building and maintaining internal networks

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when building and maintaining internal networks, including coping with difficulties, irregularities and breakdowns in routine

- internal networks built/maintained in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

<i>Key internal stakeholders</i> may include:	• colleagues • junior officers • supervisors • advisers • senior managers within the organisation
<i>Legislation, policy and procedures</i> may include:	• State/Territory and Commonwealth legislation and regulations such as: • government legislation • public sector management acts • financial management acts • privacy legislation • equal employment opportunity, anti-discrimination and harassment legislation • occupational health and safety legislation • consumer legislation • environment • risk management guidelines • ethics and accountability standards • public sector standards • fraud control standards • government security standards • organisational policy, procedures and protocols
<i>Networks</i> may include:	• formal or informal networks • circulation lists • e-networks, such as bulletin boards • virtual communities • subject matter experts
<i>Network strategies</i> may include:	• maintaining regular contact • individual marketing • distribution of materials • participation in teams • volunteering to participate in special projects • organising/participating in team-building or social events

Unit Sector(s)

Not applicable.

Competency field

Working in Government.