



Australian Government

RIICCR401D Develop and maintain positive community relations

Release: 2

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Modification History

Release	Comment
1	This unit replaces RIICCR401A Develop and maintain positive community relations.
2	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

Application

This unit describes a participant's skills and knowledge required to development and maintenance of positive community relations in the resources and infrastructure industries in the Resources and Infrastructure Industries.

This unit is appropriate for those working in supervisory roles.

Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and Industry sectors. Relevant information must be sourced prior to application of the unit.

Elements and Performance Criteria

1 Establish community relationship strategies	1.1 Access, interpret and apply relevant documentation and ensure the work activity is compliant 1.2 Identify relevant community groups and individuals 1.3 Assess and analyse community group/individual profiles 1.4 Identify and analyse a range of community relationship strategies and activities 1.5 Develop relationship strategies to foster trust and confidence of individuals and community and to promote benefits consistent with organisational interests and requirements
2 Develop and maintain community relationships	2.1 Use appropriate networking strategies and activities to establish and maintain community relationships 2.2 Identify and pursue networking opportunities 2.3 Provide information to the community regarding new

	networks 2.4 Inform individuals and colleagues of potential benefits to the organisation of participating in networks 2.5 Participate in professional networks and associations to obtain and maintain knowledge of the community, its representatives and issues 2.6 Respond to community requests for information or participation 2.7 Act on opportunities to explain and promote the organisation's activities to develop and support community recognition 2.8 Refer non-routine requests for information to the appropriate person
3 Represent the organisation in the community	3.1 Represent the organisation's position on particular issues in a way that acknowledges community concerns and promotes community awareness 3.2 Enhance the organisation's public image through communication and presentations to the public 3.3 Use appropriate presentation skills to communicate the goals and objectives of the organisation 3.4 Effectively communicate issues, policies and practices of the community group, individuals or organisation
4 Maintain and improve ongoing community relationships	4.1 Establish and implement processes for obtaining ongoing feedback from community groups or individuals 4.2 Assess management systems to ensure they support community relationships 4.3 Analyse feedback to develop and implement strategies to maintain and improve relationships with the community 4.4 Identify difficult situations and negotiate solutions using collaborative problem-solving techniques

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

Unit Mapping Information

RIICCR401A Develop and maintain positive community relations

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICCR401D Develop and maintain positive community relations

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Performance Evidence

Evidence is required to be collected that demonstrates a candidate's competency in this unit. Evidence must be relevant to the roles within this sector's work operations and satisfy all of the requirements of the performance criteria of this unit and include evidence that the candidate:

- locates and applies relevant legislation, documentation, policies and procedures
- demonstrates completion of development and maintenance of positive community relations that safely, effectively and efficiently meets all of the required outcomes on more than one (1) occasion including:
 - working with others to undertake and complete the development and maintenance of positive community relations
 - provision of clear and timely instruction and supervision of those involved in developing and maintaining positive community relations
 - liaising effectively with a variety of stakeholders
 - producing high quality easy to understand written communications
 - delivering clear and concise presentations
 - networking and forming relationships with a variety of stakeholders
 - planning and managing own work priorities and community relations activities
 - selecting appropriate community relationship strategies
 - overcoming difficulties arising from community relations
 - engaging with people from diverse groups
 - consistent successful positive community relations

Knowledge Evidence

The candidate must demonstrate knowledge of developing and maintaining effective community relations through:

- planning, preparing and conducting positive community relations
- verbal and written communication
- building and maintaining relationships and networks
- time management
- analysis, evaluation and problem solving
- using technology
- providing leadership
- applying legislation
- applying the organisation's position on current issues
- identifying community activities that could be used to promote the organisation
- applying the organisation's policies, plans and procedures
- applying presentation techniques
- identifying and managing risk
- complying with documentation, reporting and record keeping requirements
- identifying related organisations, agencies and networks

Assessment Conditions

- An assessor of this unit must satisfy the requirements of the NVR/AQTF or their successors; and Industry regulations for certification and licensing; and,
- this unit is best assessed in the context of this sector's work environment;
- where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills; and,
- this unit must be assessed in compliance with relevant legislation/regulation and using policies, procedures, processes and operational manuals directly related to the industry sector for which it is being assessed; and,
- assessment may be conducted in conjunction with the assessment of other Units of Competency; and,
- assessment must confirm consistent performance can be applied in a range of relevant workplace circumstances; and,
- assessors must demonstrate the performance evidence, and knowledge evidence as outlined in this Unit of Competency, and through the minimum years of current* work experience specified below in an Industry sector relevant to the outcomes of the unit; or,

- where the assessor does not meet experience requirements a co-assessment or partnership arrangement must exist between the qualified assessor and an Industry subject matter expert. The Industry subject matter expert should hold the unit being assessed (or an equivalent unit) and/or demonstrate equivalence of skills and knowledge at the unit level. An Industry technical expert must also demonstrate skills and knowledge from the minimum years of current work experience specified below in the Industry sector, including time spent in roles related to the unit being assessed; and,
- assessor and Industry subject matter expert requirements differ depending on the Australian Qualifications Framework Level (AQF) of the qualification being assessed and/or Industry Sector as follows:

Industry sector	AQF** Level	Required assessor or Industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Construction	1	1 Year
	2	2 Years
Drilling, Coal Mining and Extractive (Quarrying)	3-6	3 Years
Metalliferous Mining and Civil Construction	3-6	5 Years
Other sectors	Where this Unit is being assessed outside of the Resources and Infrastructure Sectors assessor and/or Industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no Industry standard is specified should comply with any relevant regulation.	

*Assessors can demonstrate current work experience through employment within Industry in a role relevant to the outcomes of the Unit; or, for external assessors this can be demonstrated through exposure to Industry by conducting frequent site assessments across various locations.

**Where a unit is being delivered outside of a Qualification the first numeric character in the Unit code should be considered to indicate the AQF level

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