



Australian Government

RIICCR401E Develop and maintain positive community relations

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to develop and maintain positive community relations in the resources and infrastructure industries.

It applies to those who work in management roles. They are generally responsible for the outcomes of others and contribute to the development of solutions to non-routine problems.

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish community relationship strategies	1.1 Obtain, interpret and confirm work requirements 1.2 Access, interpret and apply documentation required to develop and maintain positive community relations 1.3 Identify relevant community groups and individuals 1.4 Assess and analyse community group/individual profiles 1.5 Identify and analyse a range of community relationship strategies and activities 1.6 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

ELEMENT	PERFORMANCE CRITERIA
	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 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 position on particular issues in a way that acknowledges community concerns and promotes community awareness 3.2 Enhance the organisation 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 according to workplace procedures 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

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Writing	Prepares specific information that complies with a range of regulatory requirements, using sector-specific terminology
Reading	Identifies and interprets relevant information from workplace procedures, documentation and regulations
Problem solving	Identifies a range of factors that impact on a decision, including own values and principles, the needs, power, values, beliefs and assumptions of stakeholders

Unit Mapping Information

Supersedes and is equivalent to RIICCR401D Develop and maintain positive community relations.

Links

Companion Volume implementation guides is found on VETNet -

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

Assessment Requirements for RIICCR401E Develop and maintain positive community relations

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and maintain positive community relations on at least two occasions, including:
 - working with others to undertake and complete the development and maintenance of positive community relations
 - providing 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
 - maintaining consistent, successful and positive community relations.

During the above, the candidate must:

- locate and apply relevant documentation, policies and procedures and confirm that the work activity is compliant
- implement the requirements, procedures and techniques for developing and maintaining positive community relations
- work effectively with others to develop and maintain positive community relations in a way that meets all required outcomes
- communicate clearly and concisely with others to receive and clarify work instructions.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key policies, procedures and documentation required to develop and maintain positive community relations
- processes to build and maintain relationships and networks
- key principles and techniques for:
 - verbal and written communication
 - 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
- principles and techniques for identifying relevant hazards and emergencies
- techniques for coordinating and communicating job activities with others.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment related to developing and maintaining positive community relations
 - relevant documentation
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work 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.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 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.	

*Guidance on simulated environments has been stipulated in the Companion Volume Implementation Guide located on VETNet.

**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 a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

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