



Australian Government

Assessment Requirements for SISXMGT001 Develop and maintain stakeholder relationships

Release: 1

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Modification History

Not applicable.

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:

- develop, implement and evaluate strategies to promote effective stakeholder relationships with at least two of the following stakeholder types:
 - government agencies
 - funding agencies
 - community organisations
 - peak bodies
 - boards of management
 - enterprises
 - industry associations
- select and use at least three different techniques and methods for stakeholder communication.

Knowledge Evidence

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

- key stakeholders likely to impact the organisation and the types of strategies and communication methods for building relationships, as specified in the Performance Evidence
- roles and functions of different stakeholders in the industry and how these are changing in relation to:
 - funding
 - management
 - decision-making
 - sponsorship
- organisational policies and procedures for stakeholder relationship management:
 - stakeholder consultation and engagement
 - communication protocols and methods for different situations
 - evaluation measures and criteria
 - conflict resolution procedures

- information management and security
- strengths and weaknesses of different types of stakeholder communication
- barriers to effective communication with stakeholders and ways to respond
- information and resources of stakeholders:
 - facilities
 - equipment
 - grants or funding
 - personnel
 - services
- legislative requirements relating to communication of information.

Assessment Conditions

Skills must be demonstrated in:

- a workplace or simulated industry environment.

Assessment must ensure use of:

- legislative information related to communication of information
- information about stakeholder groups / organisations
- individuals and groups with whom the candidate builds relationships; these can be:
 - individuals in industry organisations, or
 - individuals who participate in project activities, role plays or simulated activities, set up for the purpose of assessment, within a training organisation.

Assessment activities that allow the individual to:

- plan and implement strategies over time.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>