



Australian Government

Assessment Requirements for SISXMGMT002 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 develop and maintain effective stakeholder relationships with two of the following stakeholder types:
 - government agencies
 - funding bodies
 - community organisations
 - commercial enterprises
 - industry associations
 - peak bodies
 - boards of directors
- select and use 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:

- different types of external stakeholders in the sport, fitness, aquatic and recreation industry:
 - government agencies
 - funding bodies
 - community organisations
 - commercial enterprises
 - industry associations
 - peak bodies
- types of key stakeholders within an organisation:
 - committees
 - boards of directors
- for each of the above listed internal and external stakeholders:
 - key roles and functions
 - types of information and resources they provide, and types they require from organisations

- types of communication strategies and methods for consultation, engagement and relationship building
- how communication protocols and methods vary for different stakeholder types and different situations
- types of communication methods used with stakeholders when interacting about:
 - development and review of industry standards and regulation
 - funding and sponsorship
 - decision making
- strengths and weaknesses of stakeholder consultation and communication methods
- barriers to effective communication with stakeholders and ways to respond
- methods used to seek and evaluate feedback from stakeholders on effectiveness of communication and engagement.

Assessment Conditions

Skills must be demonstrated in a sport, fitness, aquatic or recreation environment. This can be:

- a workplace, or
- a simulated environment set up for the purposes of skills assessment.

Assessment must ensure use of:

- interaction with stakeholders, these can be:
 - actual stakeholders relevant to the setting, or
 - individuals who participate in simulated activities used for the purpose of skills assessment
- information about stakeholder groups and organisations
- organisational policies and procedures for stakeholder relationship management.

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>