



Australian Government

Assessment Requirements for TLIE0001 Apply effective stakeholder engagement

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- actioning outcomes of meeting conducted and checking actions are completed
- applying active listening techniques
- applying anger management techniques to diffuse aggressive conversations
- applying appropriate communication methods to convey meeting information to stakeholders
- applying appropriate questioning techniques
- applying appropriate security arrangements to control event
- applying appropriate techniques in giving feedback
- applying appropriate tone to voice and nonverbal/body language techniques
- applying communication techniques to group of people
- applying communication techniques to maintain and develop stakeholder relationships
- applying confidentiality to information conveyed to individuals
- applying relevant time management principles to meetings
- applying transactional analysis techniques during aggressive conversations
- applying transactional analysis techniques during difficult conversations
- applying work health and safety (WHS)/occupational health and safety (OHS)/occupational safety and health (OSH) requirements and workplace procedures to persons engaged in conflict or aggressive behaviour
- chairing meetings to ensure agenda is maintained and timeframes achieved
- clarifying contracts to remove contradictions, ambiguities, uncertainties or misunderstandings in communication
- communicating relevant information effectively with stakeholders
- communicating with minimal unconscious bias
- conveying negative information in a professional manner
- demonstrating clear and concise writing skills in workplace documentation
- determining effectiveness of meeting through analysis of content delivered and testing understanding of individuals in meeting
- facilitating information to groups of people
- identifying and clarifying stakeholder issues
- identifying and documenting stakeholder needs

- identifying special communication needs for individuals
- identifying triggers that impact an individual's ability to communicate effectively
- identifying workplace stakeholder networks
- identifying distribution networks and channels to convey information to internal and external stakeholders
- identifying specific negotiation points to achieve appropriate outcomes
- identifying points of conflict to achieve appropriate outcomes
- maintaining effective operation of job role when communicating with stakeholders
- planning and preparing meeting notes and any relevant visual aids
- planning and preparing meetings and creating agendas for meetings
- presenting information in a logical and sequential order
- reporting and documenting incidents involving conflict and aggressive behaviour to relevant person/s
- seeking feedback and constructive criticism
- using appropriate text, email and social media that match the audience as per workplace procedures

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- anger management techniques when dealing with stakeholder issues, queries and feedback
- assertiveness techniques when dealing with stakeholder issues, queries and feedback
- confidentiality requirements of stakeholders and workplace
- contractual requirements with stakeholders
- effective communication techniques when dealing with stakeholders
- internal and external stakeholders
- meeting etiquette
- negotiation techniques when dealing with stakeholder issues, queries and feedback
- privacy legislation
- relevant authorities and their powers
- relevant communication tools including laptop and smart phone
- relevant diversity and inclusion requirements
- relevant professional feedback techniques when dealing with stakeholders
- relevant unconscious bias information when dealing with stakeholders
- relevant workplace documentation
- relevant workplace procedures
- relevant workplace recording procedures
- security procedures when dealing with aggressive or difficult stakeholders
- time management techniques
- transactional analysis when dealing with stakeholder issues, queries and feedback

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>