

UNIT CODE	PSPGEN011
UNIT TITLE	Build and maintain internal networks
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to build and maintain internal networks.</p> <p>This unit applies to those working in a role where the exchange of information between workgroups depends on building and maintaining effective internal networks. They will work independently where some support is available from a mentor, performing routine tasks in a familiar context.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify key internal stakeholders	1.1 Identify key internal stakeholders, their needs, expectations and roles. 1.2 Identify individual and organisational benefits of networking with key internal stakeholders.
2. Build and maintain network links with key internal stakeholders	2.1 Establish and use effective new network links between self and key internal stakeholders. 2.2 Identify, maintain and expand existing effective network links. 2.3 Use networking strategies to maintain internal networks.

3. Participate in internal networks	3.1 Provide information to internal stakeholders to ensure an understanding of own role, and to exchange information to increase workgroup effectiveness. 3.2 Obtain, assess and act upon internal stakeholder input and feedback. 3.3 Seek assistance to deal with misunderstandings or conflict situations that arise within internal networks.
4. Review and evaluate internal network	4.1 Review networking experience according to organisation policies and procedures. 4.2 Identify where improvements can be made. 4.3 Implement changes to enhance the effectiveness of the internal network.

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
Oral communication skills to:	<ul style="list-style-type: none"> participate in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience
Technology skills to:	<ul style="list-style-type: none"> use main features and functions of digital tools to maintain networks.
UNIT MAPPING INFORMATION	This unit supersedes and is not equivalent to PSPGEN011 Build and maintain internal networks.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN011 Build and maintain internal networks
PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> reflect on 2 examples where an internal network enabled a positive outcome in the above examples identify where: <ul style="list-style-type: none"> interpersonal and group communication, including negotiation and consultation were applied formal and informal organisational channels were applied how the internal networks were representative of the diversity of the organisation.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ public sector legislation including work health and safety and environment, regulations, policies, procedures and guidelines relating to work in a public sector environment ■ organisational structure and protocols ■ principles of interpersonal, group, system and organisational communication ■ principles of conflict resolution ■ the assistance and referral process to resolve conflicts in a networking context ■ the following types of networks within the public sector: <ul style="list-style-type: none"> ○ formal and informal networks ○ circulation lists ○ e-networks ○ virtual communities ○ subject matter experts ■ network strategies: <ul style="list-style-type: none"> ○ maintaining regular contact ○ individual marketing ○ distribution of information and materials ○ participation in projects ○ organising and participating in team-building and social events.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in either:</p> <ul style="list-style-type: none"> ■ a workplace environment or ■ a simulated environment. <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ legislation, policy, procedures and protocols relating to the public sector ■ organisation charts. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide