UNIT CODE	PSPGEN075
UNIT TITLE	**Build and maintain community relationships**
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to set the parameters for relationships or partnerships between public sector and external organisations, provide information relating to community engagement, develop engagement strategies and relationships, and build community problem solving capacity.
	This unit applies to those working in a role where they are required to develop and maintain relationships and partnerships with individuals or communities.
	Those undertaking this unit generally work independently, as part of a team and with supervisory responsibilities. They perform complex tasks in a range of familiar and unfamiliar contexts.
	The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.
	No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*

1. Set the parameters for relationships.	1.1 Develop a contextual framework to assist in analysing and setting parameters for relationships. 1.2 Establish and agree upon the parameters and purpose for the relationships. 1.3 Allow flexibility for incorporation of new ideas and options. 1.4 Identify and manage the dynamics within and across relationships. 1.5 Identify and agree the benefits for both parties. 1.6 Identify constraints and allocate resources.
2. Provide information relating to community engagement.	2.1 Assess current community understanding of the roles and responsibilities of public officials and provide information to clarify the roles and responsibilities. 2.2 Explain the rights and responsibilities of individuals and communities to be involved in government processes and decision making. 2.3 Communicate organisational priorities, strategic direction, systems, decision making and approval processes. 2.4 Communicate opportunities for community involvement in processes and decision-making in ways suited to the diversity of the community.
3. Build community engagement capacity.	3.1 Identify and address the skills and knowledge requirements of individuals and communities to engage with government with strategies tailored to individual needs. 3.2 Identify, resource and promote opportunities for individuals and communities to develop their capacity to engage with government. 3.3 Develop and implement innovative strategies to identify and reach out to community groups and individuals who demonstrate low engagement with government. 3.4 Tap into informal and formal community networks to strengthen local capital and to ensure ongoing capacity. 3.5 Identify barriers to community engagement, formulate and implement solutions.
4. Build community problem-solving capacity.	4.1 Provide information and opportunities for involvement in government processes and decision making to individuals and communities in accordance with their needs and preferences. 4.2 Identify and promote existing and new ways to engage with government in a variety of ways suited to diverse communities. 4.3 Develop mechanisms for communities to raise their own issues with government, implement and promote in accordance with community context. 4.4 Develop a range of strategies to address community issues in partnership with communities. 4.5 Implement mutually developed and agreed solutions to community issues. 4.6 Identify and use strategies for reporting developments to communities.

FOUNDATION SKILLS	
Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.	
UNIT MAPPING INFORMATION	Release1: Supersedes and is equivalent to PSPGEN075 Build and maintain community relationships.

LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPGEN075 Build and maintain community relationships**
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 on at least one occasion: ■ establish and foster transparent, trusting relationships or partnerships with individuals and communities ■ maintain multiple and potentially conflicting relationships or partnerships ■ work with diverse communities using communication styles to suit different audiences and purposes ■ explain complex and formal policies and concepts to audiences ■ apply lateral thinking to provide solutions and overcome barriers to community engagement ■ link people to appropriate capacity-building opportunities ■ prepare community engagement information requiring the presentation of complex information using simple language structures and precision of expression.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit: ■ legislation, regulations, policies, procedures and guidelines relating to community engagement ■ community engagement theory, principles, practices and techniques ■ community development practices and principles ■ public sector values and codes of conduct ■ leadership and managing expectations in the context of community engagement ■ principles of cultural awareness and cross-cultural communication ■ equal employment opportunity, equity, diversity and inclusion principles ■ workplace safety procedures relating to community engagement activities.

ASSESSMENT CONDITIONS	Skills must be demonstrated in either a:
	- workplace environment or
	- simulated environment.
	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.
	Assessment must ensure access to:
	- community information including case studies or scenarios, current journals, international case studies
	- policy, procedures, protocols and legislation related to community engagement.
	Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide