UNIT CODE	PSPGEN039
UNIT TITLE	Develop internal and external networks
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to develop and maintain effective workplace relationships and networks.
	This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit would work independently performing complex tasks in a range of familiar 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. Build and maintain networks	1.1 Identify and pursue networking opportunities to maximise personal industry contacts. 1.2 Communicate information on new network opportunities to colleagues and managers regarding the potential benefits. 1.3 Assess the level of usefulness of existing networks against current involvement and adjust to improve or downgrade relationships. 1.4 Maintain participation in professional networks and associations to obtain and maintain personal knowledge and skills.

2. Establish and maintain working relationships	2.1 Use networking strategies to establish and maintain working relationships that promote benefits consistent with organisational objectives. 2.2 Gain and maintain trust and confidence of stakeholders through ethical practice. 2.3 Use negotiation and collaborative problem solving to achieve positive outcomes. 2.4 Establish and maintain formal and informal communication channels to exchange information and ideas. 2.5 Incorporate networking into professional and organisational planning regimes to maximise its usefulness to the organisation.
3. Represent and promote the organisation	3.1 Represent and promote the organisation's interests and requirements to the networks. 3.2 Provide information on organisational issues, policies and practices authorised for public presentation in accordance with network requirements. 3.3 Seek feedback from stakeholders to identify and develop ways to improve promotional activities.

FOUNDATION SKILLS	
Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.	
SKILLS	**DESCRIPTION**
Initiative and enterprise skills to:	▪ develop relationships with internal and external stakeholders.
Teamwork skills to:	▪ build trust and rapport with stakeholders.
UNIT MAPPING INFORMATION	Release1: This unit supersedes and is equivalent to PSPGEN039 Develop internal and external networks
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPGEN039 Develop internal and external networks**

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:
	
	■ demonstrate leadership to gain the trust and confidence of clients and colleagues
	■ use communication strategies, including:
	  ○ giving and receiving feedback
	  ○ reporting
	  ○ maintaining effective relationships
	  ○ managing conflict
	
	■ use problem solving and negotiation to manage contingencies and achieve mutually acceptable outcomes
	■ read and understand a variety of texts
	■ prepare general information and papers according to target audiences
	■ proofread and edit documents to ensure clarity of meaning and conformity to organisational requirements, checking for accuracy and consistency of information

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit: ■ legislation including policies, procedures and guidelines relating to the public sector environment ■ organisational policies, plans and procedures ■ principles and operations of networks ■ principles of effective communication in relation to listening, questioning and non-verbal communication ■ techniques for building inclusive relationships of trust ■ techniques for facilitating mutually acceptable outcomes ■ methods and techniques to prepare and present information to promote the organisation ■ related organisations, agencies and networks

ASSESSMENT CONDITIONS	Skills must be demonstrated in either a:
	■ a workplace environment or ■ a 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:
	■ legislation, policy, procedures and protocols relating to the public sector ■ organisational and inter-agency structures and protocols
	Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide