

Title	Build and maintain networks and relationships with internal and external stakeholders in a public sector context		
Level	5	Credits	6

Purpose	<p>This unit standard is intended for people who are employed in the public sector in positions where they are required to work directly with stakeholders of the organisation.</p> <p>People credited with this unit standard are able to build and maintain networks and relationships with relevant internal and external stakeholders.</p>
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Classification	Public Sector Services > Public Sector Core Skills
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Available grade	Achieved
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Guidance Information

- 1 This unit standard is intended for people who are employed in the public sector and is for application within their workplace.
- 2 **Range**
Performance of the outcomes of this unit standard must comply with the underlying values and responsibilities of people working in the public sector including *Standards of Integrity and Conduct* and the Treaty of Waitangi and its principles.
- 3 **Definition**
Stakeholders are individuals or groups which have some direct interest in the organisation and its products or services. Internal stakeholders typically include board members, managers and employees. External stakeholders typically include customers, providers of services, business owners, shareholders, employee organisations, and regulatory bodies.
- 4 The State Services Code of Conduct entitled *Standards of Integrity and Conduct*, available at <http://www.ssc.govt.nz>, is a resource for this unit standard.

Outcomes and performance criteria

Outcome 1

Build networks and relationships with relevant internal and external stakeholders.

Performance criteria

- 1.1 Techniques for building, maintaining, and accessing networks are demonstrated in terms of identifying stakeholders and establishing communication links.
- 1.2 Networking and relationship building opportunities are identified and initiation of communication is undertaken in a manner which promotes goodwill and trust in accordance with organisational requirements for service to stakeholders.
- 1.3 Networking and relationship building skills are demonstrated that are consistent with the public image and profile of the organisation.
- 1.4 Communication processes demonstrate tolerance of and sensitivity towards people from diverse backgrounds and cultures.
- 1.5 Communication methods are appropriate to the circumstances and relevant to the stakeholders.

Outcome 2

Maintain networks and relationships with relevant internal and external stakeholders.

Performance criteria

- 2.1 Stakeholders are contacted at agreed intervals to maintain and strengthen relationships and in a manner which promotes goodwill and trust in accordance with organisational requirements for service to stakeholders.
- 2.2 A rapport with stakeholders is established and maintained in all subsequent dealings that fosters long term relationships and continuing mutual benefit.
- 2.3 Conflict resolution techniques are used where required to achieve objectives within the established area of responsibility.
- 2.4 Policies, procedures and activities designed to promote trust, satisfaction and goodwill are actioned promptly, accurately and willingly in accordance with organisational requirements for service to stakeholders.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 October 2010	31 December 2023
Review	5	25 February 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference	0121
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.