

Title	Demonstrate knowledge of stakeholder engagement for civil infrastructure works		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to demonstrate knowledge of stakeholder engagement for civil infrastructure works.
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Classification	Infrastructure Works > Infrastructure Civil Works
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Available grade	Achieved
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Guidance Information

- 1 Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with relevant legislative and industry requirements.
- 2 Legislation relevant to this unit standard include: Health and Safety at Work Act 2015; and all subsequent amendments and replacements.
- 3 Definitions
Industry requirements refer to relevant policies, processes, methodologies, industry codes of practice, site specific health and safety plans, standard operating procedures, site safety plans, quality plans, work plans, traffic management plans, contract work programmes, job safety analysis, safe work method statements, job instructions, manufacturer's requirements, contract specifications, manuals, procedural documents.
Stakeholders for this unit standard refer to consultants, affected public, local authorities, asset owners, staff, suppliers, contractors.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of stakeholder engagement for civil infrastructure works.

Performance criteria

- 1.1 Internal and external stakeholders for infrastructure works are identified and their relevance to the site activities is described in terms of interest in, and influence on, civil infrastructure works.
- 1.2 Organisational responsibilities to the identified stakeholders are explained in terms of engagement principles.

1.3 Opportunities for development of positive relationships and potential triggers for negative response are identified, and techniques for appropriate management of expectations and agreed objectives are described.

1.4 Establishment of effective communication channels for civil infrastructure works is explained.

Range types of communications and their content, methods of communication, timing of communications, points of contact, escalation procedures, complaints procedures, documentation, recording of informal communication.

1.5 Ongoing consultation and review of stakeholder engagement processes is described.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	29 November 2018	31 December 2023
Review	2	29 July 2021	N/A

Consent and Moderation Requirements (CMR) reference	0101
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Connexis - Infrastructure Industry Training Organisation qualifications@connexis.org.nz if you wish to suggest changes to the content of this unit standard.