

# Synod of NSW and the ACT General Competencies Training Matrix ORGANISATION AND ADMINISTRATION COMPETENCIES

These competencies may be applicable to Pastors whose role includes any of the duties described in Regulation 2.14.2.

## Units of Competency

1. Organise ministry priorities
2. Undertake ministry tasks
3. Communicate effectively with people
4. Organise ministry information

Note: no one course was able to be identified as covering all competencies. Uniting College however covers all but one element.

Competency	Element(s)	Provider & Course (examples)	Contact Details	Notes
<b>Unit of Competency - Organise ministry priorities</b>	<b>1. Determine ministry priorities</b> Performance criteria a. explain the relationship between current ministry role, ministry tasks and organisational goals b. develop and prioritise clear and achievable ministry goals c. define strategies to fulfil ministry goals d. adjust priorities according to limits of resources, time, contextual and external factors	<b>UTC/CSU:</b> - THL422 Principles of Church Management  <b>Uniting College:</b> - BSBWOR404A "Develop Work Priorities" - BSBWOR501A "Manage personal work priorities and professional development"		
	<b>2. Organise ministry tasks</b> Performance criteria a. develop programs and processes to match ministry goals	<b>UTC/CSU:</b> - THL422 Principles of Church Management  <b>Uniting College:</b>		

	<ul style="list-style-type: none"> <li>b. identify key tasks to fulfil ministry programs and processes</li> <li>c. arrange ministry tasks to match planned programs and processes</li> <li>d. identify people, resource, context and time factors related to ministry program</li> <li>e. prioritise ministry tasks according to ministry schedule, team and contextual requirement</li> </ul>	- BSBINM201A "Process & maintain workplace information"		
	<p><b>3. Evaluate ministry progress</b></p> <p>Performance criteria</p> <ul style="list-style-type: none"> <li>a. understand and use a range of relevant evaluation methods</li> <li>b. assess progress in ministry tasks in relation to organisational strategies</li> <li>c. seek and receive feedback from people involved</li> <li>d. identify and implement changes to ministry tasks</li> </ul>	<p><b>UTC/CSU:</b></p> <ul style="list-style-type: none"> <li>- THL422 Principles of Church Management</li> </ul> <p><b>Uniting College:</b></p> <ul style="list-style-type: none"> <li>- BSBWOR401A "Establish Effective workplace relationships"</li> </ul>		
<p><b>Unit of Competency – Undertake ministry tasks</b></p>	<p><b>1. Work according to organisational policies and procedures</b></p> <p>Performance criteria</p> <ul style="list-style-type: none"> <li>a. understand and apply church or agency work policies and procedures</li> <li>b. understand and apply legal requirements related to ministry role</li> <li>c. understand and apply occupational health and safety requirements related to ministry role</li> <li>d. understand and apply duty of care</li> </ul>	<p><b>UTC/CSU:</b></p> <ul style="list-style-type: none"> <li>- THL422 Principles of Church Management</li> </ul>		

	requirements related to ministry role			
	<p><b>2. Maintain appropriate records</b></p> <p>Performance criteria</p> <p>a. understand and apply church or agency policies regarding privacy and confidentiality</p> <p>b. understand and comply with record-keeping requirements of ministry role</p> <p>c. maintain financial records as required</p>	<p><b>UTC/CSU:</b></p> <ul style="list-style-type: none"> <li>- THL422 Principles of Church Management</li> </ul> <p><b>Uniting College:</b></p> <ul style="list-style-type: none"> <li>- BSBWRT401A "Write complex documents"</li> </ul>		
	<p><b>3. Report to ministry (workplace) supervisors</b></p> <p>Note: <i>this competency relates to the workplace' or local supervisor (eg. minister, agency director, school principal) rather than the person providing professional supervision, who may be at a distance.</i></p> <p>Performance criteria</p> <p>a. understand ministry supervision relationships and requirements</p> <p>b. regularly report honestly and accurately to supervisor/s as required</p> <p>c. receive and act upon guidance and direction from supervisor/s</p> <p>d. understand avenues for expressing concern or complaint regarding supervision</p>	<p><b>UTC/CSU:</b></p> <ul style="list-style-type: none"> <li>- THL422 Principles of Church Management</li> </ul> <p><b>Uniting College:</b></p> <ul style="list-style-type: none"> <li>- CHCEDS411A "Use high level communication skills in the education sector"</li> </ul>		
<p><b>Unit of Competency - Communicate effectively with people</b></p>	<p><b>1. Recognise ministry communication channels</b></p> <p>Performance criteria</p>	<p><b>UTC/CSU:</b></p> <ul style="list-style-type: none"> <li>- THL422 Principles of Church</li> </ul>		

	<p>a. understand communication requirements of congregation/agency and ministry role</p> <p>b. identify communication channels used with supervisors/s, colleagues, members and clients</p>	<p>Management</p> <p><b>Uniting College:</b></p> <ul style="list-style-type: none"> <li>- CHCEDS411A "Use high level communication skills in the education sector"</li> </ul> <p><b>PCI:</b></p> <ul style="list-style-type: none"> <li>- CHCCOM3C "Utilise specialist communication skills to build strong relationships"</li> </ul>		
	<p><b>2. Communicate effectively with people</b></p> <p>Performance criteria</p> <ul style="list-style-type: none"> <li>a. use effective questioning, active listening and feedback skills to build rapport and gather information</li> <li>b. speak clearly and respectfully with people</li> <li>c. use effective speaking skills to convey information to groups</li> <li>d. demonstrate appropriate non-verbal communication</li> <li>e. recognise and respond appropriately to non-verbal communication from others</li> <li>f. adapt communication to respond to differences in culture, language and abilities.</li> </ul>	<p><b>UTC/CSU:</b></p> <ul style="list-style-type: none"> <li>- THL422 Principles of Church Management</li> </ul> <p><b>Uniting College:</b></p> <ul style="list-style-type: none"> <li>- CHCEDS411A "Use high level communication skills in the education sector"</li> </ul> <p><b>PCI:</b></p> <ul style="list-style-type: none"> <li>- CHCCOM3C "Utilise specialist communication skills to build strong relationships"</li> </ul> <p><b>Uniting Care:</b></p> <ul style="list-style-type: none"> <li>- CHCCOM403A "Use targeted communication skills to build Relationships"</li> <li>- LTHIR403B "Work effectively with culturally diverse clients and coworkers"</li> </ul>		
	<p><b>3. Prepare written information</b></p> <p>Performance criteria</p> <ul style="list-style-type: none"> <li>a. understand congregation/agency requirements regarding reports and other written information</li> <li>b. present written information clearly with appropriate style and format</li> </ul>	<p><b>Uniting College:</b></p> <ul style="list-style-type: none"> <li>- BSBWRT401A "Write complex documents"</li> </ul>		

<b>Unit of Competency – Organise ministry information</b>	<p><b>1. Use communication systems</b></p> <p>Performance criteria</p> <p>a. identify communication systems in the workplace</p> <p>b. use email, telephone, facsimile machine and internet as required</p> <p>c. organise, backup and retrieve electronic files related to ministry role</p>	<p><b>Uniting College:</b></p> <p>- BSBWOR204A "Use business technology"</p> <p><b>Various TAFE and Community College units would also satisfy this unit if competency.</b></p>		<p>TAFE and Community College courses and units could include things like:</p> <ul style="list-style-type: none"> <li>- Microsoft Office training</li> <li>- Using computers in the workplace</li> <li>- Intermediate and advanced office productivity software training</li> </ul>
	<p><b>2. Use information systems</b></p> <p>Performance criteria</p> <p>a. create, format, and edit documents in a word processing program</p> <p>b. create, format, and edit documents in a spreadsheet program</p> <p>c. create, format, and edit documents in a presentation program</p> <p>d. search, sort and print information from a database</p>	<p><b>Uniting College:</b></p> <p>- BSBWOR204A "Use business technology"</p> <p><b>Various TAFE and Community College units would also satisfy this unit if competency.</b></p>		<p>TAFE and Community College courses and units could include things like:</p> <ul style="list-style-type: none"> <li>- Microsoft Office training</li> <li>- Using computers in the workplace</li> <li>- Intermediate and advanced office productivity software training</li> </ul>