Australian Government

BSBPMG414 Apply project information management and communications techniques

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to provide a critical link between people, ideas and information at all stages in the project life cycle. It involves assisting the project team to plan communications, communicating information related to the project, and reviewing communications.

It applies to individuals who are project practitioners working in a project support role.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Project Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Contribute to communications planning	1.1 Identify, source and contribute relevant information requirements to initial project documentation 1.2 Contribute to developing and implementing the project communications plan and communications networks
2. Conduct information-management activities	2.1 Act on and process project information according to agreed procedures as directed, to aid decision-making processes throughout project life cycle 2.2 Maintain information to ensure data is secure and auditable
3. Communicate project	3.1 Communicate with clients and other stakeholders during

ELEMENT	PERFORMANCE CRITERIA
information	project using agreed networks, processes and procedures to ensure flow of necessary information
	3.2 Ensure reports are prepared and released according to authorisation, or produced for release by others
	3.3 Seek information and advice from appropriate project authorities as required
4. Contribute to assessing effectiveness of communication	4.1 Assist in ongoing review of project outcomes to determine effectiveness of communications-management activities
	4.2 Report communications-management issues and responses to higher project authorities for application of lessons learned to future projects

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1	• Interprets textual information from a range of sources and determines how content may be applied
Writing	1.2, 2.2, 3.1, 3.2, 4.2	• Develops plans and reports using structure and vocabulary appropriate to audience, context and purpose • Maintains records according to organisational requirements
Oral Communication	1.2, 3.1, 3.3, 4.2	• Participates in a verbal exchanges using clear language and appropriate non-verbal features to provide and seek information • Uses active listening and questioning techniques to elicit views and opinions of others
Interact with others	1.2, 3.1, 3.3, 4.2	• Recognises importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate, with whom, why and how • Collaborates and cooperates with others to achieve shared goals
Get the work	1.1, 2.1, 2.2, 3.1,	• Sequences and schedules required tasks, monitors implementation and manages relevant communication

done	3.2, 4.1	• Reflects on outcomes to identify opportunities for future improvements • Manages information storage, retrieval and sharing, according to security requirements

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBPMG414 Apply project information management and communications techniques	BSBPMG414A Apply project information management and communications techniques	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

PwC's Skills for Australia