



**Australian Government**

# **BSBPMG424 Apply project human resources management approaches**

**Release: 2**

# BSBPMG424 Apply project human resources management approaches

## Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.
Release 2	This version first released with BSB Business Services Training Package Version 7.0.  Release created to amend typographical error in the foundation skills.

## Application

This unit describes the skills and knowledge required to assist with aspects of human resources management of a project. It involves establishing human resource requirements, identifying and facilitating the learning and development needs of people working on the project and resolving conflict in the team.

The unit 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

Business Competence – Project Management

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish human resource requirements	1.1 Identify human resource and project task requirements 1.2 Create work breakdown structure including human resources according to task requirements 1.3 Prepare a skills analysis of project stakeholders against project task requirements 1.4 Assist in identifying and discussing learning and development

ELEMENT	PERFORMANCE CRITERIA
	<p>needs, goals, desired outcomes and relationships with relevant staff</p> <p>1.5 Assist in assigning responsibilities to staff members for achieving project deliverables according to goals and desired outcomes</p>
2. Maintain team relationships	<p>2.1 Facilitate a team environment for staff members learning and development needs to be met</p> <p>2.2 Confirm that key stakeholders in teams are establishing relationships and achieving desired outcomes</p> <p>2.3 Identify challenges and conflict within teams</p> <p>2.4 Assist in communicating with individuals and teams to resolve conflict where required</p> <p>2.5 Communicate with staff members and identify barriers to achieving desired outcomes</p>
3. Monitor human resources	<p>3.1 Monitor task completion by relevant stakeholders against assigned roles and responsibilities</p> <p>3.2 Assist in reviewing skill levels against allocated tasks and recommend solutions according to organisational requirements</p> <p>3.3 Communicate with relevant stakeholders when assigned responsibilities are not met</p> <p>3.4 Assist in offering human resource development opportunities to individuals with skill gaps</p>
4. Evaluate human resource practices	<p>4.1 Assist in reviewing the effectiveness of project human resources management</p> <p>4.2 Seek and discuss feedback from relevant stakeholders</p> <p>4.3 Make changes to human resource practices based on feedback received</p>

## Foundation Skills

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

SKILL	DESCRIPTION
Learning	<ul style="list-style-type: none"> <li>Seeks feedback from others as a strategy to improve own skills or knowledge</li> </ul>
Reading	<ul style="list-style-type: none"> <li>Identifies and interprets information from organisational documentation</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Develops a range of documents using structure and vocabulary</li> </ul>

	appropriate to audience, context and purpose
Oral Communication	<ul style="list-style-type: none"> <li>Participates in a range of verbal exchanges using clear language and appropriate non-verbal features to provide and seek information</li> <li>Uses active listening and questioning techniques to elicit views and opinions of others</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>Understands responsibilities associated with own role</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction</li> <li>Uses a range of strategies to facilitate solutions to conflicts</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>Plans and implements required tasks, monitors actions against requirements, and adjusts plans and resources to cope with contingencies</li> <li>Reflects on outcomes to identify opportunities for future improvement</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>Uses a range of strategies to facilitate solutions to conflicts</li> </ul>

## Unit Mapping Information

Supersedes and is equivalent to BSBPMG413 Apply project human resources management approaches.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>