Australian Government

BSBPMG425 Apply project information management and communications techniques

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

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.

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
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Contribute to communication procedures planning	1.1 Identify project needs and organisational objectives 1.2 Contribute to developing project communications plan networks and techniques 1.3 Agree on and document communication procedures 1.4 Seek feedback on communication plan, networks and techniques from clients and other relevant stakeholders 1.5 Modify communication plan according to feedback
2. Conduct information-management activities	2.1 Identify, gather and analyse project information 2.2 Communicate procedures for storing stakeholder information to relevant stakeholders according to organisational policies and

ELEMENT	PERFORMANCE CRITERIA
	procedures
	2.3 Store information and confirm data is secure and auditable
3. Communicate project information	3.1 Communicate with clients and other stakeholders according to agreed communication plan, networks and techniques and confirm flow of necessary information
	3.2 Seek feedback from relevant project authorities on information management
	3.3 Confirm reports are prepared and released according to organisational policies and procedures
4. Contribute to assessing effectiveness of communication	4.1 Assist in ongoing review of project outcomes and determine effectiveness of communications-management activities
	4.2 Seek feedback and advice from relevant stakeholders on communications-management activities
	4.3 Document communications-management issues and responses
	4.4 Communicate issues and responses to higher project authorities

Foundation Skills

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

SKILL	DESCRIPTION
Reading	• Identifies textual information from a range of sources and determines how content may be applied
Writing	• Contributes to the development of plans and reports using structure and vocabulary appropriate to audience, context and purpose • Maintains records according to organisational requirements
Planning and organising	• Maintains records according to organisational requirements • Manages information storage, retrieval and sharing, according to security requirements
Oral Communication	• Participates in 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
Self-management	• Identifies importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate, with whom, why and how
Teamwork	• Collaborates and cooperates with others to achieve shared goals

SKILL	DESCRIPTION
Problem-solving	• Sequences and schedules required tasks, monitors implementation and manages relevant communication • Reviews outcomes to identify opportunities for future improvements • Manages information storage, retrieval and sharing, according to security requirements

Unit Mapping Information

Supersedes and is equivalent to BSBPMG414 Apply project information management and communications techniques.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10