BSBPMG607 Direct communications management of a project program

Release: 1

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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 the critical link between people, ideas and information at all stages in the life cycles of multiple projects across a program. It covers directing project communications and information management, managing program communications, and analysing communications management outcomes for projects and programs.

It applies to individuals who are program managers, managing a suite of projects (a program).

No licensing, legislative 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. Direct planning of project communications	1.1 Direct project information requirements, in consultation with appropriate stakeholders, as basis for projects and program communications planning
	1.2 Direct communications management plans and activities to ensure clarity of understanding and achievement of multiple project objectives at all levels
	1.3 Develop project management information system (PMIS), structure and procedures to maintain quality, validity, timeliness and integrity of information and communication across the

ELEMENT	PERFORMANCE CRITERIA
	program and in regard to organisational strategic management
2. Direct management of project information	2.1 Direct generation, gathering, storage, retrieval, analysis and dissemination of information by project staff and stakeholders to improve decision-making processes and communications across the program and between projects
	2.2 Direct information validation processes for development, management and modification to ensure consistent quality and accuracy of data across the program
3. Manage program communications	3.1 Develop and manage formal and informal communication networks between the organisation's management structure, program, projects and key stakeholders to ensure effectiveness throughout multiple life cycles of projects within the program
	3.2 Address potential, perceived and actual problems with communication and management information systems through project managers, and ensure remedial actions are authorised, to ensure project, program and organisational objectives are met
	3.3 Manage customer relationships beyond delegated responsibility of project managers, to ensure clarity of understanding of objectives and to minimise conflict across the program
4. Analyse communications management outcomes	4.1 Direct project finalisation activities to ensure ownership of, and responsibility for, information outcomes
	4.2 Review and analyse project outcomes to determine effectiveness of management information and communications systems
	4.3 Aggregate and use lessons learnt across multiple projects for other program and organisational applications

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	1.2, 1.3, 2.1, 4.2	• Identifies, reviews and interprets project and organisational documentations

Writing	1.3, 4.2, 4.3	• Develops and refines a range of project related documents using appropriate format, vocabulary and structure
Oral Communication	1.1, 1.2, 2.1, 2.2, 3.1, 3.2, 3.3, 4.1	• Presents information using language and features appropriate to the audience
Numeracy	1.3, 4.2	• Extracts, interprets and evaluates mathematical information in organisational and project documentation • Compares and contrasts performance of communication processes against plan
Interact with others	1.1, 1.2, 2.1, 2.2, 3.1, 3.2, 3.3, 4.1	• Demonstrates understanding of what to communicate, with whom and how • Tailors communication to achieve its purpose, demonstrating a sophisticated understanding of needs, interests, issues and priorities of each audience • Recognises potential for conflict and takes steps to stop issues escalating
Get the work done	1.1-1.3, 2.1, 2.2, 3.2, 4.2, 4.3	• Uses planning skills to identify project and program information requirements • Uses analytical processes to decide on a course of action, establishing criteria for deciding between options, and seeking input and advice from others before taking action when necessary • Gathers data and seeks feedback from others to gain new perspectives and identify ways to strengthen future planning processes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBPMG607 Direct communications management of a project program	BSBPMG607A Direct communications management of a project program	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