



**Australian Government**

# **BSBPMG414A Apply project information management and communications techniques**

**Release 1**

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### **Modification History**

<b>Release</b>	<b>Comments</b>
Release 1	<p>This version first released with <i>BSB07 Business Services Training Package Version 8.0</i>.</p> <p>Replaces BSBPMG406A Apply communications management techniques.</p>

### **Unit Descriptor**

This unit describes the performance outcomes, 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.

## **Application of the Unit**

This unit applies to a project practitioner working in a project support role.

The individual may be operating in a large or small organisation and applying skills in the context of enterprise projects.

The project practitioner may be part of a project team under the direction of a project manager, or may work as part of a smaller scale self-directed team.

This unit has generic application to a range of industries and organisations and a range of projects, from simple to complex.

In the context of this unit a project is defined as involving:

- a practical and comprehensive project plan
- a documented communications strategy
- a detailed project budget
- strategic engagement with stakeholders
- a risk, issues and change-management methodology
- a quality plan with assurance and control processes
- a supportive team-based environment.

The functions performed in project work, where formal project management methodology is not the main focus, are covered by BSBPMG522A Undertake project work.

## **Licensing/Regulatory Information**

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

## **Pre-Requisites**

Not applicable.

## **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

## Elements and Performance Criteria

1. Contribute to communications planning	<p>1.1 Identify, source and contribute relevant information requirements to initial project documentation</p> <p>1.2 Contribute to developing and implementing the project <b><i>communications plan</i></b> and communications networks</p>
2. Conduct information-management activities	<p>2.1 Act on and <b><i>process project information</i></b> according to agreed procedures as directed, to aid decision-making processes throughout project life cycle</p> <p>2.2 Maintain information to ensure data is secure and auditable</p>
3. Communicate project information	<p>3.1 <b><i>Communicate with clients and other stakeholders</i></b> during project using agreed networks, processes and procedures to ensure flow of necessary information</p> <p>3.2 Ensure reports are prepared and released according to authorisation, or produced for release by <b><i>others</i></b></p> <p>3.3 Seek information and advice from appropriate project authorities as required</p>
4. Contribute to assessing effectiveness of communication	<p>4.1 Assist in the ongoing review of project outcomes to determine the effectiveness of communications-management activities</p> <p>4.2 Report communications-management issues and responses to higher project authorities for application of lessons learned to future projects</p>

## **Required Skills and Knowledge**

*This section describes the skills and knowledge required for this unit.*

### **Required skills**

- literacy skills to produce reports and project communications for stakeholders
- planning and organising skills to sort and prioritise information and ideas
- teamwork and communication skills to acquire and disseminate relevant project information
- technology skills to manage information dissemination, storage and retrieval.

### **Required knowledge**

- communications theory
- models and methods of communications management in the context of the project life cycle and other project-management functions.

## Evidence Guide

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.*

<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>• contributing to the development and implementation of communications plans in relation to a workplace project</li> <li>• knowledge of communications theory.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> <li>• examples of project management documentation for communications-management purposes</li> <li>• records of project team involvement in communications activities.</li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skill and knowledge. The following assessment methods are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• written reports or examples of project communications</li> <li>• observation of performance in role plays that demonstrate techniques in communicating important project information</li> <li>• direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate</li> <li>• analysis of responses addressing different project scenarios presenting issues and problems in project communications management</li> <li>• oral or written questioning to assess knowledge of strategies for managing project communications</li> <li>• review of communication-management issues and responses reported to higher project authorities.</li> </ul>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

## Range Statement

*The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.*

<b><i>Communications plan</i></b> may include:	<ul style="list-style-type: none"> <li>• list of which team member is responsible for particular communication activities</li> <li>• methods and protocols for communicating information</li> <li>• which stakeholders need what information</li> <li>• when information is communicated.</li> </ul>
<b><i>Process project information</i></b> may include:	<ul style="list-style-type: none"> <li>• gather</li> <li>• filter</li> <li>• validate</li> <li>• disseminate</li> <li>• store</li> <li>• retrieve.</li> </ul>
<b><i>Communication with clients and other stakeholders:</i></b>	<ul style="list-style-type: none"> <li>• will be:             <ul style="list-style-type: none"> <li>• in a multi-disciplinary environment subject to frequent change</li> <li>• under limited guidance and supervision</li> <li>• within agreed authorisation and limits</li> <li>• within established organisational framework, procedures and routines</li> </ul> </li> <li>• may include:             <ul style="list-style-type: none"> <li>• written reports, briefs, minutes, letters and other documentation</li> <li>• oral briefings, advice, conversations and telephone calls</li> <li>• computer-generated communications, for example electronic data transfer and internet.</li> </ul> </li> </ul>
<b><i>Others</i></b> may include:	<ul style="list-style-type: none"> <li>• higher project authorities</li> <li>• project manager</li> <li>• project specialists and other personnel</li> <li>• team members.</li> </ul>

## **Unit Sector(s)**

Management and Leadership – Project Management