



Australian Government

BSBPMG424 Apply project human resources management approaches

Release: 2

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

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	Seeks feedback from others as a strategy to improve own skills or knowledge
Reading	Identifies and interprets information from organisational documentation
Writing	Develops a range of documents using structure and vocabulary

	appropriate to audience, context and purpose
Oral Communication	• Participates in a range of 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	• Understands responsibilities associated with own role
Teamwork	• Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction • Uses a range of strategies to facilitate solutions to conflicts
Planning and organising	• Plans and implements required tasks, monitors actions against requirements, and adjusts plans and resources to cope with contingencies • Reflects on outcomes to identify opportunities for future improvement
Problem solving	• Uses a range of strategies to facilitate solutions to conflicts

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>

Assessment Requirements for BSBPMG424 Apply project human resources management approaches

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- support project managers and other team members to apply project human resources management techniques during at least two different projects.

In the course of the above, the candidate must:

- construct effective methods for monitoring roles, responsibilities and performance in projects
- demonstrate methods for providing feedback on performance and improving performance of project team members
- communicate information and ideas to others in a logical, concise and understandable manner
- undertake work in a multi-disciplinary environment according to established human resource management practices, plans, guidelines and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- project personnel engagement options
- job design principles and work breakdown structures
- learning and development approaches that can be incorporated into project life cycle
- methods for skills analysis
- project roles, responsibilities and reporting requirements for human resources

- styles and methods of communication according to organisational standards, group expectations and desired outcomes
- conflict resolution strategies
- stakeholder engagement styles.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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