



Australian Government

BSBPMG425 Apply project information management and communications techniques

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 7.1. Release created to amend typographical error within the foundation skills.

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
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

ELEMENT	PERFORMANCE CRITERIA
	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 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	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

SKILL	DESCRIPTION
	whom, why and how
Teamwork	• Collaborates and cooperates with others to achieve shared goals
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>

Assessment Requirements for BSBPMG425 Apply project information management and communications techniques

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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:

- contribute to project information management and communications techniques during at least two different projects.

In the course of the above, the candidate must:

- plan and implement necessary communications for a workplace project
- evaluate and review the above project communication outcomes and make recommendations for future improvements.

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:

- models and methods of communications management in context of project life cycle and other project management functions
- information security
- methods of reviewing outcomes
- organisational policies and procedures to fulfil performance criteria.

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:

- examples of project management documentation for communications-management purposes
- documentation about project team involvement in communications activities
- relevant organisational policies and procedures.

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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