



Australian Government

BSBPMG429 Apply project stakeholder engagement techniques

Release: 1

BSBPMG429 Apply project stakeholder engagement techniques

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 assist in managing stakeholder relationships during a project. It involves ensuring timely and appropriate involvement of key individuals, organisations and groups throughout the project.

The unit applies to individuals who are project assistants 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. Assist in identifying and addressing stakeholder interests	1.1 Assist in identifying stakeholders relevant to project objectives 1.2 Divide stakeholder interests and assist in determining forms of engagement 1.3 Assist in identifying and supporting ways to address differing stakeholder interests
2. Assist stakeholder communications	2.1 Assist in negotiating agreement on project communication method, and content and timing of stakeholder engagement 2.2 Provide support for communication of information within authority levels, by identifying and addressing variances
3. Participate in stakeholder engagement	3.1 Establish and confirm stakeholder behaviour expectations and communication needs 3.2 Confirm and conduct stakeholder engagement according to

ELEMENT	PERFORMANCE CRITERIA
	project objectives and roles
4. Review stakeholder communication	4.1 Discuss with stakeholders relevant staff and own performance review according to project expectations, objectives and roles 4.2 Identify and document relevant staff and own development needs and opportunities

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 and interprets textual information to determine and adhere to objectives
Writing	Documents findings on communication needs using required formats and structure
Oral Communication	- Participates in verbal exchanges using clear and detailed language to provide relevant information - Uses active listening and questioning techniques to elicit views and opinions of others
Initiative and enterprise	Understands how own role meshes with others and contributes to broader work goals
Teamwork	- Identifies importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate, with whom, why and how - Collaborates with others as part of familiar routine activities and contributes to specific activities - Uses interpersonal skills to build rapport, negotiate agreement and maintain positive working relationships
Planning and organising	- Uses analytical skills to identify stakeholders and determine their needs - Follows pre-determined plans to achieve required outcomes

Unit Mapping Information

Supersedes and is equivalent to BSBPMG418 Apply project stakeholder engagement 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 BSBPMG429 Apply project stakeholder engagement 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:

- assist in conducting stakeholder engagements and communication during at least two projects.

In the course of above, the candidate must:

- work with others to establish various stakeholders needs and interests
- engage with project stakeholders using effective interpersonal skills and appropriate methods of communication
- select and use communications methods relevant to the project needs and stakeholder expectations.

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:

- different types of stakeholders
- different levels of stakeholder engagement on projects
- techniques and strategies for stakeholder engagement
- interests and expectations of stakeholders
- common problems leading to variances in stakeholder engagement.

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:

- project documentation detailing stakeholder engagement
- examples of stakeholder engagement activities.

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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