



Australian Government

BSBPMG538 Manage project stakeholder engagement

Release: 1

BSBPMG538 Manage project stakeholder engagement

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 manage stakeholder relationships.

The unit applies to individuals responsible for managing and leading a project in an organisation, business or as a consultant.

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. Assess stakeholder interests	1.1 Identify project objectives and relevant stakeholders 1.2 Establish stakeholder interests and expectations and determine forms of engagement 1.3 Determine and agree with relevant stakeholders on forms of engagement, communication methods, project content, budget and timelines 1.4 Identify and apply actions to address differing interests 1.5 Consider and advise stakeholders on project management issues
2. Monitor stakeholder engagement	2.1 Assign roles and responsibilities to team members according to interests and expectations and confirm defined project roles are followed 2.2 Develop knowledge management systems to capture team progress, insights and experiences

ELEMENT	PERFORMANCE CRITERIA
	2.3 Conduct and lead stakeholder performance reviews 2.4 Identify and address team member development needs and opportunities 2.5 Support development of interpersonal skills of the team for stakeholder engagement
3. Review and manage stakeholder engagement	3.1 Communicate information as planned and according to authority levels, identifying and addressing variances 3.2 Seek and respond to feedback from relevant stakeholders on management of stakeholder engagement 3.3 Document identified improvements and feedback received for future management of stakeholder engagements

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 workplace documentation to determine relevant information
Writing	Documents information about stakeholder interests and communication needs using appropriate vocabulary and formats
Oral Communication	- Participates in verbal exchanges using clear and detailed language to provide and seek information - Uses active listening and questioning to confirm understanding
Self-management	Identifies and works according to role parameters
Teamwork	- Identifies requirements of important communication exchanges, selecting appropriate channels, format and content to suit purpose and audience - Collaborates with others to achieve joint outcomes, playing an active role in facilitating and leading activities
Planning and organising	- Takes responsibility for decisions in complex situations involving multiple variables and constraints - Uses analytical skills to identify and address problems

Unit Mapping Information

Supersedes and is equivalent to BSBPMG519 Manage project stakeholder engagement.

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 BSBPMG538 Manage project stakeholder engagement

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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:

- manage project stakeholder engagements on at least two occasions.

In the course of above, the candidate must:

- develop and implement stakeholder engagement for a project
- implement a range of appropriate stakeholder communication mechanisms
- demonstrate team leadership for project team and stakeholders.

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:

- stakeholder engagement approaches
- stakeholder interests and expectations
- stakeholder engagement methods
- stakeholder engagement theory
- types of project stakeholders
- conducting performance reviews.

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 stakeholder engagement
- records of project team leadership in 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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