



Australian Government

BSBPMG611 Facilitate stakeholder engagement

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to facilitate stakeholder engagement in a program. It includes the performance criteria required to demonstrate competency in working with stakeholders to achieve desired program benefits.

A program is defined as a set of interrelated projects, each of which has a project manager. 'Multiple projects', or 'a program of projects', refers to a number of related projects managed by the same person as a program to achieve organisational objective/s.

It applies to individuals who are program managers and those managing a suite of projects (a program). They operate within assigned authority levels, are responsible for their own performance and sometimes the performance of others.

Individuals in this role may be operating within an organisation, a business or working as a consultant.

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

Unit Sector

Management and Leadership – 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. Communicate effectively with stakeholders	1.1 Identify and document program stakeholders and their communication needs 1.2 Agree communication approaches with pertinent stakeholders 1.3 Share information as planned and address identified variances 1.4 Monitor communication interfaces among constituent projects

ELEMENT	PERFORMANCE CRITERIA
2. Facilitate stakeholder commitment	2.1 Investigate, document, and consider the interests and expectations of pertinent stakeholders when making program decisions 2.2 Develop and implement approaches to influence ongoing stakeholder commitment 2.3 Accommodate differing stakeholder interests and expectations 2.4 Share evolving stakeholder interests and expectations across the program

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 2.1, 2.1	Organises, evaluates and critiques ideas and information from complex texts
Writing	1.1, 2.1, 2.2	Develops a range of project related documents using appropriate format, vocabulary and structure
Oral Communication	1.2, 2.1	- Participates in a range of verbal exchanges using language and features appropriate to audience - Uses active listening and questioning techniques to confirm understanding
Interact with others	1.2, 1.3, 2.1, 2.2, 2.3, 2.4	- Recognises the importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate, with whom, why and how - Builds and maintains effective working relationships within and beyond immediate work context - Actively identifies, creates and utilises linkages to enhance knowledge sharing and commitment
Get the work done	1.1, 1.3, 1.4, 2.1, 2.2, 2.4	- Develops flexible plans for complex, high impact activities with strategic implications that involve a diverse range of stakeholders with potentially competing demands - Identifies issues and uses analytical techniques to generate and evaluate possible solutions and to make decisions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBPMG611 Facilitate stakeholder engagement	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBPMG611 Facilitate stakeholder engagement

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Performance Evidence

Evidence of the ability to:

- apply analytical skills to identify and interpret stakeholder interests and expectations
- incorporate inclusive integration skills
- apply workplace communication skills to work with stakeholders effectively
- provide workplace based examples of stakeholder communications, both formal and informal
- demonstrate use of different communication approaches in different stakeholder contexts.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain engagement models, benefits and applications
- compare forms and methods of stakeholder engagement
- utilise means, media and methods of communication
- document types and role of program stakeholders.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership – project management field of work and include:

- access to examples of program stakeholder engagement processes and interaction
- feedback from stakeholders, which reflects how stakeholder engagement was managed for a program.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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