



Australian Government

BSBPMG615 Manage program delivery

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 manage program delivery. It includes the performance criteria required to demonstrate competency in ensuring that the program is moving toward the accomplishment of its vision and the attainment of its expected 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 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. Secure program funding	1.1 Determine, document and communicate ongoing funding requirements with pertinent stakeholders 1.2 Secure funding commitments as needed 1.3 Address funding issues 1.4 Satisfy funding agent requirements

ELEMENT	PERFORMANCE CRITERIA
2. Resource the program	2.1 Determine, negotiate, document and communicate program resource requirements with pertinent stakeholders 2.2 Acquire and coordinate program resources across the program and its constituent projects 2.3 Confirm and update program resource requirements in response to program refinements or changes
3. Measure, evaluate, and coordinate program progress	3.1 Establish monitoring and control systems 3.2 Support delivery of expected benefits with monitoring and control systems 3.3 Report performance of constituent projects and other program elements to pertinent stakeholders 3.4 Maintain a sustainable pace to meet stakeholder requirements
4. Ensure relevant legal and regulatory requirements are addressed	4.1 Identify, document and communicate relevant legal and regulatory requirements to pertinent stakeholders 4.2 Identify and address potential for conflicts caused by legal and regulatory requirements 4.3 Implement compliance policies, processes, and procedures 4.4 Monitor breaches and conflicts of applicable legal and regulatory requirements
5. Anticipate and respond to changes	5.1 Monitor and evaluate internal and external program contexts for circumstances that may require changes 5.2 Identify, evaluate and document actual and potential changes 5.3 Implement approved changes 5.4 Communicate changes and their implications with pertinent stakeholders
6. Manage program risks	6.1 Document and communicate agreed risk management approach for the program and its constituent projects to pertinent stakeholders 6.2 Identify program risks in consultation with pertinent stakeholders 6.3 Analyse, prioritise and implement program risks and risk responses as planned 6.4 Monitor internal and external program contexts for circumstances that may affect program risks

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, 2.3, 4.1, 4.3, 4.4, 5.1, 5.2, 6.4	Applies appropriate strategies to construct meaning from complex texts
Writing	1.1, 2.1, 2.3, 3.3, 4.1, 5.2, 5.4, 6.1, 6.2	- Records results of negotiations clearly and accurately - Creates and updates program documentation using organisational formats and appropriate vocabulary
Oral Communication	1.1, 2.1, 3.3, 4.1, 5.4, 6.1, 6.2	- Participates in a range of verbal exchanges using language and features appropriate to audience - Uses active listening and questioning techniques to confirm understanding
Numeracy	1.1, 1.3, 2.3	Makes basic mathematical calculations to determine program funding and resource requirements
Navigate the world of work	3.2, 4.1, 4.2, 4.3, 4.4	Monitors adherence to both explicit and implicit organisational policies and protocols and legislative or regulatory requirements
Interact with others	1.1, 1.2, 2.1, 3.3, 4.1, 5.3, 5.4, 6.1, 6.2	- Selects and uses appropriate conventions and protocols to communicate with relevant stakeholders to share information - Collaborates with others to achieve required outcomes, playing a leading role in facilitating effective interaction, influencing direction and negotiating agreement
Get the work done	1.2, 1.3, 1.4, 2.1, 2.2, 3.1, 3.4, 4.2, 5.1, 5.2, 5.3, 6.3, 6.4	- Develops flexible plans for complex, high impact activities with strategic implications that involve diverse stakeholders - Sequences and schedules complex activities, monitors implementation and manages program evaluation - Makes critical and non-critical decisions in relatively complex situations, taking a range of factors into account

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

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BSBPMG615 Manage program delivery	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 BSBPMG615 Manage program delivery

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Performance Evidence

Evidence of the ability to:

- demonstrate analytical skills to assess program progress
- use communication skills to work with stakeholders effectively
- implement environment and performance evaluation skills to monitor and respond to changed circumstances
- apply evaluation and review skills to assess program risks
- conduct negotiations to resource and fund the program
- use software and data analysis methods to structure program data
- prepare a program risk management plan.

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:

- compare evaluation and moderation methods applied to program management
- identify legislation and regulation related to the program context
- document program and project resource types, characteristics and supply
- explain program funding models
- prepare model for risk management standards and methodology.

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 workplace documentation for the management of program delivery

- feedback from stakeholders, which reflects on how a program was delivered.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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