



Australian Government

BSBPMG621 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 3.0.

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, program outcomes, 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 as they apply to the given program of work 1.2 Engage with pertinent stakeholders and agree on communication approaches in accordance with organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
	1.3 Communicate information as planned and address identified variances 1.4 Monitor communication interfaces among constituent projects, aligning to relevant program objectives
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, in accordance with organisational policies and procedures 2.3 Accommodate differing stakeholder interests and expectations, escalating where necessary 2.4 Share evolving stakeholder interests and expectations across the program
3. Assess effectiveness of stakeholder engagement	3.1 Conduct analysis of interactions with pertinent stakeholders and document outcomes to reach desired outcomes 3.2 Assess effectiveness of stakeholder interaction in line with program objectives and organisational policies and procedures 3.3 Develop plan for future stakeholder engagement based on findings of analysis conducted

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	Organises, evaluates and critiques ideas and information from complex texts
Writing	Develops a range of project related documents using appropriate format, vocabulary and structure
Oral Communication	- 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	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	• 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
BSBPMG621 Facilitate stakeholder engagement	BSBPMG611 Facilitate stakeholder engagement	Updates to elements, performance criteria and assessment requirements	Equivalent

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 BSBPMG621 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 in the context of a program of work
- incorporate inclusive integration skills
- apply workplace communication skills to work with stakeholders effectively
- provide workplace based examples of internal and external stakeholder communications, both formal and informal
- use different communication approaches in different stakeholder contexts
- conduct and document an introspective assessment of stakeholder effectiveness and develop a plan for future stakeholder interactions.

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

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role:

- Key features of engagement models, benefits and applications
- Key forms and methods of stakeholder engagement
- Key features of several means, media and methods of communication
- Key features of various types and roles of program stakeholders
- Key features of relevant organisation policies and procedures
- Key program and organisational objectives.

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 the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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