



Australian Government

Department of Education, Employment and Workplace Relations

BSBPMG507A Manage project communications

Release: 1

BSBPMG507A Manage project communications

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to link people, ideas and information at all stages in the project life cycle. Project communications management ensures the timely and appropriate generation, collection, dissemination, storage and disposal of project information through formal structures and processes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to an individual who is clearly and solely responsible for the management and leadership of a complex project, either as an employee of an organisation or an external consultant. In the context of this unit a complex project is defined as a project which involves: • the need for a comprehensive and multi faceted project plan • the need for a formal internal or external communications strategy • a dedicated and diverse project budget • multiple administrative components • multiple operational components • a wide range of stakeholders • a project operations team. The functions performed by a program manager to manage communications within multiple projects are addressed in BSBPMG607A Direct communications management of a project program.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan communications processes	1.1. Identify, document and analyse information requirements, with input from stakeholders and guidance from a higher project authority, as the basis for communications planning 1.2. Develop, within delegated authority, an agreed communications management plan to ensure clarity of understanding and achievement of project objectives throughout the project life cycle 1.3. Establish and maintain designated project management information system (PMIS) to ensure the quality, validity, timeliness and integrity of information and communication
2. Manage project information	2.1. Manage the generation, gathering, storage, retrieval, analysis and dissemination of information by project staff and stakeholders within established systems and procedures to aid decision making processes throughout the project life cycle 2.2. Implement, modify, monitor and control designated information validation processes to optimise quality and accuracy of data 2.3. Implement and maintain agreed communication networks between project staff, client and other stakeholders to ensure effective communications at appropriate levels throughout the project life cycle 2.4. Identify communication and information management system problems and report them to a higher project authority
3. Assess communications management outcomes	3.1. Conduct finalisation activities to ensure agreed ownership of, and responsibility for, information collected 3.2. Review project outcomes to determine the effectiveness of management information and communications processes and procedures 3.3. Identify and document lessons learned and recommended improvements, and pass on to higher project authority for application in future projects

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- literacy skills to write reports and communicate key issues
- technology skills to facilitate effective communication
- organisational skills to manage information
- analytical skills to review project outcomes.

Required knowledge

- project life cycle and the place of communications within it
- project management information systems and their various applications.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- development and implementation of a range of project communications that facilitate effective outcomes for multiple complex projects
- knowledge of the place of communications within the project life cycle.

Context of and specific resources for assessment

Assessment must ensure:

- access to project communication documentation
- consideration of feedback from project team members and other stakeholders as to how effectively communication was managed.

Method of assessment

A range of assessment methods should be used to assess practical skill and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- oral or written questioning to assess knowledge of strategies for managing project communications and their application to different situations
- analysis of responses in addressing case studies and scenarios which present project communication management issues and problems
- observation of performance in role plays which demonstrate communication skills
- evaluation of communications management plan
- review of identification and reporting of communication and information management system problems.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other units from the Diploma of Project Management.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Delegated authority means that activities may:

- be conducted routinely or as changing circumstances dictate
- be done independently within broad guidance or by taking the lead of a team
- involve consultation with other project members, teams and internal stakeholders
- involve the selection, use and supervision of appropriate communications management methods and tools
- take into account internal organisational change and external environmental change

Project management information system is a means for communicating knowledge about the project and provides a systematic approach to the storing, searching and retrieval of information relevant to the project and may include:

- complex computer-based systems
- modified systems to cater for unique project requirements
- simple manual systems

Communication networks may include:

- client organisation and end users
- formal networks
- informal networks
- organisation's communication networks
- specific networks

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Management and Leadership - Project Management
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Co-requisite units

Co-requisite units		