



Australian Government

SIRXMGT004 Plan and manage retail projects

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop project plans, implement project activities, monitor progress to ensure objectives are achieved, and evaluate all aspects of projects.

This unit applies to senior personnel working in a diverse range of industry sectors and business contexts. They operate independently and are responsible for making a range of operational and project management decisions in a retail work context.

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

Pre-requisite Unit

Nil

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Define project scope.	1.1. Identify project objectives, budget, scope of activities and deliverables. 1.2. Clarify relationship of project to others and to overall organisational objectives. 1.3. Identify stakeholders and their requirements for consultation and involvement in project activities. 1.4. Confirm administrative structure for project management, individual responsibility and reporting hierarchy. 1.5. Determine required resources for the project.

2. Prepare the project plan.
 - 2.1. Consult with stakeholders to facilitate input and to achieve approval for project plan.
 - 2.2. Determine risk, and regulatory and sustainability issues and incorporate them into plan.
 - 2.3. Integrate quality, financial, human and physical resource specifications for project activities.
 - 2.4. Develop and integrate project evaluation methods.
 - 2.5. Plan internal and external communications, public relations and marketing approaches.
 - 2.6. Document integrated project management plan and gain required approvals.
 - 2.7. Communicate plan and roles and responsibilities to all involved.
3. Administer and monitor the project.
 - 3.1. Implement project activities according to plan and in conjunction with stakeholders and project team members, providing support and assistance as required.
 - 3.2. Implement financial and quality control systems according to project plan.
 - 3.3. Monitor progress to ensure objectives, deliverables, timelines, cost and quality of project are achieved.
 - 3.4. Identify deviations from plan, assess and take action to realign project activities to meet objectives.
 - 3.5. Determine and act on the need for project variations, including additional project resources.
 - 3.6. Provide progress and final reports according to project requirements.
 - 3.7. Complete project within agreed timelines.
 - 3.8. Provide effective and documented handover instructions and advice to staff responsible for the ongoing implementation or maintenance of project products or services.
4. Evaluate the project.
 - 4.1. Assess project effectiveness at specified stages, using agreed evaluation methods.
 - 4.2. Evaluate completed project for administrative efficiency, quality and achievement of objectives.
 - 4.3. Debrief project team members and relevant stakeholders about project implementation and outcomes.
 - 4.4. Report outcomes to stakeholders and use information to enhance future project planning and management activities.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRXMGT004 Plan and manage retail projects

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- develop, document and implement a plan for a retail-related project that comprises at least two of the following:
 - project management committee or advisory/reference group
 - consultants, contractors and suppliers
 - internal and external stakeholders
- lead a project team through project planning and implementation phases comprising:
 - multiple meetings and briefings
 - timeline or resource variations
- evaluate project outcomes against nominated criteria and objectives.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- project management processes and the project life cycle:
 - planning and the requirements of project plans:
 - objectives
 - deliverables, scheduling and milestones
 - allocation of roles and responsibilities
 - documentation and role of technology
 - monitoring and control systems
 - evaluation criteria, both quantitative and qualitative and methods for measuring the success of project objectives
- project management plan inclusions:
 - budget
 - consultation strategies
 - internal and external communication processes and channels
 - key milestones
 - marketing strategies
 - objectives and outcomes

- personnel
- priorities and key milestones
- quality assurance process
- reporting requirements
- responsibilities of project personnel and stakeholders
- risk management and contingency plans
- safety initiatives
- selection or tendering process
- sponsors
- stages
- sustainability considerations
- timeframes
- for the retail sector and organisation:
 - role of various project management personnel and stakeholders in the management of projects
 - reporting hierarchy
 - administrative structures
 - risk, regulatory and sustainability issues for project management and particularly those related to:
 - financial management
 - human resource management
 - physical resource management
- range of potential stakeholders in a retail project:
 - community agencies
 - customers
 - funding bodies
 - government departments or statutory authorities
 - industry associations
 - internal personnel
 - media
 - regulatory authorities
 - sponsors
 - suppliers
- budgets and financial planning and monitoring.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated retail work environment.

Assessment must ensure access to:

- information and communications technology currently used to manage projects
- physical and financial resources to support the project
- a project team for whom the individual is a leader
- project stakeholders with whom the individual can interact; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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