



Australian Government

SITXMGT502 Manage projects

Release 1

SITXMGT502 Manage projects

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITXMGT003A Manage projects. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content.

Unit Descriptor

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 to evaluate all aspects of projects.

Application of the Unit

This unit applies to all tourism, travel, hospitality and event sectors and the project could relate to events planning and execution, product development, research or initiatives such as the introduction of new workplace systems or technologies.

It applies to senior personnel who operate independently or with limited guidance from others and who are responsible for making a range of operational business and project management decisions.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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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|------------------------------------|---|
| 1. Define project scope. | 1.1 Identify <i>project objectives</i> , budget, scope of activities and deliverables.
1.2 Clarify relationship of project to others and to organisational overall objectives.
1.3 Identify <i>stakeholders</i> and requirements for consultation and involvement in project activities.
1.4 Confirm <i>administrative structure</i> for project management, individual responsibility and reporting hierarchy.
1.5 Determine required resources for the project. |
| 2. Develop project plan. | 2.1 Consult with stakeholders to facilitate input and to achieve approval for project plan.
2.2 Identify risk, regulatory and sustainability issues and incorporate 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 an integrated <i>project management plan</i> which identifies priorities, key project milestones, timelines, and responsibilities of project personnel and stakeholders.
2.7 Communicate plan and roles and responsibilities to all involved. |
| 3. Administer and monitor project. | 3.1 Implement project activities according to plan and in conjunction with stakeholders and project team members, providing <i>support and assistance</i> 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.
- 4. Evaluate 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 Report outcomes to stakeholders and use information to enhance future project planning and management activities.

Required Skills and Knowledge

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

Required skills

- communication and negotiation skills to elicit diverse stakeholder input and agreement on complex project planning and management issues
- critical thinking skills to evaluate and respond to complex, interrelated and potentially conflicting factors within project management activities
- literacy skills to write complex project plans and evaluation criteria
- numeracy skills to interpret project budgets for diverse components and develop resource specifications within budgetary parameters
- planning and organising skills to manage interrelated aspects of a complex project and project timelines
- problem-solving skills to identify deviations from project plans and make adjustments to ensure objectives are delivered
- teamwork skills to:
 - consult with stakeholders and incorporate their views into project planning and management issues
 - lead and motivate a project team
- technology skills to use computers, word processing and software packages for project management.

Required knowledge

- 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
- for the particular industry sector and organisation:
 - role of various project management personnel and stakeholders in the management of projects
 - reporting hierarchy
 - risk, regulatory and sustainability issues for project management including those related to:
 - financial management
 - human resource management
 - physical resource management.

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 Evidence of the ability to:

and evidence required to demonstrate competency in this unit

- develop and implement plans for multiple and diverse projects involving:
 - dedicated project budgets
 - multiple administrative components
 - a project management team
 - a wide range of stakeholders
- lead a project team and liaise with stakeholders during the planning and implementation phases
- integrate knowledge of:
 - administrative processes for project planning and implementation
 - risk, regulatory and sustainability issues for project management
- complete projects within nominated timeframes.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated tourism, hospitality or event industry business operation or activity for which projects are managed
- projects to be managed by the individual
- 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.

Method of assessment

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

- evaluation of integrated project management plans produced by the individual
- evaluation of performance measurement documents produced by the individual including qualitative and quantitative evaluation criteria
- evaluation of progress and final project reports

produced by the individual in which they evaluate the project for administrative efficiency, quality and achievement of objectives

- use of problem solving exercises that allow the individual to respond to the need for plan adjustments
- written or oral questioning to assess knowledge of:
 - administrative processes for project planning and implementation
 - risk, regulatory and sustainability issues for project management
 - review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role:

- BSBADM502B Manage meetings
- BSBWRT401A Write complex documents
- SITXFIN501 Prepare and monitor budgets.

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.

Project objectives may relate to:

- community or industry development
- economic or social benefits
- education or training
- profit
- research.

Stakeholders may include:

- community agencies
- customer or client
- funding bodies
- government departments or statutory authorities
- host organisation
- industry associations
- internal personnel
- management
- management committee
- media
- regulatory authorities
- sponsors.

Administrative structure for project management may involve:

- advisory and reference groups
- consultants
- consultative groups
- contractors and suppliers
- internal or external project manager
- management
- management committee
- secretariat.

Project management plan may include:

- budget
- consultation strategies
- internal and external communication processes and channels
- key milestones
- marketing
- objectives and outcomes
- personnel
- quality assurance

- reporting requirements
- risk management and contingency plans
- safety initiatives
- selection or tendering process
- sponsors
- stages
- sustainability considerations
- timeframes.
- additional resources
- formal training opportunities
- informal coaching and feedback
- moderation and joint planning sessions
- regular meetings and briefings
- representing team interests in wider forums.

Support and assistance may include:

Unit Sector(s)

Cross-Sector

Competency Field

Management and Leadership