

BSBPMG516 – Practical Tasks

1.1A

Using input from stakeholders, identify, analyse, and document information requirements – ensuring:
Consideration of alternative communication methods, media and systems, and their application on various projects

Yes, for example on a small project I was working on (there was no project plan) the customer told me verbally that they wanted some minor extra works done, the works didn't have time to be sending emails back and forth. A phone call was made to the director to confirm we are ok to proceed and a page out of the variation book was handwritten and signed by the customer, directing the works to go ahead, and agreeing to work for \$80 / hour. This then gets sent off with the next progress payment as a variation via email. (verbal face to face, verbal over the phone, hard copy and electronic communication methods used)

Use of clear language in verbal and written interactions with stakeholders.

Yes

Consideration of non-verbal communication

Yes, for example when we send our progress payments via email.

Use of active listening and questioning to confirm understanding and agreement.

Yes

1.1B

Within delegated authority, develop an agreed communication management plan to support achievement of project objectives.

Communication Management Plan					
Key stakeholder	Stakeholder issues	Key messages to communicate	Communication method to be used	Timing issues	Other
Customer/ Sponsor Emma P	Concerned about finished product, cost, and time	Any changes to what has already been agreed on. Project updates from project manager weekly.	Phone call for urgent matters and email for everything else	Don't call on weekend. Weekly updates.	
Director Russ P	Delivery within budget	Issues which will risk the project not being delivered under budget	Phone call for urgent matters and email for everything else	Issues to be communicated asap to avoid escalation	
Project manager Dan P	Delivery of project within budget to customers requirements	All info in relation to the project to keep Dan in the loop	Phone call for urgent matters and email for everything else	ASAP	
Carpenter Joel A	Carpentry scope	Plans, changes to plans, schedule	Phone call for urgent matters and email for everything else	Within work hours of 6:30am to 3:00pm	
Electrician Fred D	Electrical scope	Plans, changes to plans, schedule	Phone call for urgent matters and email for everything else	Within work hours of 6:30am to 3:00pm	

1.1C

Establish and maintain a designated project-management information system to ensure

Quality – yes this is done by making an easy-to-use checklist at the start of the project, establishing the quality requirements, this is then communicated to the contractor prior to starting works and monitored during the course of the works and ticked off upon completion of the works.

Timeliness – yes this is first done by making a schedule in consultation with the other contractors to determine an achievable schedule. This is then monitored to ensure everyone holds up their part of the deal otherwise it is usually a follow-on effect delaying the finish date of the project.

Integrity of information and communication – yes if there is an issue with the communication management plan, immediate measures are put in place to stop it happening again.

1.2 A

Manage generation, gathering, storage, retrieval, analysis, and dissemination of information by project staff and stakeholders.

Yes, this is done by communicating to project team what information is required from who and how often it is to be distributed by using the responsibility matrix.

The communications management plan sets out who it is to be distributed to.

We also have a company policy that all information is to be stored on the shared project team network.

1.2B

Implement, modify, monitor, and control designated information-validation processes to optimise quality and accuracy of data.

Yes, source data is checked before incorporating it into project plan. Once the draft has been made, it is compared to previous projects to ensure it is similar.

Spell check is also carried out for punctuation and grammar issues.

1.2C

Implement and maintain appropriate communication networks.

Yes, we have a procedure on 'escalation'. Any issues are to be initially escalated to the project manager and if they cannot be resolved the project manager will report to the director.

A responsibility matrix, communications plan template and a communications requirement analysis has been completed to outline the communication network.

1.2D

Identify and resolve communication and information-management system issues.

Yes, for example the human resources department was employing staff on my job and I would not know until they were onsite.

This was resolved by updating the 'onboarding procedure' to include: Email Project manager the employee Name, Phone number, Qualifications, Experience and start date.

1.3A

Finalise and archive records according to agreed project information ownership and control requirements.

Yes, we have a project archiving checklist we complete upon completion of project.

1.3B

Review project outcomes to determine effectiveness of management of information and communication processes and procedures.

Yes, this is done by using our 'lessons learnt' template.

1.3C

Identify and document lessons learned and recommended improvements for application in future projects.

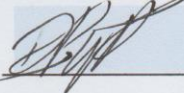
Yes, this gets completed so we can learn and improve for future projects. For example, one of our lessons learnt was to ensure concrete columns were done before block work. When the block work is in place it makes it more difficult to form the columns.

BSBPMG516 MANAGE PROJECT INFORMATION AND COMMUNICATION

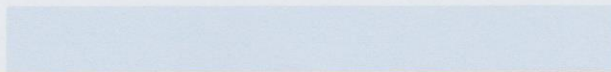
PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the participant to complete work related activities.
- Observations will be conducted of the participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below, providing your name, signature and date of assessment.
 - Your signature acknowledges that the assessor provided clear instructions and the participant understood what was required to complete this assessment.
- The assessor may substitute a Practical Task with another task of equal value.
 - Alternate tasks must be fully documented by the assessor.

Participant name Daniel Pyett

Participant signature 

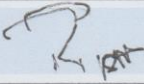
Assessor name _____

Assessor signature 

Date [Click here to enter a date.](#)

Number of tasks	Number of tasks completed	Satisfactory?	
		Yes	No
1		☐	☐

BSBPMG516 MANAGE PROJECT INFORMATION AND COMMUNICATION

Practical Task 1	
Description of task: A suitable observer is to verify the participant's ability to plan, implement, maintain and review information and communication management systems and processes. The participant is required to link people, ideas and information at all stages in the project life cycle, ensuring timely and appropriate generation, collection, dissemination, storage and disposal of project information through formal structures and processes.	
These tasks may be simulated or real. The participant is to gather evidence of how they have completed each component of the Practical Task, which is to be submitted with this Practical Assessment sheet. The observer is to provide detailed comments on the tasks completed by the participant. The assessor is to verify the observer's comments in the Assessor Comments section, and provide the Practical Assessment outcome on the front cover of this document.	
Resources required: Project documentation, Computer.	
Assessment of task	
Name of participant:	Daniel Pyett
Name of observer:	Russell Pyett
Role of observer (Confirm suitability to sign)	Director
Email address of observer	russ@currumbinconstructions.com.au
Signature of observer:	
Date:	26/01/2021
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.
1 Plan information and communication processes	
1.1A. Using input from stakeholders, identify, analyse and document information requirements – ensuring: • Consideration of alternative communication methods, media and systems, and their application on various projects • Use of clear language in verbal and written interactions with stakeholders • Consideration of non-verbal communication • Use of active listening and questioning to confirm understanding and agreement	☒
1.1B. Within delegated authority, develop an agreed communication management plan to support achievement of project objectives.	☒
1.1C. Establish and maintain a designated project-management information system to ensure quality, validity, timeliness and integrity of information and communication.	☒
2 Implement project information and communication processes	
1.2A. Manage generation, gathering, storage, retrieval, analysis and dissemination of information by project staff and stakeholders.	☒
1.2B. Implement, modify, monitor and control designated information-validation processes to optimise quality and accuracy of data.	☒

Practical Assessment - BSBPMG516 Manage project information and communication

1.2C. Implement and maintain appropriate communication networks.	☒
1.2D. Identify and resolve communication and information-management system issues.	☒
3 Assess information and communication outcomes	
1.3A. Finalise and archive records according to agreed project information ownership and control requirements.	☒
1.3B. Review project outcomes to determine effectiveness of management of information and communication processes and procedures.	☒
1.3C. Identify and document lessons learned and recommended improvements for application in future projects.	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory	

OBSERVER COMMENTS

Competent