

BSBPMG519

MANAGE PROJECT STAKEHOLDER ENGAGEMENT

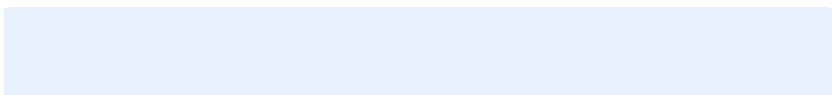
PRACTICAL ASSESSMENT INSTRUCTIONS

- 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 Christine Marcek

Participant signature 

Assessor name _____

Assessor signature 

Date Click here to enter a date.

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

ASSESSOR COMMENTS

BSBPMG519

MANAGE PROJECT STAKEHOLDER ENGAGEMENT

Practical Task 1	
Description of task: A suitable observer is to verify the participant's ability to manage stakeholder relationships. 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.	
Assessment of task	
Name of participant:	Christine Marcek
Name of observer:	Ravi Prasad
Role of observer (Confirm suitability to sign)	National Environment & Sustainability Manager
Email address of observer	Ravi.Prasad@seymourwhyte.com.au
Signature of observer:	
Date:	7/10/2020
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked.
1 Identify and address stakeholder interests	
1.1A. Identify stakeholders relevant to project objectives.	☒
1.1B. Segment stakeholder interests and determine forms of engagement	☒
1.1C. Consider interests of stakeholders when considering and advising on project management issues.	☒
1.1D. Identify and implement actions to address differing interests where required.	☒
2 Manage effective stakeholder engagement	
1.2A. Support development of team members' interpersonal skills in effective stakeholder engagement.	☒
1.2B. Distribute team work effectively to ensure defined project roles are followed.	☒
1.2C. Identify and clarify stakeholder behavioural expectations, where required.	☒
1.2D. Openly lead stakeholder performance reviews.	☒
1.2E. Identify and address individual development needs and opportunities to support stakeholder engagement.	☒

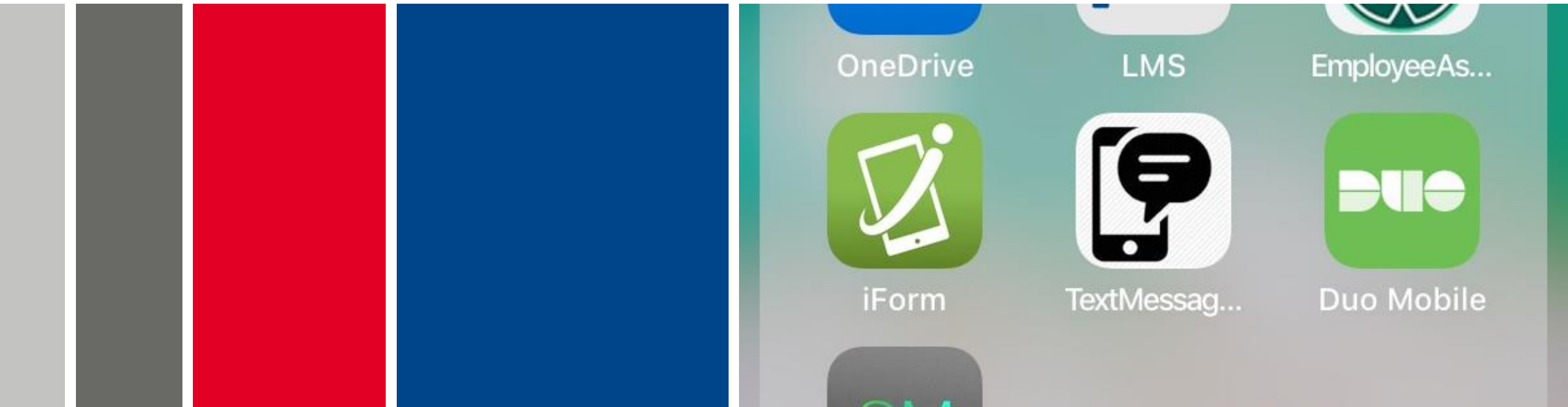
3 Manage stakeholder communications	
1.3A. Determine and document stakeholder communication needs.	☒
1.3B. Ensure relevant stakeholders agree to communication method, content and timing of engagement.	☒
1.3C. Communicate information as planned and in line with authority levels, identifying and addressing variances.	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory	

OBSERVER COMMENTS

To demonstrate Christine's ability to identify and address stakeholder interests, I reviewed a recent project undertaken involving the overhaul of the company incident notification system. Christine was required to identify the relevant stakeholders prior to commencing which included the senior management group, the safety & environment project teams, project managers, the IT department and the external service provider. Christine was able to plan communication approaches for each group applicable both to their input into and their impact from the system overhaul, in order to ensure key messages were provided and feedback was received where applicable.

During this process, Christine was required to develop and deliver a short training presentation on the new process (Att 1); this training covered updates to the system as well as examples on what was required from the teams in their use of the system going forward, and incorporated feedback received during initial consultation conversations. Further to this, Christine conducted two one-o-one sessions with individuals who required additional assistance to ensure clarity on system use expectations. In discussing the concepts of stakeholder engagement, Christine demonstrated a sound understanding of key principals such as identifying stakeholders, communicating and consulting regularly and ensuring a process is in place to manage any concerns that may arise. Christine noted that stakeholders can have both a positive and/or negative impact on a project; effective stakeholder engagement would increase the likelihood of impacts being positive.

Regarding managing stakeholder communications, in the above incident notification system overhaul project, Christine was required to provide a brief to the General Manager HSEQ on the project including key objectives, approach and roll out (communications) plan. This plan was approved and completed as agreed.



TEXT MESSAGE NOTIFICATION: SYSTEM REVIEW

14/09/2020

OVERVIEW

- A review of the text message notification system was undertaken with a view to minimizing unnecessary expenditure and increasing consistency.
- The SharePoint “Shortcuts” document has been updated to include guidance, examples and standard distribution.
- The following information highlights key requirements to be aware of.

Incident Notification Text Message Service Shortcuts

(Updated 14/09/2020)

When using this service, please ensure you **DELETE all information from your email signature**; your name is automatically included in the message. All content sent in the email will be relayed in the message and impacts the word count.

Clicking on the shortcuts below will create a new message. BE CONCISE – Aim for MAX 160 Characters per message where possible, and note incident type at beginning i.e. PED, EI, FAI etc.

See next page for additional information / guidance.

QLD



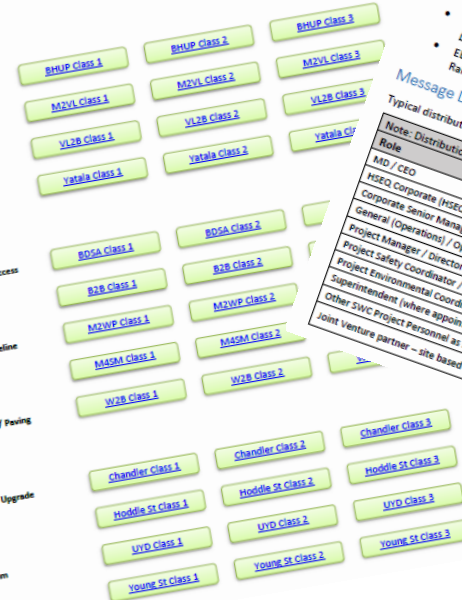
- Bruce Highway Upgrade Project
- Mudgeeraba to Varsity Lakes
- Varsity Lakes to Burleigh
- Varsity Yard

NSW

- Burrendong Deep Storage Access
- Berry to Bomaderry
- Meridi to Warrumbungle Pipeline
- M4 Smart Motorway
- W2B – Section 3 Civil / Paving

VIC

- Chandler Highway Upgrade
- Hoddle St
- Upper Yarra Dam
- Young Street (Variation)



Message Guidance

- The text message system provides timely incident notification per [SWC-SOP-008 Incident Management & Reporting](#). Note: The message is to be a concise outline of incident facts known at the time; it can but does not have to include immediate action/s taken in response (these actions taken must be included in PSEM incident comments and/or PIPs).
- Incidents are also shared weekly via the Incident Summary Report which has more detailed and updated incident information.
- Delete ALL information from the email signature.
- Aim for 160 or less characters per message - messages 160-306 characters are charged as two messages, any text over 306 characters will **not** display in message.
- Use **Review / Word Count** to check message length at the beginning of the message i.e. PED, FAI, EI, HPI NM etc.
- Always include the incident type at the beginning of the message.

Message Examples *(noting character length)*

- FAI Worker tripped on flat ground while walking backwards placing traffic cones, minor abrasions to right knee [\(112\)](#)
- FAI Worker fell into 600mm deep trench causing significant laceration to shin. Taken to hospital, severity of laceration to be advised [\(126\)](#)
- MTI-SD (upgrade) Previously reported FAI shin laceration upgraded to MTI-SD following medical assessment and treatment, refer PSEM for details/certificates [\(157\)](#)
- MPB Worker accessed trench >1.5 deep without adequate controls in place. Nil injury, all trenching works ceased or plant damage [\(113\)](#)
- PED Excavator struck a concrete pit surround and an earth cable causing minor damage. No wires exposed, nil injuries [\(112\)](#)
- HPI PED Live LV electrical service struck and damaged with crowbar causing street light outage, nil injuries [\(110\)](#)
- EI Class ABE fire extinguisher from EWP discharged into standing water (not creek/drain). Likely vandalism over weekend, area contained and cleaned [\(149\)](#)
- EI During curing, a rain shower caused run off of less than 1/2 litre of curing agent to ground, nil spill to waterway or drainage line [\(152\)](#)
- ENM Roller blown hose caused approx. 2L spill of hydraulic oil to ground, cleaned and spill kit restocked [\(106\)](#)
- ENM Concrete washout occurred with bund but without correct washout setup near sensitive receiver, nil impact to receiver [\(123\)](#)
- ENM Works commenced near cultural heritage area without required delineation/flagging in place, nil impact to area [\(116\)](#)
- EE Rainfall event exceeding design criteria resulting in uncontrolled release of turbid water offsite at several locations. Rainfall event ongoing [\(148\)](#)

Message Distribution

Note: Distribution of incidents by class is outlined in the table below:

Role	Class 1	Class 2	Class 3
MD / CEO	Yes	Yes	Yes
HSEQ Corporate (HSEQGM, NF&SM, NOM, HSEQOT, HSEQQA)	Yes	Yes	Yes
Corporate Senior Managers (CFO, GC, NPOM)	Yes	Yes	Yes
General (Operations) / Operations / Construction Managers	Yes	Yes	Yes
Project Manager / Director / Construction Manager	Yes	Yes	Yes
Project Safety Coordinator / Manager	Yes	Yes	Yes
Superintendent (where appointed)	Yes	Yes	Yes
Other SWC Project Personnel as specified by PM/PO	Yes	Yes	Yes
Joint Venture partner – site based and/or corporate	As Requested	As Requested	As Requested
	GM HSEQ Approval Required	GM HSEQ Approval Required	GM HSEQ Approval Required

SWC-SOP-008 & TIMELY NOTIFICATION

- [SWC-SOP-008 Incident Management & Reporting](#) outlines the reporting requirements; basically as soon as possible, while prioritising incident management.
- With only a brief outline required, notification should take only a minute or two for standard incidents.
- Utilise the phone app for when out on site.
- If stuck, text details to a colleague (e.g. safety or enviro counterpart) to action on your behalf.

6.2.1 Internal Text Message Notification Service

The notification of incidents shall be done by means of an established text messaging service so that timely notification can take place. All incidents shall be notified by using the [Text Messaging System available from the front page of the SWC SharePoint](#). Class 1 and 2 incidents require the completion of an [SWC-SOP-008.10 Form A1 - Incident Notification](#).

At the early stages of a serious incident, the site teams' attention should be on the timely treatment of any injured persons or the rectification of the incident scene and this text messaging service aims to reduce the initial burden of time consuming phone calls and other notifications to the various parties.

The PM or his / her delegate shall be responsible for the setup of the text messaging service at the commencement of the project, and any subsequent notifications that are required under this SOP. This Text Message Notification Service is an internal notification process only and must not include non SWC staff. All other notifications are to be dealt with separately in line with client or statutory requirements.

Should the incident classification be reviewed and raised from Class 3 to a Class 1 or 2, the investigation process outlined above shall apply, and the incident shall be **re-notified** (as per the revised classification) as per section 6.2.1.

SPOT THE DIFFERENCE

John.Doe TEST Class 3 (auto subject line)

CL3PED 01/01/20 at 3:30PM a Labourer was compacting a layer of clay with trench roller near the training wall and while compacting the outer edge the trench roller has traversed down off the clay lift (around 300-400mm high). As operator attempted to navigate roller back onto lift of clay the roller over turned. Note: Roller was remotely operated and equipped with automatic proximity sensor. There were no other personnel working in area. Investigation Commenced.

John Doe

Safety Coordinator

Example Project | 123 Nowhere Street | Somewhere Town | Tasmania 7023

P +61 3 1234 1234 | M +61 444 123 123 | E john.doe@exampleproject.com.au

John.Doe TEST Class 3 (auto subject line)

PED Remote operated trench roller overturned while compacting clay, nil persons in area, nil injury.

102 Characters / 1 message parts

@20ppl * 1 = **20 texts**

655 Characters / 5 message parts

@20ppl * 5 = **100 texts**

KEY GUIDANCE

- The message is to be a **concise outline** of incident facts known at the time; it can but does **not** have to include immediate action/s taken in response (these actions taken must be included in PSEM incident comments and/or PIPs).
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- Always include the **incident type** at the beginning of the message i.e. **PED, FAI, EI, HPI NM** etc.



MESSAGE EXAMPLES

- **FAI** Worker tripped on flat ground while walking backwards placing traffic cones, minor abrasions to right knee [\(112\)](#)
- **FAI** Worker fell into 600mm deep trench causing significant laceration to shin. Taken to hospital, severity of laceration to be advised [\(136\)](#)
- **MTI-SD** (upgrade) Previously reported FAI shin laceration upgraded to MTI-SD following medical assessment and treatment, refer PSEM for details/certificates [\(157\)](#)
- **MPB** Worker accessed trench >1.5 deep without adequate controls in place. Nil injury, all trenching works ceased [\(113\)](#)
- **PED** Excavator struck a concrete pit surround and an earth cable causing minor damage. No wires exposed, nil injuries or plant damage [\(135\)](#)
- **HPI PED** Live LV electrical service struck and damaged with crowbar causing street light outage, nil injuries [\(110\)](#)
- **EI** Class ABE fire extinguisher from EWP discharged into standing water (not creek/drain). Likely vandalism over weekend, area contained and cleaned [\(149\)](#)
- **EI** During curing, a rain shower caused run off of less than ½ litre of curing agent to ground, nil spill to waterway or drainage line [\(135\)](#)
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- **ENM** Concrete washout occurred with bund but without correct washout setup near sensitive receiver, nil impact to receiver [\(123\)](#)
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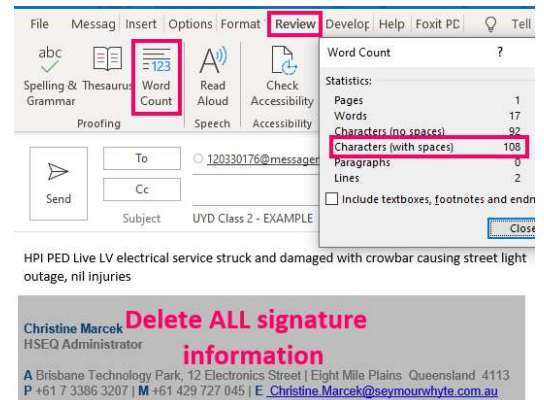
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QLD



Bruce Highway Upgrade Project

Class 1

Class 2

Class 3



Mudgeeraba to Varsity Lakes

Class 1

Class 2

Class 3



Varsity Lakes to Burleigh

Class 1

Class 2

Class 3



Yatala Yard

Class 1

Class 2

Class 3

NSW



Burrendong Deep Storage Access

Class 1

Class 2

Class 3



Berry to Bomaderry

Class 1

Class 2

Class 3



Mardi to Warnervale Pipeline

Class 1

Class 2

Class 3



M4 Smart Motorway

Class 1

Class 2

Class 3



W2B – Section 3 Civil / Paving

Class 1

Class 2

Class 3

VIC



Chandler Highway Upgrade

[Chandler Class 1](#)

[Chandler Class 2](#)

[Chandler Class 3](#)



Hoddle St

[Hoddle St Class 1](#)

[Hoddle St Class 2](#)

[Hoddle St Class 3](#)



Upper Yarra Dam

[UYD Class 1](#)

[UYD Class 2](#)

[UYD Class 3](#)



Young Street (Variation)

[Young St Class 1](#)

[Young St Class 2](#)

[Young St Class 3](#)

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