

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

Lauren Symonds

Participant signature

Symonds

Assessor name

Grace Martin

Assessor signature

G Martin

Date

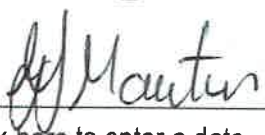
Click here to enter a date. 18/6/20

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

ASSESSOR COMMENTS

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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:	Lauren Symonds
Name of observer:	Grace Martin
Role of observer (Confirm suitability to sign)	Manager
Email address of observer	grace@rhmbi.com.au
Signature of observer:	
Date:	Click here to enter a date. 18/6/20
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



RHM Building Innovations
117 Mt Lindesay Hwy Gleneagle
Ph: 1300 858 746
ABN: 76 147 079 598
QBCC: 1200878

Distribution List

The project plan must be distributed to the following stakeholders of the project.

Name	Position	Signature	Date
Grace Martin	Director - RHM Building Innovations		
Darren Martin	Construction Manager – RHM Building Innovations		
David Buckley	Estimator – RHM Building Innovations		
Lauren Symonds	Project Administration – RHM Building Innovations		
Mike Ennis	Project Sponsor & Owner		
Collin Adamson	Concreter – Adamson Concreting Pty Ltd		

Rationale

The Sponsor, Mike Ennis, wants to increase the value of his property as well as provide shelter for his cars, machine equipment and have an area to relax outside. The project will coordinate construction from RHM Building Innovations, the earthworks and concrete with Adamson Concreting Pty Ltd and the project's sponsor.

Stakeholders

The following are the stakeholders of the project:

- Mike Ennis – Project Sponsor and owner
- RHM Building Innovations – The Steel Construction Company, responsible for the project management, supply and installation of the steel structures
- Adamson Concreting Pty Ltd – The concreter responsible for the earthworks and concrete
- TJB Building Certifiers Pty Ltd – The private Certifier responsible for the council approval and finalisation of the project approval.



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Communication Management Plan

Organisational Structure

RHM Building Innovations operates as a project management and distributor and installer of steel structures, with a construction manager overseeing all projects on site, and Project Administration coordinates all project works.

RHM will subcontract the earthworks and concreting works for the project, and engage a private certifier for the council authorisation. Communication of time, quality and constraints for engagement of work to be performed.

All informal and formal communication will be conducted through the project administration for RHM Building Innovations, providing informal and formal updates to the project sponsor.

Escalation

The agreed procedures in place for handling conflict includes:

All issues with project team members and contractors are to be initially deal with by the Construction Manager.

The construction manager will report these issues to the director during the bi-weekly meetings. Any serious issues will be escalated to the director for resolution.

Issues regarding Adamson Concreteing Pty Ltd and any sub-contractors need to be escalated directly to the director of RHM Building Innovations, who will negotiate the issue with the project sponsor.

Time Management

From sign off on contract & scope of works, and deposit has been received, as per the contract agreement, a 5 day cooling off period applies. During this time the client can choose to cancel the contract and can receive a full refund of the deposit.

After the cooling off period, the council application will be submitted for Council Authorisation. 20 working business days are needed for council to issue the Decision Notice for Standard council applications.

Once the Approved Decision Notice has been received, materials are then ordered. Approximately 3 to 4 weeks lead time for suppliers to consolidate the order and deliver the kit.

During this time, the earthworks and concreteing will begin and be completed before the kit materials arrive on site, ready for installation.

Installation of kit structures is approximately 14 Business working days, including delays such as bad weather. The client – Mike Ennis, will be notified throughout each stage with formal documentation, email and phone calls.



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Stakeholder Analysis

Project Stakeholder	Specific Information Needs	Best Source of Information needed	Planned Method of Delivery	Timing Considerations
Project Administration	Progress on all tasks. Communication. Reporting requirements. Changes to any plans. Project management.	Construction Manager, Site Supervisor & Sponsor.	Phone Calls, emails, letters & meetings	All communication to be immediate as it occurs or as needed.
Senior Management (Director)	Completion of stages, any major issues. All Changes.	Construction Manager & Project Administration	Bi-weekly meetings, phone calls and emails as needed	Urgent Issues immediate, otherwise during bi-weekly meetings
Construction Manager	Changes to plan requirements, communication	Project Administration, Site Supervisor, Sponsor & Installers	Verbal, phone calls, emails, and bi-weekly meetings as needed	All tasks to be communicated well in advance to allow for installation. Start of each day as needed.
Contractors	Contract with specifications.	Project Administration.	Meeting.	Prior to commencement of project and when changes have been approved.
	Specific tasks and onsite decisions as needed.	Construction Manager.	Verbal, phone calls and emails.	Tasks and decisions communicated as needed.
Installers	Tasks	Construction Manager	Verbal and information package	Start of each day as needed, and end of day for tasks completed.
TJB Building Certifiers	Project plan and council authorisation	Project Administration	Email attachments, & phone calls	Prior to commencement of ordering kit materials and installation. To be signed off on completion of project.
Mike Ennis (Project Sponsor and Owner)	Completion of each stage of the project, change requests that need to be signed off.	Project Administration and or Director (RHM Building Innovations)	Email, email attachments, phone calls & verbal	As needed & on completion of works.



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Communications Plan

Key Stakeholders	Stakeholder Issues	Key messages to communicate	Communication Methods to be Used	Description of Specific communications	Timing Issues	Other
Sponsor – Mike Ennis	Concerned about project as they are funding it and adding value to their property, built to council authorisation	Progress of each stage. Any issues likely to impact scope, cost, time or quality of project.	Email attachments, phone calls and Meetings if required	Formal project documentation. Informal phone calls.	Urgent issues immediate. Otherwise communicated updates as per stage requirements.	
RHM – Senior management	Delivery of project within fixed budget	Progress of project. Any issues likely to cost time or money	Bi-weekly meetings	Informal meetings, formal project documentation prepared upon any changes.	Bi-weekly informal meetings, though urgent issues to be communicated immediately	
RHM – Project Administration	Coordinating project and communication resources.	Project formal documentation, communication of any issues and progress of project.	Phone calls, email attachments, informal communication	Weekly progress reports, informal communication on a daily basis. Urgent issues to be communicated immediately	Urgent issues immediate. Daily communication with team members. Bi-weekly meetings.	
RHM – Construction Manager	Coordinating installers for installation tasks. Ensuring work is performed without delay and to standards	Project tasks, timeframes and quality requirements	Daily phone calls, emails and regular site visits	Informal communication on a daily basis	Daily communication at all times. Urgent issues to be communicated immediately	
RHM – Site Supervisor	Day to day delivery of construction work and coordinating onsite team members	Project tasks, timeframes and quality requirements	Daily phone calls	Informal communication on a daily basis	Daily communication at all times. Urgent issues to be communicated immediately	
RHM – Installer Team Members	Ensuring tasks are allocated as needed	Project tasks through construction manager or Project administration	Through construction manager	Informal communication on a daily basis	Constant supervision by site supervisor	



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TJB Building Certifier	Compliance of the building requirements as per council plans	Initial project plan, any change requests	Email attachment, hard signed copy of authorisation documents and final inspection	All communication to be formal with approved project plan updates and change requests where needed.	Changes to be communicated when clear, then formal change requests to the project plan to be communicated as quickly as possible to be approved	
Adamson Concreting Pty Ltd	Coordination with the project team installers and Project Administration	Quality and timing of goods/services to be delivered or removed from site	Phone and emails as needed	Formal contract and contract variations where needed. Otherwise informal communication	Tasks to be confirmed prior to authorisation to commence work. All issues to be communicated immediately.	



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Communication requirements Analysis

General Area of Communication Need	Information Needed, and for Whom?	Optimum Information Format(s)	How is this communication essential to success of project?	Decision to implement Yes/No
Project Organisation Relationships	Coordination between development and construction projects, needed by Mike Ennis	Project plan and other formal documentation. Management meetings.	This project is heavily interdependent on the construction project.	Yes
Stakeholder Responsibility Relationships	Project plans and change requests for project administration of RHM Building Innovations, Mike Ennis, Adamson Concreting and TJB Building Certifiers. Contractual agreement with external contractors	Project plans status reports, change requests, formal meetings Contract for external contractors. Purchase Orders for works	The project plans, change management process and contracts ensure all stakeholders know exactly what is expected to deliver the project under scope, time, cost and quality constraints	Yes
Sponsor Relationships	Project status updates and change requests for RHM Building Innovations	Change requests and status reports	Ensures the project sponsor is able to make informed decisions as needed	Yes
Logistics of Project Staffing by Location	Available resources, weekly scheduling, Service M8	Email and follow up phone calls	Ensures each project team member and contractor knows exactly what work is required at any given time. Also ensures coordination between all parties so predecessor tasks are complete when needed.	Yes
External: Government Regulatory Agencies	Project plan, any change requests required for council	Formal project meetings, status reports, project plan, change requests	The project and any change requests are required to receive formal Council approval by law.	Yes