Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Sales, Marketing and Customer Services

Title	Formulate project communications management
Code	LOSASM504B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be able to apply communication management knowledge to plan communication processes, develop communication management plan, and assess communications management outcomes.
Level	5
Credit	6 （For Reference Only）
Competency	Performance Requirements 1. Know about project management and communication • Know about the principles of project management • Know about the principles of communication, conflict management • Know about the e-communication channels to enhance the speed and time on communication like WhatsApp, WeChat, line… • Understand company policy and procedures 2. Plan communications processes • Identify information requirements from the participation of stakeholders and relevant project authority • Develop communications management plan to ensure project objectives are understandable and achievable • Establish project management information system to ensure the information quality, validity, timeliness and integrity • Include all abbreviation, short form, codes, etc as common language to minimise confusion and miss-interpret messages in WBS (work breakdown structure) or another documents • Develop e-platform to have common areas for uploading/downloading the updated information and documents during the project period 3. Manage project information • Manage the project information including publication gathering, storage, retrieval, analysis and dissemination by project staff • Manage information validation processes to optimise the data quality and accuracy • Maintain communication networks between stakeholders to ensure effective communication • Identify and report the problems of the communication and information management system to relevant personnel • Make changes and fix problems during the project life cycle • Establish auto alert system to ensure all concerned parties like project owner, project manager can receive update of routine and non-routine activities automatically 4. Assess outcomes and provide recommendations • Establish performance standards • Evaluate the project outcomes against performance standards to identify the effectiveness of management information systems • Identify and document problems and issues, and provide recommendation for improvements to future projects

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Sales, Marketing and Customer Services

Assessment Criteria	The integrated outcome requirements of this unit of competency are: • Capable of applying knowledge of project communications; • Capable of developing and implementing a range of project communications that facilitate effective outcomes; • Capable of managing project information; and • Capable of assessing communications management outcomes
Remark	