

# BSB60720 - Advanced Diploma of Program Management

## Leading Project Managers and/or Managing Programs

### Overview

The BSB60720 - Advanced Diploma of Program Management course is aimed at project directors, program managers, project portfolio managers, program directors, sponsors and experienced project managers seeking to increase their capability. Typically delegates apply principles, tools and techniques to programs and/or portfolios of projects.

The course is based upon:

- Managing Successful Programmes (UKCO)
- The Standard for Program Management (PMI)
- PfM - Portfolio Management Guide (UKCO)
- Portfolio Management Standard (PMI)
- BSB60720 qualification standard
- RegPM CPSPM, CPPD & CPPE Standards (AIPM)
- IPMA Competence Baseline (ICB) Version 3.0
- P3M3 & P3O (UKCO\*)

### Course Outcomes

- Establish a program to ensure successful implementation.
- Development of a business case to support program set-up.
- Apply benefits management through the program lifecycle.
- Integrate program governance into organisational governance
- Optimise risk management across programs and projects
- Apply principles of procurement and contract management
- Manage program resources including a flexible workforce.
- Ensure a program is monitored, controlled and reported
- Apply appropriate stakeholder engagement
- Provide suitable leadership to a program and projects
- Facilitate the development of collaborative alliances
- Ensure program delivery achieves the desired outcomes
- Lead and manage organisational change to ensure program outcomes are embedded in the business.

### Online, Public & in-company course

Please see our website as follows:

Training courses <https://www.agsconsulting.com.au/training.html>

Online <https://www.agsconsulting.com.au/training/online.html>

Public <https://www.agsconsulting.com.au/training/public.html>

In-company <https://www.agsconsulting.com.au/training/in-company.html>

**Cost** \$3,000 - public. \$2,750 - online inc GST  
In-company fee depends on delegate numbers, location etc

### Course Outline

See attachments 1 and 2.

### Part 1 structure

See attachment 1.

### Part 2 Structure - 12 Units (See Att. 2)

BSBPMG630 Enable program execution  
BSBPMG634 Facilitate stakeholder engagement  
BSBPMG635 Implement program governance  
BSBINN636 Manage benefits  
BSBLDR601 Lead & manage organisational change  
BSBPMG632 Manage program risk  
PSPMGT006 Develop a business case  
BSBPMG633 Provide leadership for the program  
BSBPMG631 Manage program delivery  
BSBPMG637 Engage in collaborative alliances  
ICTICT612 Develop contracts & manage contract performance  
AHCBUS615 Implement a monitoring, evaluation & reporting program

### Entry requirement, awards and RPL

BSB60720 entry requirement is a Diploma of Project Management or 2 years significant workplace experience in a project or program environment. Upon satisfying course requirement candidates are eligible for Certified Practising Project Practitioner (CPPP) certification (on joining AIPM as an Associate or full member).

Alan Schwartz (AGS) delivers the training and undertakes assessments. Qualifications are awarded by Registered Training Organisation Australia Institute of Business and Technology #41138. Participants may be eligible to have previous studies and experience recognised towards the qualification. Please contact AGS regarding Recognition of Prior Learning (RPL). Total course time required can range from 75 - 550 hours depending upon experience, amount of workplace evidence, speed of working etc.



Australian  
Institute  
of Project  
Management  
Fellow and  
Assessor



Australian  
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Management  
Endorsed  
Course

### Courseware & evidence

Participants receive Assessment Record Book, (ARB), references, course manuals (Parts 1 & 2), slides, checklists, templates, examples, videos.

The evidence process is summarised as follows:

- Undertaking activities which include filling out templates. AGS provides templates, examples, checklists. Workplace templates/ deliverables may also be used for evidence
- Completion of an Assessment Record Book (ARB), primarily answering knowledge and understanding questions (no exam!).

### Contact us for more information

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# Attachment 1: Part 1 structure

## Part 1 Topics

### Introduction – establishing direction

- Successful portfolios, programs & projects
- Program context, format & objectives
- Assessment, certification and qualification

### Context – the big picture

- External and internal pressures
- Organisational capability & maturity
- Change management, politics and power
- Stakeholder management

### Getting results –performing & realising benefits

- Business case
- Benefits management
- Project selection
- Gate Reviews
- Value management/analysis
- Performance measurement
- Critical success factors

### Portfolio & program management – optimising

- Strategic and business issues
- Governance, roles, responsibilities
- Methodologies (PMI, MSP, Agile, Prince 2 etc)
- Integration and prioritisation
- Life-cycles
- Management skills
- Resource / workforce management
- Contracts

### Team leadership – building synergy and interdependence

- Relationship management
- Leadership
- Influencing people
- Conflict resolution
- Negotiation
- Team building
- Virtual teams
- Coaching

### Program Management Supporting Processes

- Integration, Scope, Schedule, Financial, Quality, Resource, Communication, Risk, Stakeholder and Procurement Management

### Real world challenges – dealing with complexity

- Common ‘problems’ and solutions
- Aligning strategies, activities and outcomes
- Lessons learned

### Conclusion – the next step

- Personal development plans

### Tools & templates include:

- Examples, Checklists, glossary
- Program Brief, Business Case, Communication and Stakeholder Management Plan, Program Management Plan, Program Status Report

## Tools / techniques

1. Appreciative Enquiry
2. Authorisation/Approvals
3. Balanced Scorecard
4. Benchmarking
5. Benefits Management
6. Briefing
7. Buildability
8. Business Case
9. Business Planning
10. Change Management
11. Client Relations
12. Coaching
13. Communication Management
14. Configuration Management
15. Consulting
16. Critical Chain Project Management
17. Critical Success Factors
18. Culture Change
19. Decision-making
20. Directing
21. Earned Value
22. Emotional Intelligence
23. Environmental Scanning
24. Escalation Theory
25. Facilitating
26. Feasibility
27. Governance
28. Health checks
29. Information Management
30. Instinct/nous
31. Knowledge Management
32. Leadership
33. Life Cycle Costing
34. Management by projects
35. Marketing
36. Meeting Management
37. Mind mapping
38. Negotiation
39. Neuro Linguistic Programming
40. Partnering/Strategic Alliances/Consortia
41. Performance Indicators
42. PESTLE Analysis
43. Politics & Power
44. Problem solving
45. Program Management
46. Project Prioritisation & Selection
47. Project Management Maturity
48. Project Management / Program Office
49. Project Portfolio Management
50. Rapport
51. Relationship management
52. Resource Management
53. Reviews and Audits
54. Scenario Planning
55. Stakeholder/Relationship Management
56. Strategic Planning & Alignment
57. Systems thinking
58. Total Quality Management
59. Trade-off Analysis
60. Value Management

## Attachment 2: Part 2 structure

Part 2 follows the structure of BSB60720 - Advanced Diploma of Program Management Standard ie 12 Units with their elements as follows:

### **1. Enable program execution**

1. Envision the desired future state
2. Shape and sustain the program execution approach
3. Shape and sustain the program's business case
4. Shape and sustain program governance

### **2. Lead & manage organisational change**

- 1 Identify change requirements and opportunities
- 2 Develop change management strategy
- 3 Implement change management strategy

### **3. Manage program risk**

1. Direct planning of program risk management
2. Manage program risk
3. Assess program risk-management outcomes

### **4. Develop a business case**

1. Research a business case
2. Examine business solutions
3. Construct a business case
4. Finalise a business case

### **5. Manage benefits**

1. Identify benefits and trade-offs
2. Execute to deliver expected benefits
3. Sustain and evaluate attainment of expected benefits

### **6. Implement program governance**

1. Facilitate effective decision making and accountability
2. Implement systems and methods
3. Ensure program compliance
4. Enable program support services

### **7. Provide leadership for the program**

1. Promote the program vision
2. Build an environment of confidence & trust
3. Embed socially responsible practice into the program
4. Develop the potential of program staff
5. Support a learning environment

### **8. Facilitate stakeholder engagement**

1. Communicate effectively with stakeholders
2. Facilitate stakeholder commitment
3. Assess effectiveness of stakeholder engagement

### **9. Manage program delivery**

1. Secure program funding
2. Resource the program
3. Measure, evaluate, and coordinate program progress
4. Ensure legal & regulatory requirements are addressed
5. Anticipate and respond to changes
6. Manage program risks

### **10. Engage in collaborative alliances**

1. Identify opportunities for collaboration and develop collaborative alliances
2. Establish collaborative agreements
3. Support the evolution of collaborative agreements

### **11. Develop contracts & manage contract performance**

1. Establish contract
2. Monitor contract

### **12. Implement a monitoring, evaluation & reporting program**

1. Implement a monitoring and evaluation strategy
2. Collect and analyse data
3. Prepare reports and provide information
4. Review the monitoring and evaluation process