Australian Government

Department of Education, Employment and Workplace Relations

CPPSIS3004A Respond to client spatial enquiry

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CPPSIS3004A Respond to client spatial enquiry

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to assess client needs in routine matters and provide appropriate information and follow-up on a variety of predictable issues within the spatial information handling framework. It requires the ability to communicate effectively and interpret and act upon available information using discretion and judgement. While dealings with clients will often be direct, follow-up functions will be carried out under supervision, within organisational guidelines.

Application of the Unit

Application of the unit	This unit of competency supports the application of communication, interpersonal, basic problem-solving and teamwork skills. The skills and knowledge acquired upon completion of this unit would support the needs of employees in the spatial information services industry sector in positions such as field coordination, data collection and administration.
	While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant federal, and state or territory legislation, regulations and codes of practice impact upon this unit (see unit performance criteria and range statement).

Licensing/Regulatory Information

Refer to Application of the Unit

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Pre-Requisites

Prerequisite units   Nil

Employability Skills Information

Employability skills   The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify nature and type of spatial enquiry.	1.1 ***Client*** is addressed in a courteous and businesslike manner.
	1.2 Client ***spatial requirements*** and degree of urgency are established promptly.
	1.3 Ability to respond and select an appropriate ***organisational policy*** for dealing with enquiry is determined.
	1.4 Enquiries regarding additional ***spatial research*** required are allocated a priority and arrangements are made for follow-up.
	1.5 Skills and knowledge are updated to accommodate changes in client enquiries.
2 Determine suitable response.	2.1 Need for a written or verbal response is established according to organisational guidelines and the nature of the enquiry.
	2.2 Client is provided with response options to satisfy their needs where appropriate.
	2.3 Areas of potential difficulty in customer service delivery are identified and appropriate action is taken.
	2.4 ***Complex spatial enquiries*** are referred to ***supervisors*** or appropriate personnel according to organisational guidelines.
3 Research information relevant to enquiry.	3.1 Information relevant to ***client needs*** is identified from company and industry sources.
	3.2 Accuracy and type of information accessed from client is assessed to determine if a visit to the customer is required.
	3.3 Crux of the issue is ascertained from the information available.
4 Communicate advice and pricing information.	4.1 Written and verbal responses are presented in a clear and concise manner.
	4.2 Pricing information for routine and specified ***spatial products and services*** is provided where appropriate.
	4.3 ***OHS*** issues form part of the advice, where appropriate.
5 Update relevant files and records.	5.1 ***Spatial business documentation*** is completed according to established ***work procedures***.
	5.2 Co-workers and supervisors are promptly advised of work implications, where appropriate.
	5.3 Information on the type and source of enquiries is collated according to organisational practices to enable

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ELEMENT	PERFORMANCE CRITERIA
	subsequent data analysis.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- ability to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- communication skills that assist in identifying and meeting client needs, including:
  - accessing, synthesising and using information
  - communicating effectively on the telephone
  - discussing vocational issues effectively with colleagues
  - imparting knowledge and ideas through oral, written and visual means
  - written skills to document follow-up action
- computer skills (technical user level)
- interpersonal skills e.g. cooperation and flexibility
- literacy skills to:
  - assess and use workplace information
  - interpret and understand legal, financial and procedural requirements
  - process workplace documentation
  - read and record data
- numeracy skills to:
  - accurately record and collate
  - undertake basic computations
- organisational skills to prioritise daily activities
- spatial skills to apply understanding of height, depth, breadth, dimension and position to actual operational activity and virtual representation
- time management skills.

Required knowledge and understanding:

- complaint-handling procedures
- customer groups (internal and external)
- industry ethics and practices
- legislation as it applies to the spatial information services industry sector (basic)
- organisational customer service standards

REQUIRED SKILLS AND KNOWLEDGE

- pricing schedules
- product and service knowledge
- safe work practices
- work allocation procedures.

Evidence Guide

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment	This unit of competency could be assessed on its own or in combination with other units relevant to the job function, for example unit CPPSIS3003A Support spatial process improvement.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of: • applying cost consideration • assessing and acting upon basic contingencies • communication and negotiation skills • determining basic data requirements • managing basic risks and contingencies • working towards set targets • understanding the nature of spatial projects.
Specific resources for assessment	Resource implications for assessment include access to: • assessment instruments, including personal planner and assessment record book • assignment instructions, work plans and schedules, policy documents and duty statements • registered training provider of assessment services • relevant guidelines, regulations and codes of practice • suitable venue and equipment. Access must be provided to appropriate learning and assessment support when required. Where applicable, physical resources should include equipment modified for people with disabilities.

Context of assessment	Holistic: based on the performance criteria, evidence guide, range statement, and required skills and knowledge.
Method of assessment	Demonstrated over a period of time and observed by the assessor (or assessment team working together to conduct the assessment).
	Demonstrated competency in a range of situations, that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.
	Obtained by observing activities in the field and reviewing induction information. If this is not practicable, observation in realistic simulated environments may be substituted.

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Guidance information for assessment	Assessment requires that the clients' objectives and industry expectations are met. If the clients' objectives are narrowly defined or not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of spatial information services requirements to assess competency.
	Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge (in assessment situations where the candidate is offered a preference between oral questioning or written assessment, questions are to be identical).
	Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.
	All practical demonstration must adhere to the safety and environmental regulations relevant to each State or Territory.
	Where assessment is for the purpose of recognition (recognition of current competencies [RCC] or recognition of prior learning [RPL]), the evidence provided will need to be authenticated and show that it represents competency demonstrated over a period of time.
	In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
	Assessment processes will be appropriate to the language and literacy levels of the candidate and any cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

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Client may include:	• customers with routine or special requests
	• external to organisation
	• internal to organisation
	• regular and new customers, including:
	• business enterprises
	• government agencies
	• members of the public
	• suppliers.
Spatial requirements may include:	• administration (e.g. postcodes, suburbs, and federal and state electoral counties)
	• analysis of environmental, land and geographic information
	• asset management
	• cartographic services
	• civil engineering
	• digital imagery
	• electricity
	• emergency services management
	• environmental datasets
	• geographic information systems (GIS)
	• integrated services - environmental, land and geographic related datasets
	• land ownership tenure system
	• local government
	• location-based services
	• global positioning
	• mapping facilities
	• site analysis
	• survey marks
	• sewerage
	• telecommunications
	• town planning
	• utility services such as water.
Organisational policies may be found in:	• code of ethics
	• company guidelines
	• legislation relevant to the work or service function, including equal employment opportunity (EEO)
	• manuals
	• OHS policies and procedures
	• personnel practices and guidelines outlining work roles and responsibilities.
Spatial research may	• contract documents

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include:	• existing spatial datasets • historical spatial data • internet spatial data directories • metadata • reports • tender documents.
Complex spatial enquiries may include any enquiry that:	• involves accessing information that is not immediately obvious or accessible • requires the attention of particular personnel • requires diplomacy or discretion beyond the first point of contact.
Supervisors may include:	• relevant work site personnel • mentors • managers.
Client needs may include:	• administration • advice or general information • cartography • complaints and suggestions • environmental services • GIS • locational information • mapping information • payment • spatial software • surveying.
Spatial products and services may include:	• database management system (DBMS) • dataset • datum, including geocentric datum • digital geographic information exchange standard (DIGEST) • digital imagery • digital nautical chart • engineering surveying • Enroute Navigation chart • geocoding • geodata products • geodic surveying • GIS • hydrographic surveying • land information system • map projections • map referencing

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	• metadata
	• mining surveying
	• remote sensing
	• topographic data
	• topographic information.
OHS may include:	• Australian standards
	• development of site safety plan
	• identification of potential hazards
	• inspection of work sites
	• training staff in OHS requirements
	• use of equipment and signage.
Spatial business documentation may include:	• databases
	• detailed technical description of the spatial data and its qualifiers
	• emails and faxes
	• quotations and estimates
	• standard letters
	• tax invoices
	• statements.
Work procedures may be written or verbal and include:	• assignment instructions
	• instructions from colleagues, supervisors or managers
	• personal protective equipment requirements
	• reporting and documentation requirements
	• specific client requirements.

Unit Sector(s)

Unit sector   Spatial information services