



Australian Government

CPCPCM2041A Work effectively in the plumbing and services sector

Release 1

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Modification History

Prerequisite unit updated
Content on sustainability added to PC and range statement
Minor updates to content throughout
Changed critical aspects
Not equivalent to CPCPCM2021A

Unit Descriptor

This unit of competency specifies the outcomes required to prepare for and sustain effective work within the plumbing and services sector of the building and construction industry. It requires the ability to accept instructions, work with others, plan activities and perform tasks, as well as participate in workplace planning and meetings. Outcomes include effective participation in a plumbing and services workplace to promote a harmonious and efficient work environment.

The unit covers the identification and clarification of the sector work context and setting, acceptance of workplace responsibility by the individual, working in a team, individual career path improvement and participation in meetings.

Application of the Unit

This unit of competency supports understanding of the structure and employment conditions in the sector, and its regulatory and other requirements.

Licensing/Regulatory Information

In some jurisdictions, this unit of competency may form part of accreditation, licensing, legislative, regulatory or certification requirements.

Pre-Requisites

CPCPCM2043A Carry out WHS requirements

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

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

Elements and Performance Criteria

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|---|--|---|
| 1 | Identify the industry work context and setting. | <p>1.1 Nature and scope of plumbing and services functions, activities, contribution to public health and safety, economic importance, employment opportunities and career paths are identified.</p> <p>1.2 Plumbing and services sector employment conditions, responsibilities and obligations are identified.</p> <p>1.3 Trends in technology (including IT) and processes likely to impact on the plumbing and services sector are identified.</p> <p>1.4 Requirements of relevant plumbing legislation, regulations, standards and codes of practice are accessed through a variety of mediums, understood and implemented.</p> <p>1.5 Specific <i>work health and safety (WHS) requirements</i> of the plumbing industry are understood and implemented.</p> <p>1.6 Quality assurance and workplace quality requirements are understood and implemented.</p> <p>1.7 <i>Sustainability principles and concepts</i> are observed when preparing for and undertaking work process.</p> |
| 2 | Organise and accept responsibility for own workload. | <p>2.1 Priorities and deadlines are established in consultation with others and recorded.</p> <p>2.2 Work activities are planned with appropriate time management and progress of work is communicated to others whose personal work plans and timelines may be affected.</p> |

- 2.3 Work is completed to the standard expected in the workplace and according to guidelines, directions, instructions and **organisational requirements**.
 - 2.4 Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to appropriate personnel.
 - 2.5 Additional support or modification of arrangements to improve work outcomes is communicated clearly to appropriate personnel.
- 3 Work in a team.
 - 3.1 Workplace goals and the contributions to be made by teams are identified.
 - 3.2 Individual contributions to **team** activities are identified, agreed and reviewed periodically with the team.
 - 3.3 Defined roles and strengths of other **team members** are identified.
 - 3.4 Assistance and encouragement are provided to other team members wishing to enhance their role and the role of the team.
 - 3.5 Ground rules for team operations are reviewed and changes are made through team consultative processes.
 - 3.6 Team improvements are initiated and encouraged from team members.
 - 3.7 Causes of disharmony and other barriers to achievement are promptly resolved or referred to the appropriate party for resolution.
- 4 Participate in identifying and pursuing own development needs and processes.
 - 4.1 The competencies for the workplace are identified.
 - 4.2 Organisational structure, career paths and own development opportunities appropriate to the workplace are identified.
 - 4.3 Steps are taken, in consultation with appropriate personnel, to identify **own learning needs** for future work requirements.
 - 4.4 Appropriate opportunities to learn and develop required competencies are identified and pursued with the

appropriate people.

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| 5 | Participate in workplace meetings. | 5.1 | <i>Meeting</i> procedures and objectives are identified and applied. |
| | | 5.2 | Points of view and comments, including agreement and dissent are presented in a logical, persuasive and orderly manner. |
| | | 5.3 | Points of view of other members are given due consideration. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand in order to consult with colleagues, communicate work progress, report problems, request support, work in a team and participate in meetings
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication, such as hand signals
- initiative and enterprise skills to identify and report to appropriate personnel any faults in tools, equipment or materials
- literacy skills to:
 - interpret information from a variety of sources
 - record work priorities and deadlines
- teamwork skills to work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities
- technology skills to:
 - use computers and download relevant information
 - use mobile communication technology
 - access and understand site-specific instructions in a variety of media

Required knowledge

- basic conflict management
- basic job and skill analysis techniques
- interpersonal communication
- job safety analysis (JSA) and safe work method statements (SWMS)
- meeting procedures
- plumbing and services streams and career structure and requirements, including business opportunities and requirements
- regulatory, legislative, standards and codes of conduct pertaining to the plumbing and services sector
- relevant industrial awards and agreements
- relevant legislative provisions covering discrimination and equal employment opportunity
- site and team work structure and methods
- training and development opportunities

- work communication procedures

Evidence Guide

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

Overview of assessment

This unit of competency could be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate plumbing and services workplace conditions, materials, activities, responsibilities and procedures.

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 sustainability principles and concepts
- communicating and working effectively and safely with others
- complying with commonwealth, state and territory WHS legislation applicable to workplace operations
- complying with organisational policies and procedures, including quality assurance requirements
- an understanding of employment in, and economic, public health and safety importance of, the plumbing and services sector
- identifying personal development needs
- identifying relevant standards and industry codes of practice
- identifying workplace codes of conduct
- identifying employment conditions and their source
- understanding of regulatory requirements within the plumbing and services industry
- locating, interpreting and applying relevant information, standards and specifications
- participating in workplace meetings
- identifying actions to manage workplace and/or personal conflict situations
- setting personal and work team goals.

Context of and specific resources for assessment

This competency is to be assessed using standard and authorised work practices, safety requirements and

environmental constraints.

Assessment of essential underpinning knowledge will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include:

- an induction procedure and requirement
- realistic tasks or simulated tasks covering the minimum task requirements
- relevant specifications and work instructions
- tools and equipment appropriate to applying safe work practices
- support materials appropriate to activity
- workplace instructions relating to safe work practices and addressing hazards and emergencies
- material safety data sheets
- research resources, including industry-related systems information.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace

- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

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, if used in the performance criteria, is detailed below. 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) may also be included.

Plumbing and services sector employment conditions may include:

- bulletins and newsletters
- enterprise agreements
- enterprise procedures for handling industrial disputes and grievances
- industrial awards
- industry and workplace codes of practice
- workplace agreements.

Responsibilities and obligations must include:

- codes of conduct
- job description and employment arrangements
- organisation's policy relevant to work role
- skills, training and competencies
- supervision and accountability requirements,

including WHS

- team structures.

Work health and safety

requirements are to be according to commonwealth, state and territory legislation and regulations and may include:

- handling of materials
- hazard control, including of electrical hazards
- identifying hazardous materials and substances
- personal protective clothing and equipment prescribed under legislation, regulations and workplace policies and practices
- use of firefighting equipment
- use of first aid equipment
- use of tools and equipment
- workplace environment and safety.

Sustainability principles and concepts:

- cover the current and future social, economic and environmental use of resources
- may include:
 - selecting appropriate material to ensure minimal environmental impact
 - efficient use and recycling of material
 - efficient energy and water use
 - disposing of waste material to ensure minimal environmental impact.

Organisational requirements may be included in:

- access and equity principles and practices
- anti-discrimination and related policy
- business and performance plans
- ethical standards
- goals, objectives, plans, systems and processes
- legal and organisation policy, guidelines and requirements
- quality and continuous improvement processes
- standards and defined resource parameters.

Team:

- may be referred to as crews, gangs, shifts or other industry accepted terms
- may include employer organisation and worksite organisation.

Team members may include:

- coach or mentor
- employee representative
- peers and work colleagues
- employer, supervisor or manager
- other relevant personnel.

Own learning needs may include:

- assessment processes
- competency achievement and maintenance processes
- formal vocational education
- on-the-job training and job rotation
- professional development
- recognition of prior learning.

Meetings:

- involve small team, section and workplace meetings
- may be formal or informal
- involve notification and scheduling, including:
 - local coordination of procedural and operational issues
 - organising time, place and purpose
 - task discussions.

Unit Sector(s)

Functional area

Unit sector

Plumbing and services

Custom Content Section

Not applicable.