



Australian Government

Department of Education, Employment and Workplace Relations

CPPDSM4027A Analyse resource use in building operations

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to analyse requirements for resources used in building operations. It covers the processes required to analyse current resource requirements and advise on future resource needs. It requires the ability to identify OHS hazards and apply appropriate risk management processes.

The unit may form part of the licensing requirements for persons working in the property industry, including in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Application of the Unit

Application of the unit

This unit of competency supports the work of those involved in analysing requirements for resources used in building operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

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 Check and monitor stores.

- 1.1 *Stores* are monitored and checked to ensure availability of required resources according to *organisational requirements*.
- 1.2 *Business equipment and technology* are used to monitor stores routinely according to applicable OHS and organisational requirements.
- 1.3 Variances in supply requirements are identified and documented according to organisational procedures.
- 1.4 Stores records are routinely updated to ensure *safe and effective use of materials* according to organisational and *legislative requirements*.
- 1.5 Advice is provided to *relevant people* on suggested improvements to use and inventory control of stores.

2 Undertake routine building function checks.

- 2.1 Routine building inspections are conducted according to client and organisational requirements.
- 2.2 Inspection process includes identification of maintenance and repair requirements according to applicable OHS and organisational requirements.
- 2.3 Maintenance and repair requirements are documented and actioned according to organisational requirements.
- 2.4 Breaches of *building controls* are recognised and reported to authorised personnel for action according to organisational requirements.
- 2.5 Appropriate *interpersonal techniques* are used to discuss issues or concerns with tenants.
- 2.6 *Recommendations to improve compliance* with building tenancy and practice codes are prepared according to organisational requirements.

3 Monitor waste collection and disposal arrangements.

- 3.1 Sorting of waste is arranged and monitored according to legislative requirements and *OHS procedures*.
- 3.2 Arrangements for hazardous waste to be collected and stored are assessed and variations to accepted procedures are discussed with relevant people.
- 3.3 Risks to health and safety of self and others are identified and relevant people are immediately notified according to established *safety and security requirements*.
- 3.4 Waste storage and disposal procedures are checked and monitored to ensure risk to others and own health and safety is minimised.

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:

- communication skills to negotiate client or tenant requirements and access arrangements
- computing skills to access the internet and web pages, prepare and complete online forms, lodge electronic documents and search online databases
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- literacy skills to interpret written and oral information, complete documentation and report findings, maintain resource inventory records, and access and understand technical information related to hazardous materials
- organisational skills to manage risks and plan and arrange removal of waste
- problem solving skills to manage hazards and apply risk management procedures
- technical skills to schedule tasks and report outcomes.

Required knowledge and understanding:

- basic knowledge of property contracts and administrative requirements
- building codes and relevant Australian standards
- building control legislation
- common hazards to public and personal safety
- limitations of work role, responsibility and professional abilities
- organisational and professional procedures, ethical practices and business standards
- points of contact with emergency service agencies
- relevant federal and state or territory legislation and local government regulations related to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - OHS
 - property sales, leasing and management.

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 through practical demonstration of analysing requirements for resources used in building operations. Targeted written (including alternative formats where necessary) or verbal questioning to assess the candidate's underpinning knowledge would provide additional supporting evidence of competence. The demonstration and questioning would include collecting evidence of the candidate's knowledge and application of ethical standards and relevant federal, and state or territory legislation and regulations. This assessment may be carried out in a simulated or workplace environment.

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:

- arranging and monitoring waste storage and disposal methods and procedures
- carrying out building functional checks and identifying and addressing breaches of building controls
- determining available and future resources by applying effective inventory control methods and procedures
- knowledge of agency practices, ethical standards and legislative requirements associated with analysing requirements for resources used in building operations
- monitoring stores for compliance with safety legislation by maintaining and updating inventory records.

Context of and specific resources for assessment

Resource implications for assessment include:

- access to suitable simulated or real opportunities and resources to demonstrate competence
- assessment instruments that may include personal planner and assessment record book
- access to a registered provider of assessment

services.

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and/or assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence require 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 of competence only taken at the point when the assessor has complete confidence in the person's competence
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be current and show that it represents competency demonstrated over a period of time
- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in such a manner as is 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.

Stores may include:

- chemical items
- mechanical items
- tools and equipment.

Organisational requirements may be outlined and reflected in:

- access and equity principles and practice guidelines
- business and performance plans
- complaint and dispute resolution procedures
- goals, objectives, plans, systems and processes
- legal and ethical requirements and codes of practice
- mission statements and strategic plans
- OHS policies, procedures and programs
- policies and procedures in relation to client service
- quality and continuous improvement processes and standards
- quality assurance and procedure manuals.

Business equipment and technology may include:

- computers
- data storage devices
- email
- facsimile machines
- internet, extranet and intranet
- photocopiers
- printers
- scanners
- software applications, such as databases and word applications.

Safe and effective use of materials may be influenced by:

- correct labelling of products
- effective storage procedures
- minimisation of waste
- OHS policy and procedures
- shelf-life checks
- staff roles and responsibilities
- use of personal protective clothing and equipment
- warning signs.

Legislative requirements may be outlined and reflected in:

- Australian standards, and quality assurance and certification requirements
- award and enterprise agreements
- consumer protection
- environmental and zoning laws affecting access security, access and property use
- freedom of information
- home building requirements
- local regulations and by-laws
- privacy requirements
- public health
- relevant federal, and state or territory legislation that affects organisational operation, including:
 - anti-discrimination and diversity
 - environmental issues
 - EEO
 - industrial relations
 - OHS
- relevant industry codes of practice
- strata, community and company titles
- tenancy agreements
- trade practices laws and guidelines.

Relevant people may include:

- clients
- colleagues
- emergency personnel
- external suppliers
- maintenance staff
- OHS committee
- supervisors.

Building controls may include:

- access procedures
- alarms
- exit procedures
- fire equipment.

Interpersonal techniques may relate to:

- active listening
- clear presentation of options
- consultation methods
- culturally inclusive and sensitive engagement techniques
- questioning to clarify and confirm understanding
- seeking feedback
- two-way interaction
- using language and concepts appropriate to cultural

- differences
- Recommendations to improve compliance*** may include:
- verbal or non-verbal language.
 - continuous monitoring of equipment operation and work areas prior to and during work activities
 - dangerous goods registers
 - hazard reports
 - regular housekeeping activities
 - regular formal and informal consultation and meetings with colleagues
 - regular inspections of resources and work areas
 - review of health and safety records
 - use and storage of hazardous substances
 - warden training.
- OHS procedures*** may relate to:
- equipment maintenance and use
 - hazard and risk identification and reporting
 - on site contractors, visitors and members of public
 - risk assessment and control measures
 - safe operating procedures and instructions
 - transport, use and storage of dangerous goods and hazardous substances
 - use and maintenance of personal protective clothing and equipment.
- Safety and security requirements*** may be satisfied through:
- adherence to OHS policies and procedures for the containment of:
 - emergency situations, including fire, flood, bomb threats or other actions likely to lead to bodily harm
 - potential health and safety hazards, such as physical, mechanical or chemical agents already in the work environment, or brought to the environment, or created as a by-product of work done on the site.

Unit Sector(s)

Unit sector Property development, sales and management

Competency field

Competency field Property operations and development