CPPHSA4005A Minimise health, safety and security risks when assessing home sustainability

Release: 1

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CPPHSA4005A Minimise health, safety and security risks when assessing home sustainability

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to minimise health, safety and security risks to self, other people, property and information while providing home sustainability assessment services. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	This unit of competency supports the work of home sustainability assessors.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills	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.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Minimise health and safety risks.	1.1 *Health and safety risks* associated with providing home sustainability assessment services are identified and assessed, and *actions* are taken to minimise or mitigate such risks. 1.2 Legislative, contractual and enterprise requirements related to the health and safety of self, colleagues and others are known and applied. 1.3 *Work practices* are safely conducted in line with legislative requirements and enterprise policies and procedures. 1.4 *Equipment*, *materials and products* are used safely in line with manufacturer instructions, legislative requirements and enterprise policies and procedures. 1.5 Personal conduct in *work environment* complies with enterprise procedures and does not endanger the health and safety of self and others. 1.6 Appropriate *personal protective clothing and equipment* are used when providing home sustainability assessment services. 1.7 Recommendations for improving health and safety policies, procedures and practices are passed on to *responsible persons*. 1.8 *Emergency situations* impacting on work environment are identified and responded to in line with enterprise policies and procedures.
Minimise security risks to self and others.	2.1 *Security risks* to self, colleagues, residents and other people are identified and assessed, and actions are taken to minimise or mitigate such risks. 2.2 Legislative, contractual and enterprise requirements related to minimising security risks to self, colleagues and others are known and applied. 2.3 *Security procedures* for protecting self and others are known and correctly and consistently applied when providing home sustainability assessment services. 2.4 *Movement schedules* for self and colleagues are accurately completed and stored in line with enterprise policy and procedures. 2.5 Unexpected circumstances, absences or departures from colleagues' agreed schedules are checked and responded to immediately in line with enterprise policy and procedures. 2.6 Security-related emergencies are identified and appropriate and effective action is taken in line with

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ELEMENT	PERFORMANCE CRITERIA
	enterprise policy and procedures. 2.7 Recommendations for improving security policies, procedures and practices are passed on to *responsible persons*.
Minimise security risks to property.	3.1 *Risks to property* are identified and assessed, and actions are taken to minimise or mitigate such risks. 3.2 Legislative, contractual and enterprise requirements for minimising security risks to property are known and applied. 3.3 *Procedures and guidelines for protecting security of property* are known and correctly and consistently applied when providing home sustainability assessment services. 3.4 Threats to security of property are identified and appropriate and effective action is taken in line with enterprise policy and procedures. 3.5 Recommendations for improving procedures and guidelines for protecting property are passed on to responsible persons.
Minimise security risks to information.	4.1 *Risks to information* are identified and assessed, and actions are taken to minimise or mitigate such risks. 4.2 Legislative, contractual and enterprise requirements related to the security of information are known and applied. 4.3 *Procedures and guidelines for protecting security of information* are known and correctly and consistently applied when providing home sustainability assessment services. 4.4 Confidentiality of client information is maintained in line with legislative requirements and enterprise policy and procedures. 4.5 Enterprise policy and procedures are followed when recording, storing and disposing of information. 4.6 Information is disclosed only to authorised people in line with enterprise policy and procedures. 4.7 Threats to security of information are identified and appropriate and effective action is taken in line with enterprise policy and procedures. 4.8 Recommendations for improving procedures and guidelines for protecting information are passed on to responsible persons.

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical skills to interpret documents, such as safety and security procedures
- communication skills to interact with people from diverse social, economic and cultural backgrounds
- decision-making and problem-solving skills to identify and select appropriate actions to deal with occupational health and safety (OHS) risks and security risks to self, colleagues and others
- literacy skills to:
  - complete standard forms
  - prepare general information, papers, reports and applications
  - read and interpret a variety of texts, including legislation, regulations and codes of practice
  - write formal and informal letters
- numeracy skills to calculate and interpret data on risks, emergencies, and safety and security incidents
- planning, organising and scheduling skills to undertake work-related tasks, such as establishing a movement schedule
- research skills to identify and locate documents and information related to OHS and security risks associated with conducting home sustainability assessments
- technology skills to access online information on risk assessment, risk minimisation and mitigation strategies

Required knowledge

- insurance coverage for safety and security
- OHS:
  - code of practice
  - risk control measures
  - risks associated with home sustainability assessment
  - sources of information
- relevant commonwealth, state or territory, and local government legislation and regulations related to:
  - anti-discrimination and equal employment opportunity
  - consumer protection, fair trading and trade practices
  - employment and industrial relations
  - environment
  - home sustainability assessment
  - OHS

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REQUIRED SKILLS AND KNOWLEDGE
- privacy   - security   - risk: - assessment   - evaluation   - identification   - sources of information   - treatment   - security: - risks associated with home sustainability assessment: - personal   - property   - information   - security procedures   - ways of minimising and mitigating risks

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, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	This unit of competency could be assessed by demonstration of minimising the health, safety and security risks to self, other people, property and information while providing home sustainability assessment services.
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 the required skills and knowledge specified in this unit. In particular, the person should demonstrate the ability to: - minimise OHS and security risks to self and other people while providing home sustainability assessment services - minimise risks to the security of property while providing home sustainability assessment services - minimise risks to the security of information while providing home sustainability assessment services

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	• apply knowledge of legislative requirements and procedures for minimising risks to the health, safety and security of self, other people, property and information while providing home sustainability assessment services.

Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context and is to comply with relevant regulatory and Australian standards' requirements. Resource implications for assessment include:
	
	• relevant codes, standards and government regulations
	• technology suitable for generating reports
	• technical reference library with current publications on:
	    • accreditation requirements for home sustainability assessors
	    • ethical practice
	    • goal setting
	    • risk management
	    • time management
	    • work organisation.

Method of assessment	Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property 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.
Guidance information for assessment	This unit could be assessed on its own or in combination with other units relevant to the job function. 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. 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.

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, 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.	

Health and safety risks may include:	• confined spaces
	• driving and traffic hazards encountered when driving to and from places of employment
	• electricity
	• fire
	• harassment, bullying and/or violence involving co-workers or customers
	• hazardous substances:
	   • asbestos
	   • biological products
	   • blood products
	   • broken metal
	   • chemicals
	   • electrical wiring
	   • fibres
	   • fumes
	   • gases
	   • glass
	   • insulation
	   • leaking containers
	   • oil and petrol
	• heat:
	   • burns
	   • scalds
	• manual handling:
	   • carrying
	   • lifting
	   • pulling
	   • pushing
	• machinery, including powered and non-powered

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	equipment	
	• skin penetrating injuries:	
	• knives	
	• sharps	
	• syringes	
	• transport:	
	• driving	
	• other vehicles	
	• waste:	
	• biological	
	• contaminated	
	• inadequately contained waste	
	• work environment:	
	• access	
	• animals	
	• dust	
	• floor surfaces	
	• lighting	
	• noise	
	• temperature extremes	
	• trips and falls	
	• working alone	
	• working at heights	
	• ventilation.	

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Actions may include:	- avoid risks - consult and communicate with others about risks - evaluate risks - follow policy and procedures - isolate risks - report risks - training related to risks - treat risks - use personal protective clothing and equipment - use safety signs, symbols and barriers.
Work practices may include:	- general work practices: - administrative practices - carrying out residential building inspections - planning and organising activities - reporting activities - using technology - hazardous work practices: - handling and exposure to hazardous materials - inspecting residential buildings - manual handling - using tools and equipment - using transport - working at heights - working in confined spaces - working with and near heat sources - working with: - appliances, machinery and mechanical equipment - electricity - gas - water - waste.
Equipment, *materials and products* may include:	- bucket - calculator - clipboard - compass - digital camera - energy monitoring equipment: - electricity meters - gas meters

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	- incense sticks to observe air flow and draughts - ladder - lux meter - measurement equipment - power meter - tape measure - testing equipment - thermometer - timer - torch.

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Work environment may include:	• office or place of business
	• other locations visited as part of work:
	   • government agencies
	   • libraries and resource centres
	   • professional offices
	   • suppliers
	• residential buildings
	• vehicles.

Personal protective clothing and equipment may include:	• body protection:
	   • heat resistant aprons
	   • insect repellent
	   • laboratory coats
	   • sunscreen
	   • waterproof jackets
	• eye and face protection:
	   • goggles
	   • safety spectacles
	   • shields
	   • visors
	• foot protection:
	   • non-slip shoes
	   • steel capped boots
	   • waterproof boots
	• hand protection:
	   • gloves
	• head protection:
	   • caps
	   • hats
	   • hoods
	   • safety helmets
	• hearing protection:
	   • ear muffs
	   • ear plugs
	   • helmets
	• fall protection:
	   • belts
	   • harnesses
	   • lanyards
	   • pole straps

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	- supports - tennis elbow braces - respiratory protection: - air filter units - anti-viral/bacterial protective face masks - breathing apparatus - face masks - half face respirators - self-contained.

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Responsible persons may include:	• building manager • building owner • colleague • head contractor • employer • OHS officer • property manager • real estate agent • resident • supervisor.

Emergency situations may include:	• bomb threat
	• civil disturbance
	• conflict
	• crime
	• cyclone
	• earthquake
	• essential services:
	   • electricity
	   • gas
	   • sanitation
	   • transport
	   • water
	• fire:
	   • building
	   • bush
	   • house
	• flood
	• lost
	• medical:
	   • accident
	   • illness
	• personal threat.

Security risks may include:	• abusive and aggressive behaviour
	• criminal activity
	• environmental hazards:
	   • cyclone
	   • dust storm
	   • fire
	   • flood
	   • snow

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	- extreme weather:
	    - hail
	    - heat
	    - rain
	    - wind
	 - harassment, bullying and/or violence involving co-workers or customers
	 - intimidation
	 - location
	 - sexual assault
	 - sexual harassment
	 - unauthorised access
	 - use of public transport
	 - working alone
	 - working in isolation
	 - working at night
	 - working in remote environments.

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Security procedures may include:	• avoiding working alone • communication equipment • communication skills • compliance with security procedures, signs and warnings • conflict management skills • geographic positioning systems • maps and charts • movement schedules • personal security devices • planning and preparation • policy and procedures • reporting security threats and incidents • telephone contact • training • visual checks.
Movement schedules may include:	• arrival and departure times • contact details of organisation or persons being visited • locations • transport details.
Responsible persons may include:	• adult householder • contractor • employer • police • supervisor.
Risks to property may include:	• arson • damage • loss • theft • unauthorised access • vandalism.

Property may include:	• residential building being assessed:
	   • contents
	   • fences and gates
	   • garden areas
	   • property
	• other property:
	   • business technology
	   • personal property
	   • vehicles.

Procedures and guidelines for protecting security of property may include:	• checking • exercising care when performing work duties • insurance • key control • protection of valuables • security devices.

Risks to information may include:	• copyright infringement
	• loss:
	   • intellectual property
	   • real property
	• misplacement
	• non-compliance with legislative and contractual requirements for ensuring confidentiality and privacy of information
	• theft
	• unauthorised access.

Information may include:	• form of information:
	   • electronic
	   • print
	• type of information:
	   • client information
	   • contractual information
	   • enterprise information
	   • personal information
	   • supplier information.

Procedures and guidelines for protecting security of information may include:	• access authorisation • codes • compliance with policy and procedures • duplicate and back-up copies • firewalls • off-site storage of files • passwords • reporting • secure storage • training.

Unit Sector(s)

Unit sector	Home sustainability assessment.

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Competency field

Competency field	

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