



Australian Government

Department of Education, Employment and Workplace Relations

CPPHSA4006A Manage own work, professional development and ethical behaviour as a home sustainability assessor

Release: 1

CPPHSA4006A Manage own work, professional development and ethical behaviour as a home sustainability assessor

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to manage own work performance, set and meet work priorities, develop professional competence, model ethical practice and meet industry accreditation requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	This unit of competency supports the work of home sustainability assessors.
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills	This unit contains employability skills.
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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. Manage own work performance.	<p>1.1 <i>Personal qualities</i> appropriate to the home sustainability assessment environment are identified and demonstrated.</p> <p>1.2 <i>Effective communication strategies</i> are employed to establish rapport with client, determine client needs, give accurate advice to client and provide follow-up services.</p> <p>1.3 <i>Personal work responsibilities, priorities and accountabilities</i> are met within required timeframes.</p> <p>1.4 Work performance is consistently maintained in a range of <i>work situations</i>.</p> <p>1.5 Difficult workplace situations are recognised, addressed promptly, safely and sensitively, and concluded positively.</p> <p>1.6 <i>Personal presentation requirements</i> are established and met.</p> <p>1.7 Situations in which specialist advice is required are identified and <i>sources of specialist advice on home sustainability practices and assessment</i> are determined.</p>
Set and meet own work priorities.	<p>2.1 Competing demands for work time and priority action are assessed and organised to achieve individual, team and enterprise work priorities.</p> <p>2.2 Activities are managed effectively to accomplish personal, team and organisational goals and objectives.</p> <p>2.3 Technology is used where appropriate to improve efficiency and effectiveness in managing work priorities and commitments.</p>
Develop and maintain professional competence.	<p>3.1 Personal strengths and weaknesses in providing home sustainability assessment services are assessed against job requirements, industry competency standards and other relevant benchmarks to determine personal development priorities and action where necessary.</p> <p>3.2 Feedback on performance is regularly sought from clients and others and is used to improve professional competence.</p> <p>3.3 Management skills relevant to work as a home sustainability assessor are identified and developed to enhance performance.</p> <p>3.4 Participation in professional networks and associations is used to enhance skills, knowledge and relationships.</p> <p>3.5 Opportunities for continuing professional development to maintain competence and develop <i>skills</i></p>

ELEMENT	PERFORMANCE CRITERIA
	<i>and knowledge related to home sustainability assessment</i> are identified, planned and implemented.

ELEMENT	PERFORMANCE CRITERIA
Model ethical practice.	<p>4.1 Ethical and conduct standards relevant to home sustainability assessors are identified and applied in providing services to clients.</p> <p>4.2 Personal liability for breach of contract and negligence is identified.</p> <p>4.3 Personal understanding of ethics and conduct standards is verified with relevant people to ensure compliance with codes of conduct, agreements with contracting agencies and legislative requirements.</p> <p>4.4 Situations in which specialist advice is required are identified and <i>sources of advice on matters related to ethical practice</i> are determined.</p>
Meet industry accreditation requirements.	<p>5.1 <i>Accreditation requirements</i> relevant to home sustainability assessors are identified, met and maintained.</p> <p>5.2 Role and responsibility of accreditation bodies for home sustainability assessors are identified.</p> <p>5.3 Quality assurance processes of accreditation bodies for home sustainability assessors are identified and complied with.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
<ul style="list-style-type: none"> • analytical skills to interpret documents, such as legislation, code of practice and contracts • communication skills to interact with people from diverse social, economic and cultural backgrounds • decision-making and problem-solving skills to analyse situations and make decisions consistent with client needs and the industry code of practice • literacy skills to read and interpret a variety of texts, including accreditation requirements, legislation, regulations and code of practice • planning, organising and scheduling skills to undertake work-related tasks, such as establishing a daily schedule of home sustainability assessments • research skills to identify and locate documents and information related to home sustainability and the conduct of home sustainability assessments • self-management skills to:

REQUIRED SKILLS AND KNOWLEDGE

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| <ul style="list-style-type: none">• set and meet own work priorities• manage competing work demands• technology skills to access online information on home sustainability, accreditation requirements and professional development opportunities |
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REQUIRED SKILLS AND KNOWLEDGE

Required knowledge

- accreditation for home sustainability assessors:
 - accreditation requirements
 - accrediting bodies
 - code of practice
- business technologies for improving efficiency and effectiveness in managing work priorities and commitments
- principles and techniques of:
 - performance measurement
 - personal development planning
 - personal goal setting
 - personal presentation
 - time management
 - work methods and practices that improve personal performance
- professional development:
 - assessment of own professional development needs
 - professional network and associations related to home sustainability
 - training related to home sustainability and home sustainability assessment
- 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
 - home sustainability assessment
 - occupational health and safety (OHS)
 - privacy
- roles and functions of industry bodies
- sources of specialist advice related to the provision of home sustainability assessment services

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 demonstrating a home sustainability assessment that shows evidence of ethical practice, planning and priority setting as well as the preparation of a personal development plan.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.</p> <p>In particular, the person should demonstrate the ability to:</p> <ul style="list-style-type: none"> • demonstrate commitment to the work role • manage day to day responsibilities and conflicting demands as a home sustainability assessor in an efficient and cooperative manner • relate positively to clients, fellow workers and the management team • assess personal strengths and weaknesses and plan and implement an appropriate personal development plan • demonstrate ethical practice and compliance with the requirements of the appropriate industry accreditation body in conducting home sustainability assessments • apply knowledge of the accreditation requirements for home sustainability assessors.
Context of and specific resources for assessment	<p>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:</p> <ul style="list-style-type: none"> • relevant codes, standards and government regulations • technology suitable for generating reports • technical reference library with current publications on: <ul style="list-style-type: none"> • accreditation requirements for home sustainability assessors • ethical practice • goal setting • time management • work organisation.
Method of assessment	<p>Assessment methods must:</p> <ul style="list-style-type: none"> • 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

	<ul style="list-style-type: none">• 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.
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<p>Guidance information for assessment</p>	<p>This unit could be assessed on its own or in combination with other units relevant to the job function.</p> <p>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.</p> <p>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.</p>
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Range Statement

<p>RANGE STATEMENT</p>	
<p>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.</p>	
<p><i>Personal qualities</i> may include:</p>	<ul style="list-style-type: none"> • appropriate interpersonal communication • commitment to maintaining appropriate personal presentation • commitment to using sustainable work practices • environmental awareness • fairness • perseverance • probity • timeliness and punctuality.
<p><i>Effective communication strategies</i> may include:</p>	<ul style="list-style-type: none"> • active listening • being non-judgemental • exploring problems in a positive manner • expressing an individual perspective • providing sufficient time for questions and responses • providing summarising and reflective responses in conflict situations • using appropriate words, behaviour and posture • using clarifying, summarising questions • using clear and concise language

	<ul style="list-style-type: none">• using culturally appropriate communication• using plain English• using verbal and non-verbal communication.
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<p><i>Personal work responsibilities, priorities and accountabilities</i> may include:</p>	<ul style="list-style-type: none"> • complying with security procedures • conducting home sustainability assessments • dealing with conflicting goals • determining work and personal needs • meeting duty of care requirements • meeting individual and team goals and targets • mentoring and supporting others • meeting OHS requirements • meeting quality assurance requirements • modelling sustainable practice • planning new work • prioritising and scheduling work and other activities • promoting corporate image of enterprise • reassessing performance • reporting on work performance • working in a team.
<p><i>Work situations</i> may include:</p>	<ul style="list-style-type: none"> • different locations: <ul style="list-style-type: none"> • home • office • other location visited while performing duties as a home sustainability assessor • vehicle • different conditions: <ul style="list-style-type: none"> • absence of adult householder • challenging conditions: <ul style="list-style-type: none"> • cultural • social • physical • conflict • stress • time pressure • unsupervised minors.
<p><i>Personal presentation requirements</i> may include:</p>	<ul style="list-style-type: none"> • company uniform • corporate image • dress and footwear • greeting and farewell • grooming • identity badge • personal care • personal hygiene • positive image

	<ul style="list-style-type: none">• punctuality.
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<p><i>Sources of specialist advice on home sustainability practices and assessment</i> may include:</p>	<ul style="list-style-type: none"> • accreditation bodies • architects • builders • building consultants • building designers • building thermal performance assessors • colleagues • electricians • employers • environmental consultants • government agencies • industry bodies • industry practitioners • mentors • plumbers • product suppliers • solicitors • supervisors • technical experts • tradespeople • utility companies.
<p><i>Skills and knowledge related to home sustainability assessment</i> may include:</p>	<ul style="list-style-type: none"> • alternative technologies • behavior change strategies • climate change • energy, water and waste efficiency • greenhouse gas emissions and reduction strategies • home sustainability assessment techniques • home sustainability products and services • insurance • passive building design • regulatory environment related to home sustainability assessment.
<p><i>Sources of advice on matters related to ethical practice</i> may include:</p>	<ul style="list-style-type: none"> • accreditation bodies • colleagues • employers • government agencies • industry bodies • industry practitioners • mentors • solicitors • supervisors • technical experts.

Accreditation requirements may include:	<ul style="list-style-type: none">• abiding by code of professional practice• being accredited with the appropriate accreditation agency• being responsible for providing advice independent of commercial interest to the household• holding professional indemnity and other applicable insurance• meeting fit and proper personal requirements• possessing suitable qualifications and experience.
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Unit Sector(s)

Unit sector	Home sustainability assessment.
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Competency field

Competency field	
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