CPPSIS4033A Participate in spatial process improvement

Release 1

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Modification History

Unit revised and not equivalent to CPPSIS4013A Participate in spatial process improvement
Element structure, performance criteria, and critical aspects reviewed to reflect workplace requirements
References to sustainability strengthened
Skills and knowledge requirements and the range statement updated

Unit Descriptor

This unit of competency specifies the outcomes required to take part in organisational continuous improvement and the review of work processes and guidelines within a spatial information-handling framework. It requires the ability to support, and often lead, team debate on the application of various improvement processes. Functions would be carried out under limited supervision and within organisational guidelines.

Application of the Unit

This unit of competency supports the application of organisational, sound communication and basic problem-solving skills, the ability to demonstrate initiative and enterprise, and the use of technology. The skills and knowledge acquired upon completion of this unit would apply to employees in supporting positions in surveying, cartography, geographic information systems, town planning and mapping.

Licensing/Regulatory Information

No licensing, legislative and regulatory requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

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 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

1	Identify opportunities for process change.	1.1	**Processes** are monitored to ensure they are cost-effective, customer focused, error free and achieve the planned result.
		1.2	**Problems** are identified and communicated to **relevant personnel** to improve service and prevent recurrence according to **organisational guidelines**.
		1.3	Using organisational guidelines, **error analysis** of the process is conducted to identify where practices could be improved.
2	Participate in assessing the viability of new ideas and implementing new or improved processes.	2.1	**Ideas** are discussed and evaluated with team to determine viability and compliance with relevant **legislation**.
		2.2	Ideas are assessed against existing practice, precedent and any legislative or organisational restrictions.
		2.3	Contribution of the ideas to **spatial service quality improvement** or cost efficiency is identified.
3	Support process change in the organisation.	3.1	Ideas are presented to relevant personnel according to organisational guidelines.
		3.2	Approved processes are implemented according to organisational guidelines.
		3.3	**OHS** issues are considered at all times.
		3.4	Support of the process change is reinforced through effective communication and change in operational

practices.

Required Skills and Knowledge

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

Required skills

- communication skills to:
    - discuss vocational issues effectively with colleagues and customers
    - impart knowledge and ideas through oral, written and visual means
    - provide services for customers
- computer skills to complete business documentation
- literacy skills to:
    - assess and use workplace information
    - read and record data and write technical reports
    - research and access routine sources of spatial data
- numeracy skills to:
    - analyse errors
    - perform mental calculations
    - record and interpret statistics with accuracy and precision
    - undertake computations
- organisational skills to:
    - prepare and administer documentation
    - prioritise activities to meet contractual requirements
- self-management skills
- spatial skills to:
    - conduct theoretical analysis
    - exercise precision and accuracy in spatial operations
    - archive and retrieve spatial data
    - perform spatial data management and manipulation
    - manage files
- work effectively as part of a team

Required knowledge

- customer relations guidelines
- organisational policies and guidelines
- quality assurance principles relating to spatial data management and manipulation
- risk assessment principles

- safe work practices
- spatial information principles and their application
- surveying and spatial information services (SSIS) project contingencies
- spatial services
- spatial technologies
- spatial referencing systems

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 CPPSIS4023A Facilitate effective spatial client relationships.
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 theoretical and practical evidence of: - applying qualitative and quantitative measurements - applying risk management techniques - assessing and acting upon contingencies - communication and interpersonal skills - identifying and assessing opportunities for process change - knowledge of spatial services quality systems.
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

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substituted.

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 SIS 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

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.

Processes may include:	• application of project specifications or plan
	• application of company policy and processes
	• cost-effective work practices

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- clustering workloads
- cultural approaches
- enhancement of company policy
- enhancements to project plan
- discussions with clients
- discussions with supervisors
- discussions with team
- issues register recordings
- quality assurance procedures
- review of products, services and company policy
- value adding.

Problems may include:	• administration • environmental, land and geographic information errors • asset management • contractual issues • dataset errors • digital imagery quality • equipment failure • integration issues, such as the difficulty in integrating environmental, land and geographic related datasets • managing day-to-day workload • location-based contingencies • poor communication • telecommunications • software issues • workload.
Relevant personnel may include:	• colleagues • registered surveyors • site personnel • staff or employee representatives • supervisors or line managers • suppliers • users.
Organisational guidelines may include:	• code of ethics • company policy • legislation relevant to the work or service function • manuals • OHS policy and procedures • personnel practices and guidelines outlining work roles and responsibilities.
Error analysis may include:	• accuracy • communication • computations • contingency management • cost • customer service • dataset • safety • software application • technological practice • teamwork.
Ideas may include:	• considerations based on: • ability to add value

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	• cost-effectiveness
	• environmental issues
	• implementation techniques
	• increased customer satisfaction
	• management support
	• practicality.

Legislation refers to relevant state, territory and federal Acts, including:	• anti-discrimination
	• consumer protection
	• environmental
	• freedom of information
	• industry codes of conduct
	• OHS
	• public health
	• relevant Australian standards
	• trade practices.

Spatial service quality improvement may include:	• asset management standards
	• enhancement or expansion of:
	• cartographic services
	• datasets
	• digital imagery
	• environmental, land and geographical information
	• location-based services
	• mapping facilities
	• site analysis
	• surveying standards
	• town planning.

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.

Unit Sector(s)

Surveying and spatial information services

Custom Content Section

Not applicable.

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