



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CPPSIS5015A Undertake spatial process improvement to reduce costs and improve service**

**Release: 1**

## **CPPSIS5015A Undertake spatial process improvement to reduce costs and improve service**

### **Modification History**

Not Applicable

## Unit Descriptor

### Unit descriptor

This unit of competency specifies the outcomes required to undertake continuous improvement in the review of organisational work processes and guidelines. This includes encouraging all staff to consider and be open to continuous improvement. It requires highly-developed communication and negotiation skills and the ability to apply skills and knowledge to a wide variety of spatial contexts with substantial depth to provide scope for spatial knowledge management. Function would be carried out within organisational guidelines.

## Application of the Unit

### Application of the unit

This unit of competency supports the application of theoretical and practical analysis; organisational, very sound communication, negotiation and problem-solving skills; the ability to demonstrate initiative and enterprise; and an understanding of technology. The skills and knowledge acquired upon completion of this unit would support the needs of employees in surveying, cartography, town planning, mapping or geographic information systems.

While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant federal, and state or territory legislation, regulations and codes of practice impact upon this unit (see unit performance criteria and range statement).

## Licensing/Regulatory Information

Refer to Application of the Unit

## 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
<b>1 Identify opportunities for process change.</b>	<p>1.1 <i>Processes</i> are monitored to ensure that they are cost-effective, customer focused, error free and achieve the planned result.</p> <p>1.2 <i>Problems</i> are identified and communicated to <i>relevant personnel</i> to improve service and prevent recurrence, according to <i>organisational guidelines</i>.</p> <p>1.3 Using organisational guidelines, <i>error analysis</i> of the process is conducted to identify where practices could be improved.</p> <p>1.4 <i>Inconsistencies</i> are identified by comparing processes for similar tasks to ensure the most effective method is being used.</p> <p>1.5 Skills and knowledge are updated to accommodate changes in process improvements.</p>
<b>2 Encourage development of ideas for improvement.</b>	<p>2.1 <i>Ideas</i> for improvement are given prompt consideration and feedback to maximise possible benefits and compliance with relevant <i>legislation</i>.</p> <p>2.2 An environment where improvements are sought and rewarded is maintained and <i>incentives</i> are offered.</p> <p>2.3 Relevant personnel are coached through the review of ideas to ensure commitment to solutions.</p>
<b>3 Assess viability of new ideas.</b>	<p>3.1 Ideas are discussed and evaluated with operators and against existing practices, precedents and legislative or organisational restrictions to determine viability and compliance.</p> <p>3.2 Contribution of the ideas to <i>service quality improvement, quality assurance, risk assessment</i> or cost efficiency is identified.</p> <p>3.3 Application of correct <i>OHS</i> practices within the ideas is ensured.</p> <p>3.4 Balanced judgements are made on the effectiveness of ideas.</p>
<b>4 Develop alternatives for process improvement.</b>	<p>4.1 Relevant personnel and <i>area specialists</i> are involved so that all aspects of the process can be considered.</p> <p>4.2 Regular opportunities are provided to relevant personnel to consider alternative approaches to process improvement.</p>
<b>5 Implement viable change.</b>	<p>5.1 <i>Support</i> is provided to employees to facilitate <i>cultural change</i>.</p> <p>5.2 Change is monitored regularly to ensure anticipated benefits are realised.</p> <p>5.3 All areas affected by change are advised promptly to minimise disruption and ensure commitment.</p>

## ELEMENT

## PERFORMANCE CRITERIA

5.4 Continued improvement is encouraged and *documentation* on improvement processes is maintained according to organisational guidelines.

## 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:

- ability to analyse theory, concepts and statistics (high level)
- ability to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- change management
- communication skills that assist in facilitating client relationships, including:
  - accessing, synthesising and using information
  - assertiveness
  - communicating effectively on the telephone
  - displaying empathy, tact and diplomacy
  - negotiation
  - written skills to document follow-up action
- computer skills (high technical user level) to complete business documentation
- literacy skills to:
  - assess and use workplace information
  - locate and interpret legislation and other written documentation
  - prepare and manage documentation
  - read and write technical reports
  - research and evaluate
- numeracy skills to:
  - analyse errors
  - conduct image analysis
  - interpret and analyse statistics
  - perform mental calculations
  - record with accuracy and precision
  - undertake computations
- organisational skills to:
  - coordinate technical and human resource inputs to research activities

## **REQUIRED SKILLS AND KNOWLEDGE**

- prioritise activities to meet contractual requirements
- planning
- project management skills
- spatial skills to:
  - perform spatial data archival and retrieval and train others in this task
  - perform spatial data management and manipulation and train others in this task
  - perform file management and train others in this task
  - solve problems relating to height, depth, breadth, dimension, direction and position in actual operational activity and virtual representation
  - understand implications of height, depth, breadth, dimension and position to actual operational activity and virtual representation
- team leadership
- work effectively as part of a team.

## REQUIRED SKILLS AND KNOWLEDGE

### Required knowledge and understanding:

- customer relations guidelines
- legislation as it applies to the spatial industry sector
- information management
- organisational policies and guidelines
- quality assurance principles and quality improvement tools
- performance evaluation
- process improvement methods
- risk assessment principles
- safe work practices
- spatial information principles and their application
- spatial information services (SIS) project contingencies
- spatial technologies
- spatial referencing systems.

## 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 on its own or in combination with other units relevant to the job function, for example unit CPPSIS5012A Maintain effective internal and external spatial communication networks.

#### 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 cost considerations
- applying qualitative and quantitative measurements
- applying risk management techniques
- assessing and acting upon contingencies
- communication and interpersonal skills
- engendering support for improvement across the organisation
- identifying and assessing opportunities for process improvement
- managing change.



**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 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

### 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 plans
- application, review and enhancement of company policies, processes and products
- company practices
- cost-effective work practices
- clustering workloads so that relevant tasks are conducted concurrently
- cultural approaches
- emergency response
- enhancement to project plan
- discussions with clients
- discussions with supervisors
- discussions with team
- health and safety improvements
- issues register recordings
- product and equipment design, selection and use
- quality assurance procedures
- risk management
- public safety improvements
- value adding
- workplace recognition and reward system.

- 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 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 policies 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.
- Inconsistencies*** may
- duplication in process
  - operations that are not based on a continuous

include: improvement process.

**Ideas** may require:

- considerations based on:
  - ability to add value
  - cost-effectiveness
  - implementation techniques
  - increased customer satisfaction
- management support
- practicality.

**Legislation** refers to relevant state, territory and federal Acts, including:

- anti-discrimination
- consumer protection
- environmental
- equal employment opportunity (EEO)
- freedom of information
- industry codes of conduct
- OHS
- public health
- relevant Australian standards
- trade practices.

**Incentives** may include:

- awards
- enhanced job role
- financial
- improved organisational standing
- increased involvement in organisational decision making
- increased satisfaction
- services or products
- study opportunities
- time off in lieu.

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.

**Quality assurance** may include:

- Australian standards
- development of site safety plan

- identification of potential hazards
  - inspection of work sites
  - internal and external audit processes
  - product or service measurement against set criteria
  - standard verification
  - target monitoring.
- Risk assessment*** may include the chance of something happening that will have an impact upon objectives. It is measured in terms of:
- consequence - the qualitative and quantitative outcome of an event (loss, injury, disadvantage or asset)
  - criteria for the acceptability and unacceptability of the risk determined by the organisational culture, goals and objectives
  - likelihood - a qualitative description of probability and frequency
  - probability - the chances of a particular outcome.
- 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.
- Area specialists*** are parties involved in process change, including:
- clients
  - sales representatives
  - suppliers.
- Support*** may include:
- assistance with resources
  - coaching
  - counseling
  - guidance
  - reinforced messages from relevant personnel
  - team focus
  - training.
- Cultural change*** refers to:
- change in overall behaviour and perception of self, in line with organisational focus.
- Documentation*** may include:
- electronic or paper-based correspondence with client
  - field records
  - issues register
  - improvement reports
  - records of conversation
  - organisational work activity sheets.

## **Unit Sector(s)**

**Unit sector**

Spatial information services