



Australian Government

LGA Local Government

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7a615>

LGA20120 Certificate II in Local Government

Modification History

Not applicable.

Qualification Description

This qualification reflects the role of individuals who use a defined and limited range of skills in local government. They are involved in mainly routine and repetitive tasks using limited practical skills and local government knowledge. They work under direct supervision.

This qualification provides a pathway to work in entry level positions in local government typically in operational works and administration.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

10 units must be completed:

- 4 core units
- 6 elective units, consisting of:
 - at least 2 units from the electives listed below
 - up to 4 units from any endorsed Training Package or accredited course – the unit must be relevant to the work outcome.

All electives chosen must contribute to a valid, industry-supported vocational outcome.

Core units

BSBCMM211 Apply communication skills

BSBWHS211	Contribute to health and safety of self and others
BSBTWK201	Work effectively with others
LGACOR001	Work in local government

Elective units

BSBINS201	Process and maintain workplace information
BSBOPS203	Deliver a service to customers
BSBTEC201	Use software applications
BSBTEC301	Design and produce business documents
BSBWOR202	Organise and complete daily work activities
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry
ICTICT214	Operate application software packages
PSPGEN005	Participate in workplace change
PSPGEN008	Write routine workplace materials
PSPREG001	Carry out inspections and monitoring under guidance
RIICCM201E	Carry out measurements and calculations
RIICCM203E	Read and interpret plans and job specifications
RIISAM204E	Operate small plant and equipment
RIIWHS205E	Control traffic with stop-slow bat

Qualification Mapping Information

LGA20104 Certificate II in Local Government.

Links

Companion Volume Implementation Guide are available in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7a615>

LGA30120 Certificate III in Local Government

Modification History

Not applicable.

Qualification Description

This qualification reflects the role of individuals who apply the skills and knowledge to work in multiskilled operational roles in local government.

These individuals possess a range of well-developed skills where discretion and judgement are required and are responsible for their own outputs.

Possible job title includes:

- Business Support Officer
- Maintenance Crew Member.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

12 units must be completed:

- 4 core units
- 8 elective units, consisting of:
 - at least 4 units from the electives listed below
 - up to 4 units from any endorsed Training Package or accredited course – the units must be relevant to the work outcome.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core Units

BSBOPS203	Deliver a service to customers
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication
LGACOR001	Work in local government

Elective Units

AHCARB316	Perform pruning operations
AHCCHM304	Transport and store chemicals
AHCCHM307	Prepare and apply chemicals to control pest, weeds and diseases
AHCMOM213	Operate and maintain chainsaws
AHCPGD201	Plant trees and shrubs
AHCPGD305	Conduct operational inspection of park facilities
AHCPMG301	Control weeds
BSBINS302	Organise workplace information
BSBINS309	Maintain business records
BSBSTR301	Contribute to continuous improvement
BSBTEC301	Design and produce business documents
BSBTEC302	Design and produce spreadsheets
BSBTEC303	Create electronic presentations
BSBWRT311	Write simple documents
BSBXTW301	Work in a team
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry
CPPWMT3001	Identify and segregate waste

CPPWMT3002	Conduct waste resource recovery
CPPWMT3009	Place, compact and cover waste at landfill sites
CPPWMT3010	Maintain waste landfill sites
CPPWMT4006	Monitor waste landfill sites
FNSACM311	Process and manage payments
LGAOPS002	Prepare site for new operational works
MSMPMC321	Batch mix concrete
PSPGEN021	Contribute to conflict management
RIICBM301E	Maintain concrete bridges
RIICBS317	Conduct road maintenance operations
RIICCM201E	Carry out measurements and calculations
RIICCM202E	Identify, locate and protect underground services
RIICCM209E	Carry out concrete work
RIICRC203E	Install sub-soil drainage
RIICRC301E	Maintain drainage systems
RIICTB201E	Maintain timber bridges
RIIRTM202E	Position, set-up and operate portable traffic signals
RIISAM204E	Operate small plant and equipment
RIIWHS205E	Control traffic with stop-slow bat
SITXCOM002	Show social and cultural sensitivity

Qualification Mapping Information

LGA30104 Certificate III in Local Government.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGA40120 Certificate IV in Local Government

Modification History

Not applicable.

Qualification Description

This qualification reflects the role of individuals who apply the skills and knowledge to work in local government.

These individuals work with independence, taking responsibility for their own functions and outputs.

Possible job titles include:

- Local Laws Officer
- Maintenance Team Leader
- Operational Works Supervisor
- Parking Inspector
- Ranger
- Rates Officer

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

12 units must be completed:

- 5 core units
- 7 elective units, consisting of:
 - at least 4 units from the electives listed below

- up to 3 units from any endorsed Training Package or accredited course – the units must be relevant to the work outcome.

Specialisations

Packaging Rules for each specialisation:

- 3 Group A electives must be selected for award of the Certificate IV in Local Government (Corporate Services)
- 4 Group B electives must be selected for award of the Certificate IV in Local Government (Operational Works)
- 4 Group C electives must be selected for award of the Certificate IV in Local Government (Parking Control)
- 1 Group D electives must be selected for award of the Certificate IV in Local Government (Rates)
- 4 Group E electives must be selected for award of the Certificate IV in Local Government (Regulatory Control).

Where two specialisations are completed the award of qualification would read Certificate IV in Local Government (Corporate Services, Rates).

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Electives which appear in *italics* have prerequisite units of competency.

Core Units

BSBOPS304	Deliver and monitor a service to customers
BSBOPS403	Apply business risk management processes
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBXCM401	Apply communication strategies in the workplace
LGACOR001	Work in local government

Elective units

Group A: Corporate Services

BSBCMM511	Communicate with influence
CHCCDE002	Develop and implement community programs
CHCCDE011	Implement community development

strategies

Group B: Operational Works

LGAOPS001	Prepare for operational works
LGAOPS003	Develop works maintenance schedule
LGAOPS004	Evaluate works maintenance needs and priorities
LGAOPS005	Manage civil plant and resources
RIICWM401E	Supervise civil works
RIIWHS302E	Implement traffic management plans
RIIWHS303	Position, set up and program portable traffic control devices

Group C: Parking Control

LGAREG001	Implement parking controls
LGAREG003	Manage conflict situations in a regulatory environment
PSPREG003	Apply regulatory powers
PSPREG008	Act on non-compliance

Group D: Rates

LGACOR002	Administer rates
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Group E: Regulatory Control

LGAREG002	Provide evidence in court
PSPINV001	Plan and initiate an investigation
PSPINV002	Conduct an investigation
PSPINV003	Finalise an investigation
PSPREG003	Apply regulatory powers
PSPREG008	Act on non-compliance
PSPREG013	Undertake inspections and monitoring

Group F: General

ACMAIM201	Contribute to safety at incidents involving large animals
ACMAIM202	<i>Participate in an incident involving large animals</i>
ACMAIM303	Move large animals to new locations
ACMCAS304	Capture, handle and transport companion animals
ACMINF303	Implement infection control in the handling and care of native wildlife
AHCBUS408	Operate within a budget framework
BSBCMM411	Make presentations
BSBDAT501	Analyse data
BSBFIN401	Report on financial activity
BSBLDR413	Lead effective workplace relationships
BSBLDR414	Lead team effectiveness
BSBOPS405	Organise business meetings
BSBPMG430	Undertake project work
BSBSTR401	Promote innovation in team environments
BSBSUS411	Implement and monitor environmentally sustainable work practices
CHCEDU002	Plan health promotion and community intervention
CHCMGT004	Secure and manage funding
CPPDSM4055	Maintain asset management system
CPPWMT3010	Maintain waste landfill sites
CPPWMT4003	Implement waste management plans
HLTPOP006	Contribute to working with the community to identify health needs

HLTPOP013	Contribute to the implementation of a disaster plan
HLTPOP028	Monitor and maintain rubbish collection and disposal systems
LGACOR006	Provide public education
LGACOR009	Manage grants
LGAREG003	Manage conflict situations in a regulatory environment
NWPGEN032	Ensure compliance with water industry standards, guidelines and legislation
NWPGEN017	Apply the risk management principles of the water industry standards, guidelines and legislation
PSPGEN032	Deal with conflict
PSPLEG001	Comply with legislation in the public sector
PSPPCY001	Contribute to policy development
SITXCOM002	Show social and cultural sensitivity
TAEDEL404	Mentor in the workplace

Qualification Mapping Information

LGA40104 Certificate IV in Local Government.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGA50120 Diploma of Local Government

Modification History

Not applicable.

Qualification Description

This qualification reflects the role of individuals who apply the skills and knowledge to work in local government.

These individuals work relatively autonomously and coordinate and supervise others. The work involves the self-directed application of knowledge and skills, and the provision of leadership and support to others.

Possible job titles include:

- Local Laws Inspector
- Para Planner
- Property Officer
- Rates Coordinator
- Technical Officer.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

12 units must be completed:

- 5 core units
- 7 elective units, consisting of:
 - at least 4 units from the electives listed below
 - up to 3 units from any endorsed Training Package or accredited course – the units must be relevant to the work outcome.

Specialisations

Packaging Rules for each specialisation:

- 3 Group A electives must be selected for award of the Diploma of Local Government (Corporate Services)
- 4 Group B electives must be selected for award of the Diploma of Local Government (Environmental Health)
- 3 Group C electives must be selected for award of the Diploma of Local Government (Planning)
- 4 Group D electives must be selected for award of the Diploma of Local Government (Property Management)
- 1 Group E elective must be selected for award of the Diploma of Local Government (Rates)
- 3 Group F electives must be selected for award of the Diploma of Local Government (Regulatory Services).

Where two specialisations are completed award of the qualification would read Diploma of Local Government (Corporate Services, Rates).

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

BSBOPS505	Manage organisational customers
BSBOPS504	Manage business risk
BSBWHS521	Ensure a safe workplace for a work area
BSBXCM501	Lead communication in the workplace
LGACOR001	Work in local government

Elective units

Group A: Corporate Services

CHCCDE010	Develop and lead community engagement strategies to enhance participation
LGACOR007	Conduct community consultations
PSPGEN075	Build and maintain community relationships

Group B: Environmental Health

CHCEDU008	Share health information
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CPPWMT4006	Monitor waste landfill sites
CPPWMT4009	Conduct waste audits
HLTPOP020	Work with the community to identify health needs
HLTPOP023	Build capacity to promote health
HLTPOP024	Develop a disaster plan
HLTPOP033	Identify pest control strategies
MSS024018	Perform sampling and testing of water
MSS025008	Monitor and evaluate noise
NWPGEN032	Ensure compliance with water industry standards, guidelines and legislation
PMAOMIR512	Establish incident response preparedness and response systems
PSPREG013	Undertake inspections and monitoring
PUAEMR007	Develop emergency management plans
SISCAQU001	Test pool water quality

Group C: Planning

CPPSSI5040	Source, collate and interpret spatial data
LGAPLA001	Interpret and apply development planning legislation, schemes and instruments
LGAPLA002	Perform minor development assessments
LGAPLA004	Identify native title issues relevant to local government
LGAPLA005	Protect heritage and cultural assets

Group D: Property Management

BSBCNV511	Take instructions in relation to a conveyancing transaction
BSBCNV611	Interpret a legal document and provide advice in a conveyancing transaction

BSBCNV612	Identify and apply legal requirements for a conveyancing transaction
BSBCNV613	Prepare legal documents for a conveyancing transaction
BSBCNV512	Finalise the conveyancing transaction
BSBCNV615	Interpret search results for a conveyancing transaction
CPPDSM4028	Identify and analyse risks and opportunities in the property industry
CPPDSM4031	Arrange lease of space
CPPDSM4047	Implement and monitor procurement process
CPPDSM5027	Provide facilities and amenities for property users
LGAPLA004	Identify native title issues relevant to local government
LGAPRO001	Interpret and apply property management legislation
LGAPRO002	Administer property
LGAPRO003	Administer and apply road legislation

Group E: Rates

LGACOR004	Review rates
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Group F: Regulatory Services

LGAREG002	Provide evidence in court
PSPREG021	Coordinate investigation processes
PSPREG026	Review and evaluate investigations

Group G: General

AHCLPW506	Develop a management plan for a designated area
BSBLDR522	Manage people performance

BSBLDR601	Lead and manage organisational change
BSBOPS502	Manage business operational plan
BSBPEF502	Develop and use emotional intelligence
BSBPMG430	Undertake project work
BSBSTR501	Establish innovative work environments
BSBSUS511	Develop workplace policies and procedures for sustainability
BSBTWK503	Manage meetings
CHCMGT004	Secure and manage funding
FNSORG501	Develop and manage a budget
FSKNUM026	Read, interpret and use detailed plans, drawings and diagrams for work
HLTPOP013	Contribute to the implementation of a disaster plan
HLTPOP018	Develop a plan of action to address land care issues in the community
HLTPOP019	Apply a population health framework
LGACOR005	Represent council in the community
LGACOR006	Provide public education
LGACOR008	Provide advice to council
LGACOR009	Manage grants
LGAREG003	Manage conflict situations in a regulatory environment
PSPGEN049	Undertake negotiations
PSPGEN050	Manage conflict
PSPLEG003	Promote compliance with legislation in the public sector
PSPPCM001	Carry out basic procurement

PSPPCM007	Manage contracts
PSPPCY002	Assist with specialist policy development
PUACOM008	Develop and organise public safety awareness programs
TLIP5037	Develop workplace policy and procedures

Qualification Mapping Information

LGA50712 Diploma of Local Government.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGA50220 Diploma of Local Government - Elected Member

Modification History

Not applicable.

Qualification Description

This qualification reflects the role of individuals who apply the skills and knowledge to perform as an elected member in local government.

These individuals work relatively autonomously. The work involves the self-directed application of knowledge and skills, and the provision of leadership and advocacy.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

10 units must be completed:

- 6 core units
- 4 elective units, consisting of:
 - 4 units from the electives listed below or any endorsed Training Package or accredited course – the units must be relevant to the work outcome.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

BSBPEF502 Develop and use emotional intelligence

LGACOR010 Oversee asset management strategy

LGACOR011	Analyse financial reports and budgets
LGAMEM001	Meet elected member responsibilities
LGAMEM002	Perform elected member functions
LGAMEM003	Contribute to high level strategic decision making

Elective units

BSBCRT311	Apply critical thinking skills in a team environment
LGACOR003	Determine rates and charges
LGAPLA003	Assess development applications and implement planning scheme
PSPGEN032	Deal with conflict
PSPGEN057	Develop and use political nous
PSPGEN075	Build and maintain community relationships

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR001 Work in local government

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in a local government context.

This unit applies to individuals working in local government across all job levels.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Work in a local government environment.

2. Manage own work.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Read, interpret and apply legal and ethical requirements relevant to job role and apply to own work.
- 1.2. Read, interpret and apply code of conduct to own work.
- 1.3. Analyse own work performance to confirm legal, ethical and code of conduct job role responsibilities are met.
- 1.4. Identify and report legal, ethical and code of conduct non-compliances.
- 2.1 Plan, prioritise and perform work tasks according to organisational policies and procedures.
- 2.2 Resolve workplace problems within limit of delegated authority.
- 2.3 Escalate workplace problems outside limit of delegated authority.

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| 3. Work with others. | 3.1. Develop and maintain working relationships with others relevant to job role. |
| | 3.2. Seek assistance and assist others to promote cooperation and fulfil work requirements. |
| | 3.3 Share information and communicate with others according to communication protocols. |
| | 3.4. Contribute and act on suggestions to improve work outcomes. |
| 4. Manage own performance. | 4.1. Seek and act on feedback from others and review own work performance to identify areas for improvement. |
| | 4.2. Review and discuss own work performance and career goals to identify professional development needs. |
| | 4.3. Participate in professional development activities to improve own work performance and progress career goals. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skills	Description
Reading skills to:	<ul style="list-style-type: none">interpret information related to job responsibilities and organisational policies and procedures.
Oral communications skills to:	<ul style="list-style-type: none">discuss work responsibilities, work tasks, workplace problems and improvement suggestionsuse communication styles to suit the audience and the purposecommunicate with people from diverse backgrounds.
Planning and organising skills to:	<ul style="list-style-type: none">complete assigned duties in a timely manner according to job role responsibilities.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR001 Work in local government

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- work in a local government role that involves each of the following on at least one occasion:
 - meeting code of conduct requirements
 - meeting legal and ethical responsibilities
 - meeting job role responsibilities
 - following organisational policies and procedures
 - working with others
 - discussing work performance and career goals.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to working in local government and job role
- legislated functions and powers of local government applicable to job role
- local government context:
 - structure of government within Australia
 - local government function, boundaries, services, facilities and activities
 - separation of powers
 - roles and responsibilities of elected members and the election process
 - roles and responsibilities of local government employees
 - local government regulatory and compliance environment
 - community impact of local government
 - local government communication protocols
- legal and ethical responsibilities relevant to job role and consequences of non-compliance
- requirements for communicating and working with elected members
- organisational structure
- job expectations:
 - job role and function

- scope of responsibilities
- communication channels
- community expectations
- limits of delegated authority
- work quality
- customer service
- public responsibility
- resource use
- public safety
- types of professional development opportunities for the role
- types and methods of communication:
 - verbal, non-verbal and written
 - giving and receiving feedback
 - conflict resolution.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- plain English information about legal and ethical responsibilities applicable to job role
- organisational policies and procedures applicable to job role
- code of conduct applicable to job role.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR002 Administer rates

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to administer valuations, issue rates notices, allocate property addresses, maintain rates records and respond to rate enquiries.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Administer valuations.

- 1.1. Consult with valuer to ensure valuations are accurate for rates purposes.
- 1.2. Input and update valuations on council information system.
- 1.3. Check valuations accuracy and compliance with regulatory requirements.
- 1.4. Apply differential to valuation according to land use.

2. Issue rates notices.

- 2.1. Apply budget to valuation to allocate rate in the dollar.
- 2.2. Input rate data and verify accuracy of data entry and rates amount.

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| | 2.3. Send approved rate notices to the printer. |
| | 2.4. Check and approve printing proof for release. |
| 3. Allocate property address. | 3.1. Interpret property information to determine property address allocation needs. |
| | 3.2. Identify and assess property address allocation risks. |
| | 3.3. Allocate property address and notify authorities according to statutory requirements. |
| | 3.4. Update information system to reflect property address. |
| 4. Maintain rates records. | 4.1. Access, interpret, process and update rates records. |
| | 4.2. Analyse and summarise rates records to prepare reports. |
| | 4.3. Retain rates records according to statutory requirements. |
| | 4.4. Identify and query suspected rates record inconsistencies within delegated authority. |
| | 4.5. Review rates processes to identify areas for improvement and report to supervisor. |
| 5. Respond to rate enquiries. | 5.1. Receive and interpret internal and external rates enquiries. |
| | 5.2. Provide prompt and correct rates advice within delegated authority. |
| | 5.3. Refer rate enquiries outside delegated authority to supervisor. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> interpret legislative requirements, organisational policies and procedures, and rates records.
Writing skills to:	<ul style="list-style-type: none"> correspond with rate payers and internal staff about valuations and rates.
Oral communication skills to:	<ul style="list-style-type: none"> listen and respond to rate enquiries.
Numeracy skills to:	<ul style="list-style-type: none"> interpret and discuss mathematical information related to administering rates estimate and calculate rates summarise mathematical data interpret mathematical information to identify patterns, errors and inconsistencies

- Technology skills to:
- interpret geometric and measurement information embedded in valuations and plans.
 - use information systems for administering rates.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR002 Administer rates

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- administer rates, including:
 - administering one residential property valuation
 - administering one non-residential property valuation
 - issuing three rates notices
 - responding to one rate payer enquiry verbally and in writing
 - responding to one staff rate enquiry verbally and in writing
 - allocating a property address and notifying authorities
 - maintaining rates records for each of the above.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to administering rates
- legislative requirements applicable to administering rates
- privacy principles applicable to administering rates
- basic accounting principles related to processing and reconciling journal adjustments and reconciling general ledgers
- basic geospatial principles applicable to administering rates
- basic principles of building and property council processes
- types and requirements for rating revenue:
 - rate in the dollar
 - discounts
 - remissions
 - concessions
 - entitlements
 - differential rates
- valuations and rates calculations
- common rate enquiries:
 - name of owner
 - account payment

- address
- arrears
- rate amount
- debt recovery
- types of rate records and methods of maintaining:
 - valuation
 - property
 - financial
- types of record changes:
 - change of ownership
 - change of address
 - entitlements of owner
 - property description
 - land area
 - categorisation
 - ward
 - dimensions
 - land use
 - valuation
 - side of street
 - zoning
 - condition
 - services
 - notices
 - flood details
 - alternate address
- types of property address allocation risks and needs
- types and content of reports:
 - quarterly claims
 - debt collection progress
 - debt management.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to administering rates
- legislation applicable to administering rates

- templates for responding to customer and internal rate enquiries.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR003 Determine rates and charges

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to determine rates and charges as an elected member in local government.

This unit applies to individuals who have been elected to office in local government including councillors and mayors.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for determining rates and charges.	1.1. Read and interpret legislation to determine rates and charges requirements relevant to elected members. 1.2. Collaborate with other elected members to identify rates and charges issues. 1.3. Source, interpret, discuss, analyse and report on information that informs rates and charges determination decisions.
2. Adopt rates and charges.	2.1. Propose, evaluate and discuss alternative rates and charges determination solutions. 2.2. Review proposed rates and charges determination

- decisions to determine implications for implementation.
- 2.3. Support rates and charges determination decisions that represent and promote community interests.
 - 2.4. Collaborate with other elected members to make informed rates and charges determination decisions.
 - 2.5. Interpret, review and adopt long term financial strategy, annual budget and revenue policy to ensure financial sustainability of the council.
 - 2.6. Levy rates and charges by resolution at annual budget meeting.
3. Review rates and charges decisions.
 - 3.1. Monitor, discuss, analyse and report on implementation and outcomes of rates and charges determination decisions.
 - 3.2. Collaborate with other elected members to instigate reviews where rates and charges determination decision outcomes are not met.
 - 3.3. Analyse own contribution to rates and charges determination decision making to identify and act on opportunities for improvement.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communications skills to:	<ul style="list-style-type: none"> • negotiate with and influence others • resolve conflict • respect and represent diversity.
Numeracy skills to:	<ul style="list-style-type: none"> • read, interpret and discuss financial information including financial principles, models, forecasts and ratios • read, interpret and discuss statistical information.
Problem-solving skills to:	<ul style="list-style-type: none"> • solve problems in collaboration with others.
Teamwork skills to:	<ul style="list-style-type: none"> • work with other elected members and council staff to contribute to rates and charges determination decisions.
Technology skills to:	<ul style="list-style-type: none"> • access organisational documents relevant to rates and charges determination from electronic sources.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR003 Determine rates and charges

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the elected member, and:

- adopt one long term financial strategy
- adopt one annual budget
- adopt one revenue policy
- levy rates and charges by resolution at an annual budget meeting.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to rates and charges determinations as an elected member in local government
- federal, state and local government legislation applicable to rates and charges determinations
- financial models and forecasts and implications for rates and charges determinations
- rates and charges determination decisions requiring mandatory community consultation
- requirements for implementation of rates and charges determination decisions
- requirements for and implications of statutory delegation of council decisions
- requirements for matters of privilege and confidentiality
- decision making criteria in relation to rates:
 - community acceptance and support
 - community values
 - conflict of interest
 - cost
 - council responsibilities
 - ethics
 - feasibility
 - risk
- collaborative decision making.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- local government legislation
- local government policies and procedures applicable to elected members
- elected member code of conduct
- elected members and council staff.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR004 Review rates

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to analyse valuations, review rates policy and structures and meet reporting requirements.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Analyse valuations.
2. Propose rates policies and rates structures.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Interpret, summarise and analyse valuation data to identify financial implications for council.
- 1.2. Develop evidence-based valuation recommendations.
- 1.3. Document, submit and present strategic valuation reports.
- 2.1. Interpret, summarise and analyse rates data to inform rates policy and structure review.
- 2.2. Review rates policy and structure against council and

statutory requirements.

2.3. Develop evidence-based rates policy and structure recommendations compliant with council and statutory requirements.

2.4. Determine impact of rates policy and structure recommendations on property owners.

2.5. Document, submit and present strategic rate policy and structure proposals.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Reading skills to:	<ul style="list-style-type: none">interpret council and statutory requirements relevant to rates and valuations.
Oral communication skills to:	<ul style="list-style-type: none">present verbal reports.
Numeracy skills to:	<ul style="list-style-type: none">extract, interpret and comprehend financial and spatial informationrepresent, summarise and interpret statistical informationuse statistical language to discuss and explain processes, results and implications of data analysis.
Technology skills to:	<ul style="list-style-type: none">use information technology to access and summarise data and prepare reports.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR004 Review rates

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- review rates that involves:
 - preparing and presenting one evidence-based strategic valuation report
 - preparing and presenting one evidence-based strategic rates policy and structure submission.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to rates
- legislative requirements applicable to rates including mandatory, discretionary and prohibitory provisions
- basic accounting principles including general ledger systems
- impacts of rates policy:
 - social
 - financial
- permissible income limitations:
 - special rates
 - increase in charges for specific projects
 - increase in total notional income
 - increase in minimum rates
- rates structure options:
 - wholly ad valorem rates versus minimum rates versus base amounts
 - optional pensioner rebates
 - rates in the dollar
 - adjusting relativity levels
 - introducing, ceasing and adjusting voluntary pensioner rebates
 - introducing and ceasing discounts and allowances
- rates in the dollar:
 - different values for ordinary rates including sub-categorisation

- minimum and base amount payable
- special rates and concessions
- waste, domestic waste, water, sewerage rates and charges
- discounts and allowances.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to rates
- legislation applicable to rates.

Assessment must ensure use of:

- raw valuation and rates data
- computer.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR005 Represent council in the community

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to represent the value of council to the community and stakeholders through relationships beneficial to all parties.

This unit applies to individuals who work in local government.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Manage stakeholders.

- 1.1. Analyse council role, function and operations to identify and prioritise stakeholders relevant to council.
- 1.2. Develop and maintain stakeholder relationships beneficial to council and the community.
- 1.3. Plan, implement and review strategies and activities to communicate and engage stakeholders.
- 1.4. Consult with stakeholders to identify needs, expectations and perceptions and to obtain support for council operations.
- 1.5. Interpret and respond to stakeholder requests for information according to communication protocols.
- 1.6. Monitor stakeholder relationships to identify and act on opportunities for improvement.

2. Engage with networks.

- 2.1. Analyse council role, function and operations to identify

- and prioritise internal and external networks relevant to council.
- 2.2. Develop and participate in networks beneficial to council and the community.
 - 2.3. Use networks to gather and share information and resources to support council operations and the community.
 - 2.4. Monitor networks to identify and act on opportunities for improvement.
3. Represent council.
- 3.1. Communicate and confirm stakeholder understanding of council role, function and operations to promote stakeholder awareness.
 - 3.2. Interpret and respond to stakeholder concerns.
 - 3.3. Promote council role, function and operations to external organisations relevant to council.
 - 3.4. Seek and act on opportunities to promote council through media and within the community.
4. Liaise with other organisations.
- 4.1. Work with external organisations and councils in areas of common interest to optimise efficiency and mutual benefit.
 - 4.2. Seek and act on feedback from external organisations and councils to improve council operations.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> interpret and analyse complex documents.
Writing skills to:	<ul style="list-style-type: none"> prepare reports and media releases.
Oral communication skills to:	<ul style="list-style-type: none"> use detailed and clear language to present and clarify information with different audiences listen and respond to opinions of others.
Problem-solving skills to:	<ul style="list-style-type: none"> identify and analyse issues and respond to stakeholder concerns.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR005 Represent council in the community

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- represent council in the community, including:
 - managing one stakeholder relationship for the benefit of council and the community
 - engaging in one internal network and one external network
 - communicating council role, function and operations and promoting council interests clearly, accurately and positively to:
 - one community group
 - one government official, minister or adviser
 - one local government association or another council
 - one micro or small business
 - one medium or large business.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislative requirements relevant to representing council in the community
- organisational policies and procedures relevant to representing council in the community
- council political, social, economic and environmental context
- council role, function, operations
- cultural diversity and sensitivities
- marketing principles and promotional strategies, including planning special events
- freedom of information and confidentiality
- types of networks
 - formal
 - informal
- networking techniques
- stakeholder and network information and resources
- roles and functions of stakeholders:
 - constituents
 - new and potential community groups

- business associations
- local government associations
- retail groups
- environmental associations
- government agencies.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- community representatives, external organisations and stakeholders
- computer with access to the internet.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR006 Provide public education

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide education and information to the public on issues of public importance.

It requires the ability to recognise the unique role councils can play in educating the public on matters of interest and concern and to identify the information needs, determine the appropriate communication and education channels and methods, provide education to the public and evaluate the educational programs.

The unit is appropriate for those responsible for developing public education programs.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|---|---|
| 1. Determine public education requirements. | 1.1. Interpret legislation and organisational policy, analyse public inquiries and compliance levels and consult with stakeholders to identify public education needs.
1.2. Analyse public education needs to develop public educational objectives and define public education target groups. |
| 2. Develop public education. | 2.1. Design public education program to meet public educational objectives and target group needs.
2.2. Check and confirm public education program cost effectiveness and target group accessibility.
2.3. Prepare public education materials suitable for target group and public education topic. |
| 3. Deliver public education. | 3.1. Set up and operate presentation equipment according to manufacturer instructions.
3.2. Present information using language appropriate for the target group.
3.3. Provide opportunities for target group to confirm understanding and seek clarification.
3.4. Respond to target group questions.
3.5. Provide information on community, government and industry services available to the target group.
3.6. Maintain public education records according to organisational policies and procedures. |
| 4. Review public education. | 4.1. Seek feedback to support evaluation of the public education program.
4.2. Analyse feedback public education objectives to identify gaps and opportunities for improvement.
4.3. Document and submit evaluation report. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS

DESCRIPTION

- | | |
|-------------------------------|--|
| Oral communication skills to: | <ul style="list-style-type: none"> • present information to the public clearly and accurately. |
| Numeracy skills to: | <ul style="list-style-type: none"> • interpret, use, record and discuss public education schedule and cost information. |

Technology skills to:

- use technology to prepare and deliver public education presentations.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR006 Provide public education

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide one public education program to meet an identified public information need for a defined target group.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to providing public education
- organisational structure and services
- adult education principles
- methods used to develop and design public education programs
- presentation techniques and equipment
- sources of information on issues of public importance
- strategies to seek feedback and evaluate programs for improvement.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to providing public education
- members of a target group
- presentation equipment
- presentation venue.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR007 Conduct community consultations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to plan, conduct and report on community consultations.

It requires the ability to engage and consult with communities to recognise and respond to the needs of the community in a timely and effective manner.

This unit applies to individuals who work in local government.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Research consultation.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Monitor issues of public interest and concern to identify issues for community consultation.
- 1.2. Research and analyse issues to determine purpose and scope of community consultation.
- 1.3. Review purpose and scope of community consultation to determine consultation process and identify and define target groups.

2. Plan consultation.
 - 2.1. Evaluate and select consultation methods to suit target group.
 - 2.2. Develop consultation tools tailored to target group needs and test to maximise response rate and feedback quality.
 - 2.3. Select data gathering, analysis and storage methods according to data handling procedures.
 - 2.4. Select and set measurable milestones and targets for monitoring community consultation progress.
 - 2.5. Select and develop evaluation process for reviewing community consultation outcomes.
 - 2.6. Allocate resources and estimate costs required to implement community consultation.
 - 2.7. Identify and assess community consultation risks and develop strategies for managing risks.
 - 2.8. Develop and document community consultation plan to meet legislative requirements and organisational policies and procedures.
3. Conduct consultation.
 - 3.1. Brief individuals involved in conducting consultations on processes and methods of consultation.
 - 3.2. Implement community consultation processes and methods according to community consultation plan.
 - 3.3. Develop community consultation information to support equitable access of target group.
 - 3.4. Promote consultation to target groups to raise community consultation awareness and maximise response rate.
 - 3.5. Collect and store community consultation feedback according to data gathering and storage methods.
 - 3.6. Monitor community consultation against milestones and targets and make adjustments to maximise outcomes.
 - 3.7. Evaluate community consultation to identify areas for improvement.
4. Report on consultation results.
 - 4.1. Analyse, synthesise and summarise community consultation findings.
 - 4.2. Calculate and prepare report on community consultation costs.
 - 4.3. Develop, document and disseminate community consultation summaries to interested parties.
 - 4.4. Identify and direct community issues raised during consultation to authorised personnel for action.
 - 4.5. Document and present community consultation findings to support informed decision making.
 - 4.6. Document overall effectiveness of the consultation

process and act on recommendation for improvements within scope of own job role.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none">interpret written responses to community consultations.
Writing skills to:	<ul style="list-style-type: none">prepare community consultation documents and reports for internal and external audiences.
Oral communication skills to:	<ul style="list-style-type: none">present community consultation information to internal and external audiences.
Numeracy skills to:	<ul style="list-style-type: none">interpret, use, analyse, discuss, represent and report on statistical informationdetermine sample sizesestimate and calculate community consultation costs.
Problem-solving skills to:	<ul style="list-style-type: none">identify and address access and equity issues and engage difficult to reach target groups.
Planning and organising skills to:	<ul style="list-style-type: none">meet consultation plan timeframes.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR007 Conduct community consultations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- plan, conduct and report on one community consultation that involves:
 - maintaining council's reputation
 - producing information to support informed decision making.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational plans, policies and procedures relevant to conducting community consultations
- legislation relevant to conducting community consultations
- types of consultation issues:
 - strategy
 - policy
 - operations and services
 - projects
 - performance
 - amount required by legislation
- consultation plan structure
- access and equity issues:
 - subject matter
 - manner in which consultations are conducted
 - physical accessibility
 - community profile
 - diverse language needs
 - culture, including Indigenous, youth and non-English speaking background
- consultation processes
- types, strengths and weaknesses of consultation methods:
 - public meetings

- telephone surveys
- online surveys
- mailed surveys
- focus groups
- council meetings
- interviews
- expert panels
- social media
- methods for collecting, storing, analysing and summarising data:
 - quantitative data
 - qualitative data
- evaluation methods:
 - outcomes
 - process
 - impact on decision making
 - participant satisfaction
- types of community consultation targets:
 - response rate
 - representative sample
 - quality of feedback
 - timing
 - cost
- types of resources and methods for estimating and calculating costs:
 - human
 - financial
 - technical
- types of target groups and methods for identifying and defining:
 - community groups
 - authorities
 - community members
 - emergency authorities including police, fire and ambulance
 - private sector business interests
 - special interest groups
 - experts.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- computer with access to the internet
- consultation plan template
- target groups relevant to the community consultation issue
- organisational policies and procedures relevant to conducting community consultations.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR008 Provide advice to council

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor, assess and advise council on legislative and other matters that impact on council operations to support council decision making.

It requires the ability to recognise that councils operate within a legislative framework and that there is a strong need to provide councils with quality and timely information so they can best serve the community and its constituents.

This unit applies to individuals who work in local government.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Advise on trends and developments.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Establish, maintain and use government, community and internal networks to gather information.
- 1.2. Establish, maintain and use constituent and community consultative processes to gather information.
- 1.3. Interpret and assess information gathered to identify

- trends and developments impacting on council operations and community.
- 1.4. Evaluate impact of trends and developments on council operations and community.
 - 1.5. Advise council on impact of trends and developments on council operations and community according to communication protocols.
2. Advise on legislative requirements.
- 2.1. Source and interpret legislation relevant to council operations and community.
 - 2.2. Monitor legislation to identify council responsibilities and analyse implications for council operations and community.
 - 2.3. Advise council on legislative requirements for council operations and community according to communication protocols.
3. Advise on council proposals.
- 3.1. Interpret and assess council proposals to identify impact on council operations and community.
 - 3.2. Advise council on options for council action in response to council proposals.
 - 3.3. Gather community feedback and report on community satisfaction levels and impact of council proposals.
4. Respond to council and councillors.
- 4.1. Interpret and confirm council and councillor requests for information.
 - 4.2. Research council and councillor requests to develop informed response.
 - 4.3. Respond to council and councillor requests according to communication protocols.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> interpret complex legislation, organisational policies and procedures, and information about government policies and programs and trends and developments.
Writing skills to:	<ul style="list-style-type: none"> document advice.
Oral communication skills to:	<ul style="list-style-type: none"> ask open and closed questions and actively listen communicate with all levels of the organisation.

- Numeracy skills to:
- interpret and report on statistical information
 - interpret and report on financial information.
- Technology skills to:
- access the internet to source information.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR008 Provide advice to council

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide advice to council involving:
 - one trend or development impacting council operations or community
 - one legislative requirement impacting council operations or community
 - one council proposal impacting council operations or community
- respond to requests for information from:
 - a council staff member
 - a councillor.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislative requirements relevant to providing advice to council
- council operations
- council policies, procedures and practices
- council meeting procedures and practices
- types of trends and developments and impacts on council operations and community and how to interpret:
 - government policies, programs and political changes
 - environmental trends and sustainable practices
 - economic trends and financial implications at local, regional, state, national and international levels
 - social trends and developments
 - political developments
 - local issues
 - internal staffing issues
- types of information sources and how to interpret:
 - government statistics
 - community surveys and questionnaires

- databases
- specialist advisors in legal matters, risk management and work health and safety
- other councils.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- a computer with access to the internet.

Assessment must ensure use of:

- government, community and internal contacts.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR009 Manage grants

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to manage grants in local government.

This unit applies to individuals working in local government and undertaking tasks related to grant management.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for grant management.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Interpret and review council plans and procedures to identify grant management requirements.
- 1.2. Research, interpret and analyse existing and proposed grants to identify constraints, risks and opportunities.
- 1.3. Consult with council, council staff and council grant stakeholders to develop and review grant plans and

- procedures compliant with legislative and organisational requirements.
2. Analyse grant management risks.
 - 2.1. Assess and quantify grant management risks according to organisational policies and procedures.
 - 2.2. Evaluate and report on grant management risk levels according to organisational policies and procedures.
 3. Oversee grants.
 - 3.1. Communicate grant plans, procedures and responsibilities to designated personnel.
 - 3.2. Monitor grant implementation against grant plans and procedures to identify inefficiencies, non-compliances and discrepancies.
 - 3.3. Investigate and address grant non-compliances, inefficiencies and discrepancies.
 - 3.4. Monitor grants to identify, recommend and act on improvements.
 - 3.5. Prepare and present grant reports to council.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> interpret legislation and organisational plans and procedures applicable to managing grants.
Oral communication skills to:	<ul style="list-style-type: none"> communicate and clarify information about grant management to council staff.
Numeracy skills to:	<ul style="list-style-type: none"> interpret, use, discuss and record financial information relevant to grant management. Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR009 Manage grants

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- manage one local government grant.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to managing grants
- legislation applicable to managing grants
- financial reporting related to grant management
- grant management assessment and monitoring processes
- processes for and factors impacting on:
 - types of grant management risks.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational plans and procedures applicable to managing grants
- legislation applicable to managing grants.

Assessment must ensure use of:

- grant management records
- council staff responsible for grant implementation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR010 Oversee asset management strategy

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to oversee a council asset management strategy as an elected member in local government.

This unit applies to individuals who have been elected to office in local government including councillors and mayors.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for asset management strategy oversight.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Read and interpret legislation to determine asset management strategy oversight requirements relevant to elected members.
- 1.2. Collaborate with other elected members to identify asset management strategy oversight issues.
- 1.3. Source, interpret, discuss, analyse and report on

- information that informs asset management strategy oversight decisions.
2. Make asset management oversight decisions.
 - 2.1. Propose, evaluate and discuss alternative asset management strategy oversight solutions.
 - 2.2. Review proposed asset management strategy oversight decisions to determine implications for implementation.
 - 2.3. Support asset management strategy oversight decisions that represent and promote community interests.
 - 2.4. Collaborate with other elected members to make informed asset management strategy oversight decisions.
 - 2.5. Interpret, review and adopt long term asset management plan according to legislative requirements.
 - 2.6. Set asset management strategy policies to achieve council vision.
 - 2.7. Allocate resources to asset management strategy oversight decisions.
 3. Review asset management decisions.
 - 3.1. Monitor, discuss, analyse and report on implementation and outcomes of asset management strategy oversight decisions.
 - 3.2. Collaborate with other elected members to instigate reviews where asset management strategy oversight decision outcomes are not met.
 - 3.3. Identify own contribution to asset management strategy oversight decision making to identify and act on opportunities for improvement.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> interpret asset management legislation and documents relevant to asset management strategy oversight.
Oral communications skills to:	<ul style="list-style-type: none"> negotiate with and influence others resolve conflict respect and represent diversity.
Numeracy skills to:	<ul style="list-style-type: none"> read, interpret and discuss financial information including financial models and forecasts read, interpret and discuss statistical information.
Problem-solving skills to:	<ul style="list-style-type: none"> solve problems in collaboration with others.

- Teamwork skills to:
- work with other elected members and council staff to contribute to asset management strategy oversight decision making.
- Technology skills to:
- access organisational documents relevant to asset management from electronic sources.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR010 Oversee asset management strategy

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- establish one asset management strategy policy
- make, allocate resources to and review one asset management strategy oversight decision.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to asset management strategy oversight as an elected member in local government
- federal, state and local government legislation applicable to asset management strategy oversight
- benefits of asset management
- principles of strategic asset management
- life cycle management processes
- risk management practices applicable to asset management
- principles of best practice asset management
- principles of good governance related to asset management strategy oversight
- financial models and forecasts and implications for asset management strategy oversight and decision making
- asset management strategy oversight decisions requiring mandatory community consultation
- requirements for implementation of asset management strategy oversight decisions
- requirements for and implications of statutory delegation of council decisions
- requirements for matters of privilege and confidentiality
- decision making criteria:
 - community acceptance and support
 - community values
 - conflict of interest
 - cost
 - council responsibilities

- ethics
- feasibility
- risk
- collaborative decision making.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- local government legislation
- local government policies and procedures applicable to elected members
- elected member code of conduct
- elected members and council staff.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGACOR011 Analyse financial reports and budgets

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to analyse financial reports and budgets.

This unit applies to individuals working in local government or other organisations who undertake financial governance activities.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Review financial reports and budgets.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Source and interpret revenue, expenditure, requests and predictions.
- 1.2. Assess future organisational operations with reference to organisational plans.
- 1.3. Interpret previous financial statements to provide baseline information.

2. Monitor revenue and expenditure against budget.
- 1.4. Review and discuss budget and cash flow using available information.
 - 2.1. Discuss and agree on appropriate monitoring and reporting systems.
 - 2.2. Compare revenue and expenditure to budget and previous periods and identify and investigate discrepancies.
 - 2.3. Identify and examine achievement and variances in the budget.
 - 2.4. Review regular reports of operations to indicate fluctuations.
 - 2.5. Review and discuss financial statements and operational reports.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Numeracy skills to:	<ul style="list-style-type: none">• read, interpret, use and discuss financial information and operational data.
Teamwork skills to:	<ul style="list-style-type: none">• work with others to analyse and review financial reports and budgets.
Technology skills to:	<ul style="list-style-type: none">• access organisational documents relevant to financial reports and budgets from electronic sources.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGACOR011 Analyse financial reports and budgets

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- analyse financial reports and budgets including:
 - reviewing one budget and financial report
 - monitoring revenue and expenditure against budget for one reporting cycle
 - review two recommendations to address variances.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to analysing and monitoring financial reports and budgets
- legislative requirements affecting operations and applicable to analysing financial reports and budgets
- purpose and components of budgets, financial plans and operational plans
- budgetary and financial planning and decision-making processes
- current and potential revenue sources and expenditure
- financial reporting and auditing requirements
- financial management principles.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a business environment.

Assessment must ensure access to:

- legislative requirements affecting operations and applicable to analysing financial reports and budgets
- organisational plans.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAMEM001 Meet elected member responsibilities

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to comply with an individual's responsibilities as an elected member.

This unit applies to individuals who have been elected to office in local government including councillors and mayors.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify elected member responsibilities.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Source, interpret and analyse legislation to identify legal responsibilities relevant to elective member role.
- 1.2. Source, interpret and analyse code of conduct relevant to identify ethical responsibilities relevant to elected member role.
- 1.3. Source, interpret and analyse organisational policies and

- procedures to identify procedural responsibilities relevant to elected member role.
2. Meet elected member responsibilities.
- 2.1. Comply with legal, ethical and procedural responsibilities relevant to elected member role.
- 2.2. Recognise, report, investigate and manage perceived, potential and actual conflicts of interest according to organisational policies and procedures.
- 2.3. Review own performance as an elected member to identify legal, ethical and procedural responsibility compliance risks.
- 2.4. Take action to manage legal, ethical and procedural responsibility compliance risks.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Numeracy skills to:	<ul style="list-style-type: none">interpret and discuss financial and statistical data.
Learning skills to:	<ul style="list-style-type: none">undertake independent research to maintain knowledge of elected member responsibilities.
Problem-solving skills to:	<ul style="list-style-type: none">address non-compliance risks.
Technology skills to:	<ul style="list-style-type: none">access legal, ethical and procedural information from electronic sources.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAMEM001 Meet elected member responsibilities

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- meet elected member legal, ethical and procedural responsibilities on three occasions.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to meeting elected member responsibilities
- sources of legal, ethical and procedural information and responsibilities related to the elected member role
- local government context:
 - structure and layers of government within Australia
 - function of local government
 - boundaries of local government
 - separation of powers
 - local government services, facilities and activities
 - election process
 - roles and responsibilities of local government elected members and employees:
 - Chief Executive Officer
 - mayor
 - deputy mayor
 - president
 - deputy president
 - councillor
 - limitations of council and councillors' jurisdiction
 - communication protocols
 - existing programs and links between existing programs
 - compliance risks
- organisational structure

- elected member role expectations and limitations:
 - role and scope of responsibilities
 - executive powers
 - code of conduct
 - conflict of interest
 - standing orders
 - public responsibility
 - public safety
 - protocols
 - strategic planning
 - community consultation
 - development planning
 - asset management
 - performance review of Chief Executive Officer
- situations that may result in and strategies to avoid perceived, potential and actual conflicts of interest.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- local government legislation
- local government policies and procedures relevant to elected members
- elected member code of conduct.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAMEM002 Perform elected member functions

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to perform elected member functions within council and the wider community.

This unit applies to individuals who have been elected to office in local government including councillors and mayors.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Perform internal functions.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Oversee governance processes to ensure compliance.
- 1.2. Participate in council meetings according to formal meeting procedures.
- 1.3. Cooperate with other selected members and delegated council staff to support council operations, uphold council governance and set policy.

2. Engage community members and council stakeholders.
 - 2.1. Develop and maintain strategic relationships with community members and council stakeholders.
 - 2.2. Engage with community members and council stakeholders on matters of community interest.
 - 2.3. Consult with community members, council stakeholders and council staff to identify and clarify community expectations and requirements.
 - 2.4. Represent council and the community at formal and informal functions and events.
 - 2.5. Prepare and present information to community members and council stakeholders.
 - 2.6. Represent, respect and advocate on behalf of the community.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none">research and interpret information relevant to elected member functions.
Writing skills to:	<ul style="list-style-type: none">correspond with other elected members, council staff community members and council stakeholdersprepare reports.
Oral communications skills to:	<ul style="list-style-type: none">negotiate with and influence othersresolve conflictspeak publiclynetwork with other elected members, council staff, community members and council stakeholders.
Numeracy skills to:	<ul style="list-style-type: none">read, interpret, analyse and discuss financial and statistical information.
Problem-solving skills to:	<ul style="list-style-type: none">solve problems in collaboration with others.
Teamwork skills to:	<ul style="list-style-type: none">work with other elected members and liaise with operational staff.
Technology skills to:	<ul style="list-style-type: none">access organisational documents relevant to elective member functions from electronic sourcesinteract with community members and council stakeholders online including social media.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAMEM002 Perform elected member functions

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- perform three different elected member functions that involve:
 - working with other elected members and delegated council staff
 - engaging community members face to face and online on an issue of community interest
 - building and maintaining a strategic relationship with a council stakeholder
 - delivering one face to face community presentation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to performing elected member functions
- federal, state and local government legislation applicable to performing elected member functions
- compliance responsibilities
- Chief Executive Officer (CEO) recruitment process
- principles of public communication:
 - roles of committees
 - establishment of policies and precedents
 - use of language and forms of address
- peer support network
- strategies for motivating self and influencing others
- types and methods of communication:
 - verbal, non-verbal and written
 - giving and receiving feedback
 - conflict resolution
 - negotiation
 - online
- evolving nature of social media communications
- leadership styles

- team building strategies
- group dynamics.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- local government legislation
- local government policies and procedures applicable to elected members
- elected member code of conduct
- elected members, council staff, community members and council stakeholders.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAMEM003 Contribute to high level strategic decision making

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to contribute to high level strategic decision making as an elected member in local government.

This unit applies to individuals who have been elected to office in local government including councillors and mayors.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|--|--|
| 1. Prepare for high level strategic decision making. | 1.1. Collaborate with other elected members to identify strategic organisational and community issues.
1.2. Prioritise organisational and community issues requiring high level strategic decision making within financial and resource limitations.
1.3. Source, interpret, discuss, analyse and report on information that informs high level strategic decisions.
1.4. Interpret legislation to identify and comply with mandatory requirements for community consultation. |
| 2. Participate in high level strategic decisions. | 2.1. Propose, evaluate and discuss alternative solutions.
2.2. Analyse the political, social and economic environment and take into account emerging trends and current and possible future goals of the organisation.
2.3. Review proposed high level strategic decisions to determine implications for implementation.
2.4. Support high level strategic decisions that represent and promote community interests.
2.5. Collaborate with other elected members to make informed high level strategic decisions.
2.6. Interpret, review and participate in endorsement of council plans. |
| 3. Review high level strategic decisions. | 3.1. Monitor, discuss, analyse and report on implementation and outcomes of high level strategic decisions.
3.2. Collaborate with other elected members to instigate reviews where high level strategic decision outcomes are not met.
3.3. Identify own contribution to high level strategic decision making to identify and act on opportunities for improvement. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- | | |
|--------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none"> interpret organisational documents relevant to elected member decision making. |
| Oral communications skills to: | <ul style="list-style-type: none"> negotiate with and influence others resolve conflict respect and represent diversity. |

- Numeracy skills to:
- read, interpret and discuss financial information including financial models and forecasts
 - read, interpret and discuss statistical information.
- Problem-solving skills to:
- solve problems in collaboration with others.
- Teamwork skills to:
- work with other elected members and council staff to contribute to decision making.
- Technology skills to:
- access organisational documents relevant to elective member decision making from electronic sources.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAMEM003 Contribute to high level strategic decision making

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- contribute to making and reviewing three informed high level strategic decisions working with other elected members and council staff.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to making decisions as an elected member in local government
- federal, state and local government legislation applicable to local government and the elected member decision making
- financial models and forecasts and implications for high level strategic decision making
- high level strategic decisions requiring mandatory community consultation
- requirements for implementation of council decisions
- requirements for and implications of statutory delegation of council decisions
- requirements for matters of privilege and confidentiality
- evaluation criteria:
 - community acceptance and support
 - community values
 - conflict of interest
 - cost
 - council responsibilities
 - ethics
 - feasibility
 - risk
- collaborative decision making.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- local government legislation
- local government policies and procedures applicable to elected members
- elected member code of conduct
- elected members and council staff.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAOPS001 Prepare for operational works

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare a works project plan according to pre-determined budgets, council policies and management plans compliant structural design standards. It requires the ability to communicate proposals to internal and external stakeholders.

This unit applies to individuals working in local government and undertaking tasks related to the maintenance of council assets.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

No applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Plan operational works.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1. Interpret budgets, council policies, management plans and structural design standards to determine operational works requirements.

1.2. Consult with specialists to clarify and confirm operational

- works requirements.
- 1.3. Analyse operational works requirements to identify required work tasks.
 - 1.4. Review work site to select areas for amenities and storage of tools, equipment and materials.
 - 1.5. Consult with agencies and authorities to identify location of potential hazards.
 - 1.6. Identify, assess and control site hazards and risks according to organisational policies and procedures.
2. Plan resources.
- 2.1. Estimate and specify materials, tools and equipment required to meet operational works project needs.
 - 2.2. Check availability of specified materials, tools and equipment.
 - 2.3. Select alternative materials, tools and equipment to address resource deficiencies.
 - 2.4. Procure materials, tools and equipment as required to meet operational works project needs according to organisational policies and procedures.
3. Plan traffic control.
- 3.1. Assess current traffic conditions and traffic volume to identify and assess traffic disruptions and risks.
 - 3.2. Plan traffic controls to address traffic disruptions and risks.
 - 3.3. Inform authorities and persons affected by the work of traffic controls.
 - 3.4. Select and implement traffic control devices and signals according to regulations and organisational policies and procedures.
4. Finalise work plan.
- 4.1. Check planned works against workplace health and safety (WHS) requirements and make adjustments as required to achieve compliance.
 - 4.2. Document operational works project plans according to organisational policies and procedures.
 - 4.3. Communicate operational works project plans to persons responsible for completing works.
5. Monitor work site.
- 5.1. Monitor work site against workplace health and safety (WHS) requirements to confirm compliance.
 - 5.2. Report and record incidents according to organisational policies and procedures and legal requirements.
 - 5.3. Inspect work site to confirm compliance with site safety requirements.
6. Inform stakeholders.
- 6.1. Relay instructions and requests to the public and authorities according to organisational policies and procedures.
 - 6.2. Respond to public enquiries according to organisational policies and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Writing skills to:	<ul style="list-style-type: none">• document works project plans in the required detail and format• correspond with the public, authorities and agencies about operational works.
Oral communication skills to:	<ul style="list-style-type: none">• communicate with the workers, the public, authorities and agencies about operational works.
Numeracy skills to:	<ul style="list-style-type: none">• interpret and discuss mathematical information in budgets, council policies, management plans and structural design standards• calculate and estimate quantities of resources and materials required for operational works• assess risks• use traffic data and understanding of space and shape to plan traffic control• procure resources and materials.
Planning and organising skills to:	<ul style="list-style-type: none">• prioritise and sequence work tasks.

Unit Mapping Information

LGAWORK402A Prepare for operational works.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAOPS001 Prepare for operational works

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- prepare for one operational works project, including:
 - developing and documenting one operational works plan to meet:
 - budget
 - council policies
 - management plans
 - structural design standards
 - equipment and resources
 - traffic controls
 - communicating with:
 - utilities
 - road traffic authorities
 - residents
 - businesses
 - community groups
 - community services
 - environmental protection agencies
 - authorities relevant to the works
 - monitoring safety of work site.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to preparing for operational works
- legislative requirements applicable to preparing for operational works
- agencies and authorities for consultation:
 - police
 - fire
 - emergency

- types of operational works:
 - council works programs
 - departmental works programs
 - depot programs
 - maintenance programs
 - works patrols
- types of persons affected by work:
 - utilities
 - road traffic authorities
 - residents
 - businesses
 - community groups
 - community services
 - environmental protection agencies
- types of specialists:
 - state road and rail authorities
 - civil and traffic engineers
 - consultants
- types of workplace documentation applicable to preparing for operational works:
 - analysis sheets
 - time sheets
 - diary entries
 - work sheets
 - meeting notes
 - cost analysis
 - planning specifications
 - drawing plans
 - budgets
- site safety requirements:
 - personal protective equipment
 - safe use of tools, equipment and plant
 - traffic management
 - risk assessment
 - compliance
- basic materials and construction technology
- types of works methods
- types of traffic:
 - vehicular
 - aircraft
 - locomotive

- pedestrian
- livestock
- state and local government structural design standards
- climatic and weather conditions and their impact on operational works
- road and traffic safety regulations.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to preparing for operational works
- legislative requirements applicable to preparing for operational works.

Assessment must ensure use of:

- budgets, council policies, management plans and structural design standards
- an operational works work site
- people, authorities and agencies with whom the individual can interact.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAOPS002 Prepare site for new operational works

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to establish a site at the commencement of operational works while following pre-determined plans and specifications. It requires the ability to securely prepare and close-down the operational works site.

This unit applies to individuals working in local government and undertaking tasks related to the maintenance of council assets.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Commence preparation for operational works.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Interpret operational works plans to identify site preparation requirements.
- 1.2. Select, use and maintain personal protective equipment according to safety requirements.
- 1.3. Check Dial Before You Dig (DBYD) information to

- identify utilities.
- 1.4. Identify and report site risks and hazards according to organisational policies and procedures.
 2. Establish site facilities.
 - 2.1. Set up amenities and storage areas for tools, equipment and materials convenient to operational works area.
 - 2.2. Establish site security to protect assets during operational works.
 - 2.3. Inspect operational works site to confirm compliance with workplace health and safety (WHS) requirements.
 3. Prepare operational works area.
 - 3.1. Set out survey levels and lines according to operational works plans.
 - 3.2. Locate identified services and tag for relocation, termination and suspension as required to meet operational works plans.
 - 3.3. Complete demolition, clearing and removal of materials according to operational works plans.
 4. Plan and close-down operational works.
 - 4.1. Identify location of operational works elements from operational works plans.
 - 4.2. Determine sequence of work from operational works plans.
 - 4.3. Select tools, equipment and materials required to complete work tasks.
 - 4.4. Document operational works schedule according to organisational policies and procedures.
 - 4.5. Plan for the cleaning and rehabilitation of the site area on decamping.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> interpret operational works plans including specifications, sequence of work, drawings and instructions.
Writing skills to:	<ul style="list-style-type: none"> document operational works schedule.
Numeracy skills to:	<ul style="list-style-type: none"> interpret mathematical information in operational Dial Before You Dig and works plans including specifications, sequence of work, drawings and instructions sequence and schedule work tasks calculate material weights, volumes, ratios and quantities.

Planning and organising • prioritise and schedule work.
skills to:

Unit Mapping Information

LGAWORK303A Prepare site for new operational works.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAOPS002 Prepare site for new operational works

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- prepare one site for new operational works involving:
 - scheduling of work
 - interpreting Dial Before You Dig (DBYD) information
 - setting up of required amenities
 - protecting of assets
 - setting out of survey levels and lines
 - demolishing and removing material
 - closing-down site
 - tagging services for:
 - relocation
 - termination
 - suspension.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to preparing sites for operational works
- workplace health and safety requirements, including personal protective equipment, applicable to preparing sites for operational works
- state and local environmental requirements relevant to completion of operational works
- purpose and contents of operational works plans:
 - specifications
 - sequence of work
 - drawings
 - instructions
- function and safe use of equipment:
 - angular measuring tools
 - data downloaders

- distance measuring tools
- personal protective gear
- prisms
- plumb bobs
- tripods
- tribraches
- theodolite
- steel bands
- rods
- total station data recorders
- Dial Before You Dig (DBYD) requirements
- techniques for setting up amenities and storage areas
- techniques for setting up site security requirements
- techniques for demolition, clearing and removal of materials
- techniques for calculating material weights, volumes, ratios and quantities
- local geographical soil structure
- types of surveys:
 - aerial
 - construction
 - subdivision
 - route location and earthworks
 - topographic
 - hydrographic and elements of photogrammetry
 - traditional
 - total work station.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to preparing sites for operational works
- operational works schedule template
- calculator.

Assessment must ensure use of:

- operational works plans
- personal protective equipment
- equipment applicable to preparing site for operational works

- operational works site to be prepared.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAOPS003 Develop works maintenance schedule

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop works maintenance schedules to meet council asset management program outcomes. It requires the ability to identify works priorities according to visual inspections and customer feedback, and develop work plans to meet council budgetary and asset management requirements.

This unit applies to individuals working in local government and undertaking tasks related to the maintenance of council assets.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prioritise works requirements.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Interpret and analyse information from asset management system, visual inspections and customer feedback to identify works requirements.
- 1.2. Prioritise works requirements according to organisational

- policies and procedures.
- 1.3. Identify and record critical assets for ongoing monitoring and remedial action.
2. Prepare works schedule.
 - 2.1. Analyse works requirements to confirm scope of works.
 - 2.2. Prepare preliminary estimate of resources and scheduling according to scope and priorities.
 - 2.3. Prepare a feasibility plan to complete the work according to council budget and planning estimate processes.
 - 2.4. Review recently completed works to determine preliminary costs of design and construction.
 - 2.5. Document works schedule according to organisational policies and procedures.
 3. Assess works proposals.
 - 3.1. Assess works proposals against council budget allocation.
 - 3.2. Assess works proposals against the asset management program.
 - 3.3. Prioritise proposed maintenance works according to assessment outcomes.
 - 3.4. Allocate resources according to demand and asset management program.
 4. Complete documentation.
 - 4.1. Prepare and submit reports and recommendations according to organisational policies and procedures.
 - 4.2. Update asset management system according to organisational policies and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> interpret plans, maps, charts, databases, Safe Work Method Statements(SWMS) and specifications.
Writing skills to:	<ul style="list-style-type: none"> correspond with colleagues and customers.
Oral communication skills to:	<ul style="list-style-type: none"> clarify information with colleagues and customers present information and recommendations.
Numeracy skills to:	<ul style="list-style-type: none"> interpret mathematical information in plans, maps, charts, databases and specifications interpret and analyse financial information in budgets and life-cycle costings associated with works maintenance schedules

- sequence and schedule works activities.
- Technology skills to:
- use asset management system.

Unit Mapping Information

LGAWORK401A Develop works maintenance schedule.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAOPS003 Develop works maintenance schedule

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- develop one works maintenance schedule that involves:
 - adhering to council budget and planning estimate processes
 - using an assets register
 - allocating resources according to the asset management program
 - reporting information and recommendations
 - communicating with colleagues and customers.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to developing works maintenance schedules
- legislation applicable to developing works maintenance schedules
- types and availability of works maintenance resources
- council assets network
- maintenance history of assets
- risk assessment process
- purpose and components of Safe Work Method Statements (SWMS)
- research and scope of works projects
- council priorities impacting on works maintenance schedules
- types and components of plans, maps, databases and specifications
- works maintenance schedule, budget and life-cycle costings.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to developing works maintenance schedules.

Assessment must ensure use of:

- assets register
- asset management system
- customer requests
- work plans and proposals
- budget and planning estimates
- colleagues and council customers.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAOPS004 Evaluate works maintenance needs and priorities

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify and evaluate works conditions to ensure public safety and the preservation of assets.

It requires the ability to identify the works maintenance requirements, prioritise work, record problems and report on maintenance action.

This unit applies to individuals working in local government and undertaking tasks related to the maintenance of council assets.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify works maintenance requirements.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Develop and prioritise preventative maintenance strategies to meet organisational safety and asset management requirements.

- 1.2. Assess user complaints to identify public safety risks.
 - 1.3. Assess public safety risks to identify the need for emergency action to ensure user and public safety.
 - 1.4. Respond to user complaints relating to works maintenance according to organisational policies and procedures.
 - 1.5. Seek specialist advice on technical matters outside scope of own job role.
2. Plan works maintenance.
 - 2.1. Conduct works maintenance inspections to identify and record maintenance problems and faults according to organisational requirements.
 - 2.2. Assess maintenance problems and faults to identify public safety risks.
 - 2.3. Assess public safety risks to identify works maintenance priorities.
 - 2.4. Prioritise works maintenance activities to ensure public safety and preservation of assets.
 - 2.5. Schedule works maintenance activities according to priorities and organisational policies and procedures.
 - 2.6. Determine and report on works maintenance plans and activities according to organisational requirements.
3. Maintain records.
 - 3.1. Prepare asset registers according to organisational and legislative requirements.
 - 3.2. Secure and update asset records according to organisational and legislative requirements.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Writing skills to:	<ul style="list-style-type: none">record asset register details clearly, accurately and legibly.
Oral communication skills to:	<ul style="list-style-type: none">communicate with colleagues and the public to determine the maintenance works requirements and ensure public safety and preservation of assets.
Numeracy skills to:	<ul style="list-style-type: none">prioritise, sequence and schedule maintenance worksassess risks.

Unit Mapping Information

LGAWORK301A Evaluate works maintenance needs and priorities.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAOPS004 Evaluate works maintenance needs and priorities

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- on one occasion evaluate works maintenance needs and priorities involving:
 - one of the following methods to identify required work:
 - park patrols
 - road patrols
 - surveys
 - pest and weed eradication or control programs
 - aerial surveillance
 - photography
 - responding to a customer complaint
 - reporting on identified maintenance requirements and recommending rectifications
 - deciding on and prioritising appropriate maintenance actions
 - meeting public safety and asset preservation requirements
 - maintaining accurate asset register records.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to evaluating works maintenance needs and priorities
- council structure and services in relation to maintenance works
- maintenance history of assets
- risk associated with the works and controls required to mitigate
- council asset network
- community needs and expectations in relation to maintenance needs and priorities
- faults and repair procedures
- asset life cycle:
 - life of an asset
 - treatments to extend life

- value of asset
- replacement value
- asset disposal and renewal
- customer complaints system.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to evaluating works maintenance needs and priorities
- council asset register
- asset network
- customer complaints system.

Assessment must ensure use of:

- customers with a complaint related to works maintenance.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAOPS005 Manage civil plant and resources

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to manage civil plant and resources.

This unit applies to individuals working in local government and undertaking tasks related to the maintenance of council assets.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Manage job for civil construction.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Interpret civil construction plans and drawings to identify job requirements.
- 1.2. Analyse job requirements to identify, integrate, prioritise, schedule and sequence work activities to enable completion on budget and on time consistent with organisational policies and procedures.
- 1.3. Develop and document work plans according to

- organisational policies and procedures.
2. Select appropriate plant and equipment.
 - 2.1. Calculate plant cycles of operation to undertake specific tasks.
 - 2.2. Select plant in relation to its cycle of operation in primary, secondary and static roles.
 - 2.3. Select plant and equipment according to work plans.
 - 2.4. Check stores to assess availability of internal resources.
 - 2.5. Assess type and availability of external resources against job requirements.
 3. Supervise and organise operation of plant and equipment.
 - 3.1. Monitor selected plant and equipment to ensure maximum output is achieved.
 - 3.2. Monitor work site against work health and safety requirements to ensure compliance.
 - 3.3. Plan and conduct meetings with plant supervisors and works personnel to facilitate safe and efficient plant operations.
 - 3.4. Organise plant and equipment to meet scheduled requirements.
 - 3.5. Test works in progress to ensure plant and equipment are achieving specified standards.
 - 3.6. Record and maintain records of plant and equipment operation.
 - 3.7. Conduct progressive checks to ensure routine and periodic maintenance of plant and equipment is completed.
 4. Maintain records.
 - 4.1. Record information according to organisational and legislative requirements.
 - 4.2. Secure and accurately maintain records according to organisational and legislative requirements.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS

DESCRIPTION

Reading skills to:

- interpret organisational policies and procedures.

Numeracy skills to:

- interpret and discuss mathematical information in civil construction plans and drawings
- record mathematical information
- estimate and calculate quantities and times.

Planning and organising skills to:

- prioritise, schedule and sequence work activities.

Unit Mapping Information

LGAWORK403A Manage civil plant and resources.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAOPS005 Manage civil plant and resources

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- manage civil plant and resources for one job that involves:
 - maintaining work site and plant operation safety
 - meeting job requirements, budget and schedule.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to managing civil plant and resources
- work health and safety requirements applicable to managing civil plant and resources
- types, functions, pre-start checks and operation of plant:
 - bulldozers
 - graders
 - scrapers
 - compactors
 - excavators
 - backhoes
 - skid steer
 - machines
 - cranes
 - profilers
 - sweepers
 - trucks
 - tankers
- types of records:
 - manufacturers' data sheet
 - maintenance
 - time sheets
 - plant usage

- fuel
- oils
- spare parts
- types and components of civil construction plans and drawings and how to interpret.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to managing civil plant and resources
- plant manufacturers' specifications
- work plan template.

Assessment must ensure use of:

- civil construction plans and drawings
- plant and equipment relevant to the job
- plant supervisors and works personnel.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAPLA001 Interpret and apply development planning legislation, schemes and instruments

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to interpret development planning requirements to determine compliance and provide advice.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify and interpret planning requirements.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Read and interpret legislation, schemes and instruments to determine essential development planning requirements.
- 1.2. Monitor development planning legislation, schemes and instruments to identify and interpret changes and impact on work activities.

- | | |
|--|---|
| | 1.3. Research and interpret land tenure and covenant information. |
| | 1.4. Negotiate development planning standards and rule outcomes where there are competing interests. |
| 2. Analyse development planning conformance. | 2.1. Inspect sites to assess conformance with development planning legislation, schemes and instruments.
2.2. Propose remedial action to resolve development planning non-conformance.
2.3. Report on inspection outcomes according to organisational policies and procedures.
2.4. Communicate inspection outcomes to property owner.
2.5. Refer development planning compliance issues outside delegated authority to supervisor. |
| 3. Provide development planning advice. | 3.1. Receive and interpret internal and external development planning enquiries.
3.2. Provide prompt and correct pre-lodgement development planning advice within delegated authority.
3.3. Refer development planning enquiries outside delegated authority to supervisor. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> interpret legislation, instruments, organisational policies and procedures, planning records, titles, covenants and the local planning scheme.
Writing skills to:	<ul style="list-style-type: none"> correspond with owners, internal personnel and interested parties about development planning standards, rules and additional requirements.
Oral communication skills to:	<ul style="list-style-type: none"> listen and respond to planning enquiries ask open and closed questions to gather and confirm planning information.
Numeracy skills to:	<ul style="list-style-type: none"> read, interpret, use and discuss geometric, geospatial and measurement information embedded in planning documentation.
Technology skills to:	<ul style="list-style-type: none"> use information systems relevant to development planning.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAPLA001 Interpret and apply development planning legislation, schemes and instruments

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- interpret and apply development planning legislation, schemes and instruments including:
 - undertaking one inspection to determine and report on compliance including at least one non conformance
 - responding to one external enquiry verbally and in writing
 - responding to one internal enquiry verbally and in writing.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to development planning
- regulations, schemes and instruments applicable to development planning:
 - legislation
 - local planning scheme
 - land tenure and covenants
- techniques to monitor planning development compliance
- development planning non-compliances
- negotiation techniques
- basic principles of council planning processes
- types of enquiries:
 - pre-lodgement
 - during development application assessment
 - post determination.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to development planning
- regulatory requirements applicable to development planning including legislation, schemes and instruments
- information systems relevant to development planning.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAPLA002 Perform minor development assessments

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required for development planning including planning and conducting site inspections and assessing minor development applications.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for assessment.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Plan, schedule and conduct pre-application meeting with prospective applicant.
- 1.2. Receive, interpret and review minor development application for completeness.
- 1.3. Consult with applicant to resolve identified administrative inconsistencies and gaps.
- 1.4. Confirm application is within delegated authority and refer

- applications outside delegated authority to supervisor.
2. Perform preliminary assessment.
 - 2.1. Interpret and apply planning legislation, schemes and instruments to identify conformance issues and risks.
 - 2.2. Coordinate and communicate with statutory authorities and other parties to gather and confirm assessment information.
 - 2.3. Prepare and issue public notification according to statutory requirements and organisational policies and procedures.
 - 2.4. Refer application to statutory and non-statutory requirements.
 - 2.5. Receive, interpret and analyse submissions from interested parties and objectors to identify development issues.
 3. Visit site.
 - 3.1. Review minor development application impacts to determine need for site inspection.
 - 3.2. Review application information to identify site visit health and safety hazards and risks, assess risks and implement risk controls.
 - 3.3. Plan, schedule and conduct site visit to inspect site for development impacts.
 - 3.4. Record site inspection outcomes according to organisational procedures.
 4. Perform and report on final assessment.
 - 4.1. Negotiate with applicants and interested parties to resolve identified issues and maximise development outcomes.
 - 4.2. Review minor development application amendments to confirm preconditions for development consent are met.
 - 4.3. Document assessment report and recommendation and submit to officer authorised to make determination.
 - 4.4. Prepare planning approval and conditions documentation and notify applicant of assessment decision.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS

DESCRIPTION

- | | |
|---------------------------|---|
| Reading skills to: | <ul style="list-style-type: none"> • interpret planning legislation, schemes and instruments, organisational policies and procedures, planning records, planning permits and conditions, titles and covenants. |
| Writing skills to: | <ul style="list-style-type: none"> • correspond with applicants, internal staff and interested parties about development assessment matters. |
| Oral communication skills | <ul style="list-style-type: none"> • listen and respond to development assessment enquiries |

- to:
- provide pre-lodgement advice
 - ask open and closed questions to gather and confirm assessment information
 - report assessment progress and outcomes to applicants.
- Numeracy skills to:
- read, interpret, use and discuss geometric, geospatial and measurement information embedded in applications, maps and site plans
 - conceptualise 2D to 3D on site.
- Problem-solving skills to:
- facilitate outcomes where there are competing interests.
- Teamwork skills to:
- collaborate with team members to discuss and debate merits of minor development applications.
- Planning and organising skills to:
- adhere to development application timelines.
- Self-management skills to:
- manage personal workload.
- Technology skills to:
- use information systems relevant to development planning including geospatial information systems.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAPLA002 Perform minor development assessments

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- perform minor development assessments including:
 - assessing two minor development applications
 - planning and conducting one site visit.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to performing minor development assessments
- legislation, planning schemes and instruments applicable to performing minor development assessments
- geospatial principles applicable to performing minor development assessments
- pre-application meeting topics:
 - rights of applicant including right of appeal and confidentiality
 - representation of applicant
 - format and presentation of application for development
 - decision-making process of council
 - record-keeping requirements of council
 - code of conduct that must be followed by council officers involved in the planning process
 - problem-solving and dispute resolution processes
- pre-conditions for development consent
- types of assessments:
 - preliminary assessment
 - final assessment
- site visit considerations:
 - external site impacts
 - siting
 - scale

- context
- role of external authorities in the assessment process:
 - building surveyor
 - environmental health officer
 - drainage authorities
 - water authorities
 - utilities
- basic principles of council planning processes
- types of minor development applications:
 - boundary alignment
 - domestic buildings
 - signage
 - changes of use
- types of site hazards and risks, and associated risk controls:
 - physical hazards
 - conflict
- types of inspections:
 - pre-inspection
 - progress inspection
- types of development impacts
- types of development outcomes:
 - environmental impacts
 - statutory
 - character
 - amenity
 - council development controls
- peer review
- principles of occupational health and safety risk management and the hierarchy of control
- types of planning approval documentation:
 - permits
 - building rules consent
 - licences including liquor licences
- types of enquiries:
 - pre-lodgement
 - during development application assessment
 - post determination
- types of development assessment records and methods of maintaining.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to performing minor development assessments
- legislation applicable to performing minor development assessments
- geospatial information system and plans
- information systems relevant to planning.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAPLA003 Assess development applications and implement planning scheme

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to deal with and make development application decisions as an elected member in local government.

This unit applies to individuals who have been elected to office in local government including councillors and mayors.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for development planning decision making.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Read and interpret legislation, schemes and instruments to determine development planning requirements relevant to elected member decision making.
- 1.2. Collaborate with other elected members to identify and prioritise development planning issues.

- 1.3. Source, interpret, discuss, analyse and report on information that informs development planning decisions.
2. Make development planning decisions.
 - 2.1. Propose, evaluate and discuss alternative development planning solutions.
 - 2.2. Review proposed development planning decisions to determine implications for implementation.
 - 2.3. Support development planning decisions that represent and promote community interests.
 - 2.4. Collaborate with other elected members to make informed development planning decisions in the public interest.
 - 2.5. Set development planning policies to achieve council vision.
 - 2.6. Allocate resources to support development planning decisions.
3. Review high level strategic decisions.
 - 3.1. Monitor, discuss, analyse and report on implementation and outcomes of development planning decisions.
 - 3.2. Collaborate with other elected members to instigate reviews where development planning outcomes are not met.
 - 3.3. Reflect on own contribution to development planning decision making to identify and act on opportunities for improvement.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- | | |
|--------------------------------|--|
| Reading skills to: | <ul style="list-style-type: none"> interpret legislation, instruments, organisational policies and procedures, planning records, titles, covenants and the local planning scheme. |
| Oral communications skills to: | <ul style="list-style-type: none"> negotiate with and influence others resolve conflict respect and represent diversity. |
| Numeracy skills to: | <ul style="list-style-type: none"> read, interpret and discuss financial information including financial models and forecasts read, interpret and discuss statistical information read, interpret and discuss geometric, geospatial and measurement information embedded in planning documentation. |
| Problem-solving skills to: | <ul style="list-style-type: none"> solve problems in collaboration with others. |

- Teamwork skills to:
- work with other elected members and council staff to contribute to development planning decision making.
- Technology skills to:
- access organisational documents relevant to development planning from electronic sources.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAPLA003 Assess development applications and implement planning scheme

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- set one development planning policy
- make, allocate resources to and review one development planning decision.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to assessing development applications and implementing the planning scheme
- federal, state and local government legislation applicable to assessing development applications and implementing the planning scheme
- land use planning and the planning scheme
- financial models and forecasts and implications for assessing development applications and implementing the planning scheme
- development planning requiring mandatory community consultation
- development application assessment and decision making
- requirements for implementation of development planning decisions
- requirements for and implications of statutory delegation of development planning decisions:
 - vision, aspirations and direction of council and associated policy
- requirements for matters of privilege and confidentiality
- decision making criteria:
 - community acceptance and support
 - community values
 - public interest
 - conflict of interest
 - cost
 - council responsibilities
 - ethics
 - transparency

- efficiency
- fairness
- feasibility
- risk
- ecological sustainability
- political context relevant to development planning decisions
- environmental, social and development risks and ramifications of development planning decisions
- collaborative decision making.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- local government legislation
- local government policies and procedures applicable to elected members
- elected member code of conduct
- elected members and council staff.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAPLA004 Identify native title issues relevant to local government

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify native title issues relevant to development planning and infrastructure projects in local government.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Determine scope of native title applications.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Check council database of land and water holdings against informal and formal registers of native title determinations, applications and agreements held by the National Native Title Tribunal (NNTT).
- 1.2. Obtain and map details of applications and determinations.

- 1.3. Check mapping of applications and determinations with claimants and NNTT.
2. Apply native title legislation.
 - 2.1. Assess legal requirements to notify, consult and negotiate with native title holders and applicants.
 - 2.2. Assess impact of native title on existing and future land uses.
 - 2.3. Report on status of native title assessment.
 - 2.4. Integrate requirements to notify, consult and negotiate with native title holders and applicants into council strategic, operation and decision making processes.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none">• interpret legislation.
Writing skills to:	<ul style="list-style-type: none">• prepare native title assessment report.
Technology skills to:	<ul style="list-style-type: none">• use information systems relevant to development planning.

Unit Mapping Information

LGALAND502A Identify native title issues relevant to local government context and functions.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAPLA004 Identify native title issues relevant to local government

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify native title issues relevant to local government including:
 - determining the scope of one native title application involving land and water use
 - assess impact of native title on one existing and future land use
- prepare one written report on native title assessment including:
 - requirements to notify, consult and negotiate with native title holders and applicants into council strategic, operation and decision making processes.

Knowledge Evidence

- Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:
- organisational policies and procedures applicable to identifying native title issues relevant to local government
- native title legislation applicable to identifying native title issues relevant to local government
- native title origins and framework
- Australian land tenure system
- Aboriginal and Torres Strait Islander laws and customs applicable to native title and development planning
- requirements for assessing native title determination application:
 - status of land parcel
 - infrastructure project
- native title holder and applicant rights and interests
- native title implications for council and associated risks
- stakeholder interests:
 - Australian Local Government Association
 - state and territory local government associations
 - state and territory government agencies
 - native title representative body
 - National Native Title Tribunal

- processes for mediation and litigation in native title matters.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to identifying native title issues relevant to local government
- legislative requirements applicable to identifying native title issues relevant to local government
- information systems used in development planning and identifying native title issues relevant to local government.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAPLA005 Protect heritage and cultural assets

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to establish an inventory, assess opportunities and threats, and develop strategies for heritage and cultural assets.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare heritage and cultural asset inventory.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify community heritage and cultural assets and associated council expectations and requirements.
- 1.2. Assess heritage and cultural asset significance according to criteria and community expectations.
- 1.3. Conduct field investigation and research to obtain information base of significant places.
- 1.4. Research information sources to collect data on heritage and

- cultural assets.
- 1.5. Prepare inventory of heritage and cultural assets.
2. Assess threats and opportunities.
- 2.1. Identify heritage and cultural asset threats and opportunities.
- 2.2. Interpret and apply council and community input to establish criteria for assessing heritage and cultural threats and opportunities.
- 2.3. Assess and prioritise heritage and cultural asset threats and opportunities.
3. Develop heritage and cultural asset protection strategies.
- 3.1. Consult with the community and property owners on heritage and cultural asset protection.
- 3.2. Establish framework for legal protection of heritage and cultural assets.
- 3.3. Develop heritage and cultural asset protection strategies to conserve heritage and cultural assets in response to community needs.
- 3.4. Benchmark heritage and cultural asset protection strategies to assess effectiveness of strategies
- 3.5. Determine policy elements of proposed heritage and cultural asset protection strategies.
4. Implement heritage and cultural asset protection strategies.
- 4.1. Consult with the community and property owners about proposed heritage and cultural asset protection strategies.
- 4.2. Estimate and procure financial resources for heritage and cultural asset protection according to budget cycles
- 4.3. Select, assign and train personnel to undertake heritage and cultural asset protection tasks.
- 4.4. Select and procure physical facilities and equipment for heritage and cultural asset protection according to budget cycles.
- 4.5. Prepare and distribute community education and information materials to support heritage and cultural asset protection strategies.
- 4.6. Incorporate heritage and cultural asset protection strategies into organisational policies and procedures.
- 4.7. Set timetable and priorities for implementation of heritage and cultural asset protection strategies.
- 4.8. Implement heritage and cultural asset protection strategies.
5. Evaluate heritage and cultural asset protection strategies.
- 5.1. Monitor implementation of heritage and cultural asset protection strategies.
- 5.2. Evaluate heritage and cultural asset protection strategies to identify areas for improvement.
- 5.3. Prepare heritage and cultural asset protection report according to organisational requirements.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none">• research and interpret legislation applicable to heritage and cultural asset protection• research and interpret heritage and cultural asset information from local, national and international sources.
Writing skills to:	<ul style="list-style-type: none">• write heritage and cultural asset protection reports.
Oral communication skills to:	<ul style="list-style-type: none">• consult with the community and property owners.
Numeracy skills to:	<ul style="list-style-type: none">• interpret, use, discuss, estimate, calculate and document financial information relevant to budgets and lifecycle costings.
Technology skills to:	<ul style="list-style-type: none">• use information systems relevant to development planning.

Unit Mapping Information

LGAPLEM612B Protect heritage and cultural assets.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAPLA005 Protect heritage and cultural assets

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- protect heritage and cultural assets including:
 - preparing one inventory of heritage and cultural assets
- protect one heritage and cultural asset including:
 - assessing threats and opportunities:
 - political emphasis
 - reductions in maintenance
 - lack of planning
 - other authorities' planning
 - competing interests
 - community attitudes
 - consulting the community and property owners
 - developing, documenting, implementing and monitoring heritage and cultural asset protection strategies.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to protecting heritage and cultural assets
- legislative requirements applicable to protecting heritage and cultural assets
- types of heritage and cultural assets:
 - cultural and environmental significance
 - national and local area significance
 - danger component of heritage element and structure
 - cultural assets
- asset classification systems
- community needs and expectations applicable to protecting heritage and cultural assets
- significance of heritage and cultural assets:
 - aesthetic, historical, scientific and social aspects

- community expectations
- national
- state
- regional
- local
- contributory
- places of significance:
 - buildings
 - structures
 - plantings
 - subsurface remains
- types of criteria for significance of heritage and cultural assets:
 - community preference
 - budget constraints
 - legislative provisions
 - resources
 - time frames
 - age
 - outstanding craftsmanship
 - architectural style
 - construction technology
 - an association with important events or figures
 - building type
 - rarity
 - technical and creative achievement
 - representing a way of life
 - artistic
 - religious and cultural associations
- sources of information for heritage and cultural assets:
 - survey information
 - historical information
 - reports, studies and texts.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to protecting heritage and cultural assets

- legislative requirements applicable to protecting heritage and cultural assets
- information systems relevant to development planning.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAPRO001 Interpret and apply property management legislation

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to interpret and apply property management legislation and provide property management advice.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

Elements

Elements describe the essential outcomes

1. Interpret property management legislation.
2. Apply property management legislation.

Performance Criteria

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Read and interpret property management legislation, to determine property management requirements.
- 1.2. Monitor development planning legislation to identify and interpret changes and impact on work activities.
- 2.1. Assess land use and management according to legislative requirements.

- 2.2. Classify and categorise land according to legislative requirements.
- 2.3. Process leases, licences, sales and dealings according to legislative requirements.
- 2.4. Refer property management matters outside delegated authority to supervisor.
- 3. Provide property management advice.
 - 3.1. Receive and interpret internal and external property management enquiries.
 - 3.2. Provide prompt and correct property management advice within delegated authority.
 - 3.3. Refer property management enquiries outside delegated authority to supervisor.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Writing skills to:	<ul style="list-style-type: none">correspond with interested parties about property management matters and prepare public notices.
Oral communication skills to:	<ul style="list-style-type: none">listen and respond to property management enquiriesask open and closed questions to gather and confirm property management information.
Numeracy skills to:	<ul style="list-style-type: none">read, interpret, use and discuss mathematical information embedded in property management documentation.
Technology skills to:	<ul style="list-style-type: none">use information systems relevant to property management.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAPRO001 Interpret and apply property management legislation

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- interpret and apply property management legislation including:
 - undertaking one assessment of land use and management
 - undertaking one land classification and categorisation
 - responding to one external enquiry verbally and in writing
 - responding to one internal enquiry verbally and in writing.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to property management
- legislation requirements applicable to property management
- methods of assessing land use and management and land parcel dynamics:
 - history
 - ownership
 - restrictions
- crown land requirements including native title related to property management
- types of land classifications and categorisations
- methods of identifying land classifications and categorisations for leases, licences, sales and dealings.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to property management
- legislative requirements applicable to property management
- information systems relevant to property management.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAPRO002 Administer property

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to process property transactions, buy and sell council properties, respond to property enquiries and maintain property records.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Administer property transactions.
2. Administer property investment.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Investigate and administer property transactions according to statutory requirements.
- 1.2. Negotiate, prepare, execute, register and maintain tenure arrangements.
- 2.1. Coordinate and advise on property valuation for purchase, sale, lease and insurance purposes.

- 2.2. Coordinate feasibility studies and due diligence investigations relating to property investment.
- 2.3. Negotiate and administer the compulsory and non compulsory acquisition and the sale of property on behalf of the organisation.
- 3. Maintain property records.
 - 3.1. Access, interpret, process and update property records.
 - 3.2. Analyse and summarise property records to prepare reports.
 - 3.3. Establish and monitor performance to budget.
 - 3.4. Retain and store property records according to statutory requirements.
 - 3.5. Identify and query suspected property record inconsistencies within delegated authority.
 - 3.6. Review property processes to identify areas for improvement and report to supervisor.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> research and interpret legislative requirements interpret organisational policies and procedures and property records.
Writing skills to:	<ul style="list-style-type: none"> correspond with applicants, community groups, regulators, professional services and interested parties correspond with internal staff prepare legal documents related to property management.
Oral communication skills to:	<ul style="list-style-type: none"> listen and respond to internal and external property enquiries seek legal advice.
Numeracy skills to:	<ul style="list-style-type: none"> interpret and discuss mathematical and financial information related to administering property summarise data interpret data to identify patterns, errors and inconsistencies interpret geometric and measurement information embedded in valuations and plans.
Technology skills to:	<ul style="list-style-type: none"> use digital technology to conduct title searches use digital technology to source historical information in relation to land access and use property databases.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAPRO002 Administer property

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- administer property that involves four of the following:
 - creation of an easement
 - extinguishment of an easement
 - feasibility study and due diligence investigation into property investment
 - acquisition of property
 - sale of property
 - lease of property
- maintain property records for each of the above.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to administering property
- legislative requirements applicable to administering property
- confidentiality applicable to administering property
- community, retail, commercial, industrial and residential property markets
- basic accounting principles related to property records
- basic geospatial principles applicable to administering property
- basic principles of planning framework relevant to administering property
- valuation principles
- compulsory acquisition process for properties
- types of property records and methods of maintaining:
 - valuation
 - property
 - financial
- title and historical land search methods
- methods of administering:
 - leases
 - licences
 - permits

- right of use
- acquisitions
- disposals
- land development
- easements
- consolidations
- encroachments
- caveats
- commercial and residential buildings
- redevelopment
- release for housing
- land registers
- asset management.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to administering property
- legislation applicable to administering property.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAPRO003 Administer and apply road legislation

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to interpret road legislation, provide road advice, process road transactions, respond to road enquiries and maintain road records.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Apply road legislation.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Assess road use and management according to legislative requirements.
- 1.2. Classify roads according to legislative requirements.
- 1.3. Process road sales and dealings according to legislative requirements.
- 1.4. Refer road matters outside delegated authority to

- supervisor.
2. Administer road transactions.
 - 2.1. Investigate and administer requests for road changes according to statutory requirements.
 - 2.2. Negotiate, prepare, execute, register and maintain road tenure arrangements.
 3. Administer road investment.
 - 3.1. Coordinate and advise on road valuation for purchase, sale, lease and insurance purposes.
 - 3.2. Coordinate feasibility studies and due diligence investigations relating to road investment.
 - 3.3. Negotiate and administer the compulsory and non compulsory acquisition and the sale of road on behalf of the organisation.
 4. Provide road advice.
 - 4.1. Receive and interpret internal and external road enquiries.
 - 4.2. Provide prompt and correct road advice within delegated authority.
 - 4.3. Refer road enquiries outside delegated authority to supervisor.
 5. Maintain road records.
 - 5.1. Access, interpret, process and update road records.
 - 5.2. Analyse and summarise road records to prepare reports.
 - 5.3. Establish and monitor road related performance to budget.
 - 5.4. Retain and store road records according to statutory requirements.
 - 5.5. Identify and query suspected road record inconsistencies within delegated authority.
 - 5.6. Review road processes to identify areas for improvement and report to supervisor.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS

DESCRIPTION

Reading skills to:

- research and interpret legislative requirements
- interpret organisational policies and procedures and road records.

Writing skills to:

- correspond with applicants, community groups, regulators, professional services and interested parties
- correspond with internal staff
- prepare public notices related to roads

- prepare legal documents related to roads.
- Oral communication skills to:
 - listen and respond to road enquiries
 - ask open and closed questions to gather and confirm road information
 - seek legal advice.
- Numeracy skills to:
 - read, interpret, use and discuss spatial and financial information related to roads
 - interpret data to identify patterns, errors and inconsistencies.
- Technology skills to:
 - use digital technology to conduct title searches
 - use digital technology to source historical information in relation to roads
 - access and use road databases.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAPRO003 Administer and apply road legislation

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- administer and apply road legislation including:
 - administering one road transfer
 - administering one road widening
 - administering one road creation
 - administering one road compulsory acquisition
 - undertaking one road classification
 - responding to one external enquiry verbally and in writing
 - responding to one internal enquiry verbally and in writing
 - maintaining road records for each of the above.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to applying and administering road legislation
- legislative requirements applicable to roads
- confidentiality applicable to applying and administering road legislation
- basic accounting principles related to road records
- basic geospatial principles applicable to applying and administering road legislation
- basic principles of planning framework relevant to applying and administering road legislation
- valuation principles
- compulsory acquisition process for roads
- types of roads records and methods of maintaining:
 - valuation
 - property
 - financial
- types of road changes:
 - road transfers

- widening of roads
- closing of roads
- creating roads
- methods of assessing land parcel dynamics related to roads:
 - history
 - ownership
 - restrictions
- crown land requirements including native title related to roads
- types of road classifications
- methods of identifying road classifications for sales and dealings
- title and historical land search methods
- methods of administering:
 - right of use
 - road closures
 - acquisitions
 - disposals
 - caveats
 - asset management.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to applying and administering road legislation
- legislation applicable to applying and administering road legislation
- information systems relevant to roads.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAREG001 Implement parking controls

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to effectively implement council's parking system.

It requires the ability to conduct regular parking patrols, monitor and maintain signage of parking restrictions, issue infringement notices, liaise with the public to encourage voluntary compliance, record incidents and write incident reports.

This unit applies to individuals who work in local government.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Undertake parking patrols.

1.1. Implement work plan for street patrols according to council's parking management strategy.

- | | |
|--|--|
| | 1.2. Check parked vehicles against parking requirements and restrictions. |
| | 1.3. Monitor meters according to organisational policies and procedures. |
| | 1.4. Report unauthorised and suspicious activity to authorities. |
| 2. Monitor and maintain signage of parking restrictions. | 2.1. Check signage for visibility and legibility. |
| | 2.2. Report damaged signage to council officers. |
| | 2.3. Provide education material to road users in accordance with legislation. |
| 3. Issue infringement notices. | 3.1. Collect and record evidence to support infringement notice. |
| | 3.2. Input and check accuracy of data required for infringement notices. |
| | 3.3. Issue and record infringement notices according to organisational policies and procedures. |
| | 3.4. Report and organise to tow illegally parked vehicles according to organisational policies and procedures and legislative requirements. |
| 4. Communicate with the public. | 4.1. Maintain personal safety in an enforcement environment. |
| | 4.2. Manage professional customer contact according to organisational policies and procedures. |
| | 4.3. Analyse and answer enquiries to assist achievement of voluntary compliance. |
| | 4.4. Communicate with customers on the phone and on duty according to the organisational customer experience policy. |
| | 4.5. Resolve conflict using conflict management strategies. |
| | 4.6. Deal with members of the public according to the organisation code of conduct. |
| 5. Document activities. | 5.1. Document regular activity reports according to organisational policies and procedures. |
| | 5.2. Develop incident reports according to organisational policies and procedures. |
| | 5.3. Provide advice to council according to organisational policies and procedures. |
| | 5.4. Use collected evidence to prepare evidentiary reports for contested infringement notices according to organisational policies and procedures. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance

criteria are listed *below*.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none">• interpret national road rules.
Oral communication skills to:	<ul style="list-style-type: none">• adjust communication to accommodate language and cultural differences.
Technology skills to:	<ul style="list-style-type: none">• use technology to collect audio, video and photographic evidence• use technology to implement parking controls including personal data computers, meters, readers and parking ticket machines.

Unit Mapping Information

LGAREGS301A Implement parking controls.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAREG001 Implement parking controls

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- implement one parking control
- identify and rectify one signage defect
- issue one infringement notice
- record one customer interaction
- record evidence for one breach.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to implementing parking controls
- legal requirements applicable to implementing parking controls
- types of unauthorised and suspicious activity, methods of reporting and expectations in relation to maintaining work health and safety and public safety
- delegation to enforce parking laws
- national road rules and regulations
- zones and parking signage:
 - meter and voucher signage
 - explanatory stickers
 - on street parking requirements
 - off street parking requirements
 - other controlled parking areas:
 - car parks
 - no standing, loading, bus and taxi zones
 - disabled parking
- methods for using personal data computers, meters, readers and parking ticket machines
- commercial and disabled stickers
- appeal process
- evidence collection methods and types of evidence:
 - photographic

- audio recording
- body camera
- notebook
- types of prescribed infringement notices and penalties
- conflict management strategies
- types of compliance checks:
 - on foot
 - vehicle usage for remote areas
 - licence plate recognition technology
 - secure handling of keys, meter readers, personal data computers, cash and vouchers.

Assessment Conditions

Skills must be demonstrated in:

- a workplace environment. This can be a workplace or simulated environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to implementing parking controls
- legal requirements applicable to implementing parking controls
- national road rules.

Assessment must ensure use of:

- parking machines
- members of the public.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAREG002 Provide evidence in court

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare for legal proceedings, present evidence and follow up outcomes of court proceedings.

This unit applies to individuals working in local government across all job levels.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for legal proceedings.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Verify court arrangements, role and involvement in legal proceedings.
- 1.2. Prepare documentation and exhibits according to legislative and organisational requirements.
- 1.3. Review material referred to in proceedings prior to presentation in court to ensure familiarity, completeness and availability.
- 1.4. Confirm personal presentation, manner and language are

- consistent with court protocols and organisational requirements.
2. Present evidence.
 - 2.1. Observe and adhere to rules of evidence, procedures and protocols relevant to the jurisdiction involved.
 - 2.2. Give fact-based evidence in a clear, concise and unambiguous manner compliant with the rules of evidence.
 - 2.3. Make evidence required during legal proceedings available in an original form.
 - 2.4. Provide specialist opinion within own scope of expertise on request according to organisational policy.
 3. Implement proceeding outcomes.
 - 3.1. Implement proceeding outcome actions according to organisational policies and procedures.
 - 3.2. Complete documentation according to professional obligations in the case and organisational requirements.
 - 3.3. Seek feedback, further information and clarification of issues associated with proceedings and outcomes.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> interpret legislation and court documents.
Writing skills to:	<ul style="list-style-type: none"> collate and organise information to prepare statements.
Learning skills to:	<ul style="list-style-type: none"> maintain current knowledge of legislation and common law.
Technology skills to:	<ul style="list-style-type: none"> use information systems relevant to accessing information and providing evidence in court.

Unit Mapping Information

LGAREGS402B Provide evidence in court.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAREG002 Provide evidence in court

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide evidence in court that involves:
 - preparing for one legal proceeding
 - presenting evidence for one legal proceeding
 - following up outcomes of that legal proceeding.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to providing evidence in court
- legislative requirements applicable to providing evidence in court
- types of legal proceedings relevant to the job role
- general principles regarding admissibility of evidence in courts
- continuity of evidence
- rules of evidence:
 - admissibility
 - chain of custody for validity of physical evidence
 - contemporaneousness
- court protocols:
 - punctuality
 - voice clarity and language
 - impartiality
 - forms of address
 - respect for people and offices held
 - standards of dress and physical appearance
 - readiness of self and evidence
 - general demeanour
- briefing and documentation requirements
- preparation of legal documentation rules

- requirements for handling and managing evidential exhibits
- storage requirements for information that is susceptible to spoiling or damage.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to providing evidence in court
- legislation applicable to providing evidence in court
- formal legal procedures and court protocols
- evidence and exhibits.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

LGAREG003 Manage conflict situations in a regulatory environment

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to resolve disputes and conflict situations that may arise when working in regulatory work roles.

This unit applies to individuals who work in local government and other regulatory environments.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Not applicable.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify the conflict situation.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and define the conflict, and record details according to organisational policies and procedures.
- 1.2. Anticipate causes of conflict and harmful behaviour and implement responses to prevent escalation.
- 1.3. Identify parties involved in the conflict.

- 1.4. Identify and analyse the issues of the conflict.
 - 1.5. Instigate proceedings to settle the conflict with minimal delay.
 - 1.6. Identify situations requiring assistance and request support promptly.
2. Negotiate resolution.
 - 2.1. Address conflict constructively applying strategies to resolve conflict according to organisational policies and procedures.
 - 2.2. Use negotiation techniques to maintain positive interaction and to divert and minimise aggressive behaviour.
 - 2.3. Use communication techniques to ensure third parties understand the information received.
 - 2.4. Recognise social and cultural differences and take into account when choosing a negotiation approach.
 - 2.5. Request assistance for situations that cannot be resolved through negotiation and mutual resolution.
 - 2.6. Keep accurate, complete and accessible records of the situation and resolution.
3. Evaluate response.
 - 3.1. Evaluate the effectiveness of the response and review.
 - 3.2. Document the evaluation according to organisational policies and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

Assessment Requirements for LGAREG003 Manage conflict situations in a regulatory environment

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- manage conflict situations in a regulatory environment that involves:
 - two different face to face conflict situations.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures applicable to managing conflict situations in a regulatory environment
- legislative requirements applicable to managing conflict situations in a regulatory environment
- principles of situational awareness and threat assessment
- common areas of conflict in a regulatory environment
- risks associated with exercising regulatory powers
- principles of procedural fairness and natural justice
- conflict resolution techniques:
 - consultation strategies
 - negotiation
 - mediation
- impact of personal style
- ethical work practices and codes of conduct
- human behaviour and body language
- evaluation techniques to assess:
 - responses to conflict
 - effectiveness of resolution processes.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to managing conflict situations in a regulatory environment
- legislative requirements applicable to managing conflict situations in a regulatory environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume Implementation Guide are available in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7>

ACMAIM201 Contribute to safety at incidents involving large animals

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 3.0.

Application

This unit of competency describes the skills and knowledge required to contribute to safety at incidents involving large animals. It covers large land-based, domesticated animals – typically horses, cattle and sheep. The unit provides an introduction to behaviours of large prey and herd animals, safety, situational awareness, and an overview of incident management processes.

The unit applies to individuals who work or volunteer in environments where they interact with large animals and require a basic understanding of safety for self, others and animals in potential incident or emergency situations.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Animal Incident Management (AIM)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify safety risks relating to large animals	1.1 Investigate the types of incidents that can occur with large animals 1.2 Identify the hazards and types of incidents that are most likely to occur in own work area 1.3 Identify types of injuries that can occur to people involved in an animal incident 1.4 Identify individual responsibilities and obligations relating to work health and safety, and animal welfare regulations
2. Recognise behaviours of large animal species	2.1 Identify natural instincts, sensory perceptions and social behaviour of large domesticated prey animals and herd animals 2.2 Identify different ways large animals can react in response to perceptions of threat at an incident scene 2.3 Recognise body language and other signs that indicate the animal is agitated or under stress in its surroundings
3. Identify features of incident management approaches	3.1 Identify basic principles to follow in responding to an incident involving large animals 3.2 Outline key features of recognised incident management systems 3.3 Identify the roles and responsibilities of key personnel and agencies involved in animal incident management 3.4 Outline the sequence and steps taken to resolve an incident involving large animals
4. Identify ways to contribute to safety at incidents involving large animals	4.1 Explain the benefits and key features of an incident response plan for an organisation 4.2 Identify safe work practices needed for incidents involving large animals 4.3 Identify training options available for workers or volunteers 4.4 Identify personal protective equipment used for safety, biosecurity and hygiene in incidents involving animals

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Navigate the world of work	<ul style="list-style-type: none">Recognise formal procedures related to responding to incidents involving animals and own contributions and role
Interact with others	<ul style="list-style-type: none">Recognise importance of cooperation and collaboration with others to achieve joint outcomes related to safety and animal welfare at incident scenes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMAIM201 Contribute to safety at incidents involving large animals	Not applicable	New unit	No equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

Assessment Requirements for ACMAIM201 Contribute to safety at incidents involving large animals

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 3.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has:

- identified at least two potential animal incident safety risks relevant to own work area
- identified behavioural features and hazards relating to one large prey animal species and one large herd animal species
- identified at least three safe work practices to employ at an animal incident scene
- reviewed one large animal incident scenario to identify the key features of the incident management system.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- types of potential incidents involving large land-based domesticated animals
- basic safety principles relating to large animal incidents
- own responsibilities under current health and safety and animal welfare regulations, codes and organisational policies and procedures
- basic concepts of animal welfare, including the Five Domains
- basic behaviours of prey and herd large animal species, including:
 - sensory perceptions and how senses can influence behaviour and reactions
 - common signs and body language to indicate the animal is distressed or agitated
 - hazards to people from large animal behaviour and actions
- potential hazards and risks at a large animal incident scene, including:
 - weight and size of animal
 - unpredictable behaviour
 - other animals in the vicinity
 - environmental hazards and contamination

- actions of people
- zoonotic disease risk
- basic features of incident management system, including:
 - roles of team members, including incident controller and veterinarian
 - chain of command and communication
 - basic sequence and steps to follow in a large animal incident
 - incident zones – hot, warm, cold
 - safe zones related to animals
 - briefing and debriefing of the incident
- safe working practices, including:
 - personal protective equipment
 - hygiene and biosecurity procedures
 - basic manual handling techniques.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions – this includes the use of simulations and scenarios
- resources, equipment and materials:
 - large animal incident scenario.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

ACMAIM202 Participate in an incident involving large animals

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 3.0.

Application

This unit of competency describes the skills and knowledge required to safely participate in a team responding to incidents involving a large animal. It covers identifying and monitoring common risks and hazards relating to large animal incident scenes, and working safely with others around compromised or distressed animals.

The unit applies to individuals who work or volunteer in environments or workplaces where they interact with large animals. They work with others to take responsibility for safety and respond to a range of potential incidents involving large animals in a work area.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

The prerequisite unit of competency for this unit is:

- ACMAIM201 Contribute to safety at incidents involving large animals.

Unit Sector

Animal Incident Management (AIM)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Respond to an incident	1.1 Assess incident scene and contribute to risk assessment of the

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
involving large animals	<p>scene</p> <p>1.2 Participate in team briefing about incident operation plan, objectives and own role</p> <p>1.3 Confirm and clarify incident controller instructions about own role and tasks</p> <p>1.4 Discuss behaviour risks and control strategies associated with animal species at the incident scene</p> <p>1.5 Select and fit personal protective equipment (PPE) suitable for situation</p> <p>1.6 Maintain safety requirements relating to hygiene and biosecurity according to organisational requirements</p> <p>1.7 Prepare operational equipment and check condition and serviceability</p>
2. Carry out allocated role and duties	<p>2.1 Perform allocated tasks and role according to instructions</p> <p>2.2 Monitor large animal behaviour at the scene and maintain situational awareness</p> <p>2.3 Assist with controlling hazards, ensuring safety zones are maintained and escape routes identified</p>
3. Apply basic animal handling skills	<p>3.1 Observe and anticipate behavioural characteristics of large animal species and use appropriate handling methods</p> <p>3.2 Approach large animal/s safely and in a manner that minimises stress and stimulation</p> <p>3.3 Catch or contain loose animals using safe handling and basic restraint and controlling methods</p> <p>3.4 Assist with animal extrication according to role and instructions</p>
4. Assist with post-incident activities	<p>4.1 Assist with reuniting animal/s to owners, moving animal/s to a safe holding area or handling deceased animal/s appropriately and according to instructions</p> <p>4.2 Clean, decontaminate and store PPE and other equipment used at the incident scene</p> <p>4.3 Report information required by relevant personnel according to incident operation and regulatory requirements</p> <p>4.4 Participate in incident debriefing</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Oral communication	<ul style="list-style-type: none">Listen attentively and ask questions to confirm or clarify information using appropriate technical terminology
Navigate the world of work	<ul style="list-style-type: none">Recognise the purpose, main tasks, responsibilities and boundaries of own role
Get the work done	<ul style="list-style-type: none">Organise and prioritise own tasks, seeking assistance as required to achieve outcomesAnticipate animal behavioural responses to minimise hazards and risks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMAIM202 Participate in an incident involving large animals	Not applicable	New unit	No equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

Assessment Requirements for ACMAIM202 Participate in an incident involving large animals

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 3.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has:

- participated in a team responding to two different incident scenarios involving large animals, taking on a different allocated role in each scenario
- caught or contained at least one large, live uncontained animal using safe handling and basic restraint and control methods.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- types of incidents involving large animals and what can go wrong
- own responsibilities under current health and safety and animal welfare regulations, codes and organisational policies and procedures
- basic concepts of animal welfare, including the Five Domains and Five Freedoms models
- potential hazards and risks at a large animal incident scene, including animals, environment and people
- behaviours of large animals relevant to incident scenes, including:
 - sensory perceptions and how senses can influence behaviour and reactions
 - common signs and body language of distressed large animals relevant to workplace or event site
- basic techniques for approaching, catching, handling and controlling large animals
- key features of incident management system, including:
 - allocated roles of team members
 - chain of command and communication
 - basic principles of working in a team at incident scene
 - basic sequence and steps to follow in a large animal incident

- incident zones (hot, warm and cold) and personnel allowed in each
- safe zones related to animals, including strike, kick, head butt and flight zones
- briefing and debriefing the incident, including operational and critical incident stress
- post-incident activities
- team member roles, duties and responsibilities, including:
 - incident controller
 - veterinarian
 - safety officer
 - animal handler
 - haul team
 - responder, rescuer or team member, including spontaneous volunteers
 - media liaison
 - people/bystander/owner control
- safe working practices, including:
 - personal protective equipment
 - hygiene and biosecurity procedures
 - basic manual handling techniques
- basic rescue equipment, including screening materials.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions or an incident scene – this includes the use of simulations and scenarios where assessment would be unsafe, impractical or unethical
- resources, equipment and materials:
 - live animals or large animal mannequin, equipment and incident scene scenarios to address the performance evidence requirements
- relationships:
 - team members.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

ACMAIM303 Move large animals to new locations

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 3.0.

Application

This unit of competency describes the skills and knowledge required to catch, restrain and move large animal/s from one location to another in planned and unplanned activities relating to an animal incident, natural disaster or other emergency. It covers moving animals safely using species-appropriate techniques and establishing the animals in secure, suitable holding areas.

The unit applies to individuals who work or volunteer in environments where they interact with large animals. They have a role in assisting with activities and incidents involving large animals related to their workplace or event site.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Animal Incident Management (AIM)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to move large	1.1 Assess the risks involved in moving large animal/s from one

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
animals	<p>location to another</p> <p>1.2 Select and fit personal protective equipment (PPE) suitable for the situation</p> <p>1.3 Confirm instructions with team leader or incident controller</p> <p>1.4 Maintain safety requirements relating to hygiene and biosecurity according to organisational requirements</p> <p>1.5 Prepare equipment required for the task and check for serviceability</p> <p>1.6 Check that the new location and/or transport meets the safety, security and suitability requirements for the large animal/s species being moved</p>
2. Identify animals to be moved and assess condition	<p>2.1 Identify selected animal/s to be moved and record identification information using organisational formats</p> <p>2.2 Identify injured or sick animals and potential need to isolate or group some animals</p> <p>2.3 Identify animals requiring veterinary attention, and report to relevant personnel</p> <p>2.4 Make alternative arrangements for animals unfit to be moved or that are deceased</p>
3. Gather and control large animals	<p>3.1 Approach large animal/s safely and in a manner that minimises stress and stimulation</p> <p>3.2 Apply species-specific knowledge of physical features, behaviour, flight zones and point of balance to safely move animals</p> <p>3.3 Catch or contain loose animals using safe handling and controlling methods</p> <p>3.4 Control herds or groups of animals, and manoeuvre to a suitable area ready for moving</p> <p>3.5 Modify methods of handling in response to the animal/s actions and to ensure safety to self, others and other animals</p>
4. Move large animals to new location	<p>4.1 Transfer the animal/s to the new location using planned route and/or transportation</p> <p>4.2 Address or report safety issues relating to bystanders or spectators during the move</p> <p>4.3 Monitor large animal welfare during movement with adequate</p>

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	provision of rest, water and feeding points 4.4 Maintain effective communication throughout activities to minimise the risk to others in the vicinity
5. Complete relocation of large animals	5.1 Establish the animal/s in the new location and record identification information 5.2 Assist with processes for reuniting animals with owners, and unclaimed animals 5.3 Administer health and welfare care to animal/s according to instructions 5.4 Complete records and reports according to organisational procedures and regulatory requirements 5.5 Participate in debrief at conclusion of relocation activity

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Oral communication	<ul style="list-style-type: none"> Listen attentively and ask questions to confirm or clarify information using appropriate terminology
Interact with others	<ul style="list-style-type: none"> Work as an effective member of a team as well as independently Seek help in situations where it is difficult to handle and move animal/s single-handedly
Navigate the world of work	<ul style="list-style-type: none"> Recognise the purpose, main tasks, responsibilities and boundaries of own role
Get the work done	<ul style="list-style-type: none"> Plan, organise and prioritise tasks to move large animals Use problem-solving techniques to accommodate contingencies that arise during the handling and moving of large animal/s

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMAIM303 Move large animals to new locations	Not applicable	New unit	No equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

Assessment Requirements for ACMAIM303 Move large animals to new locations

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 3.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has:

- approached, controlled and moved large animals to a new location in a planned activity, including:
 - a single large animal
 - a group of at least three large animals
- identified and addressed risks related to safety of personnel and animal welfare when moving large animals in two unplanned incident scenarios.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- risks involved in moving large animal/s from one location to another, including:
 - health status and/or injuries
 - individual animal behaviour and herd behaviour
 - route and/or transport requirements
 - reason for moving the animal/s – planned or incident/emergency response
- behaviours of large animals relevant to incident scenes, including:
 - prey species motivated by fear – 'fight or flight' reactions
 - animal flight zones and point of balance
 - herd behaviours
 - unpredictable and reactive behaviours
- methods and techniques for catching, restraining and manoeuvring common large animal species, including cattle, horses and sheep
- application of safety zones and point of balance to moving animals

- basic health and nutritional requirements of a range of common large animal species
- types of equipment and materials required for moving large animals, and how to use
- safe work principles and practices, including:
 - types of personal protective equipment (PPE)
 - procedures for maintaining hygiene and biosecurity
 - safety zones for interacting with large animals
 - safety of others, including team, public, bystanders, spectators
- containment requirements of holding areas, temporary shelters or evacuation sites to address animal safety and security
- organisational procedures for:
 - large animal identification and recording
 - identifying injured or sick animals, and arrangements for isolation or separation of these animals from rest of herd
 - establishing animal/s in new location
 - reuniting animals with owners and unclaimed animals
 - handling and removal of deceased animals
- regulatory requirements, including:
 - stock movement along public roads
 - transporting large animals/livestock
- responsibilities under current health and safety and animal welfare regulations, codes and organisational policies and procedures relevant to moving large animals.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions or an incident scene – this includes the use of simulations and scenarios where assessment would be unsafe, impractical or unethical
- resources, equipment and materials:
 - large animals (live) for planned activities suitable for the skill and experience of the individual
 - incident scene scenarios involving large animals to address the performance evidence requirements
- relationships:
 - team members.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

ACMCAS304 Capture, handle and transport companion animals

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to capture, handle and transport companion animals.

This unit applies to individuals working in the companion animal industry sector where it is necessary to transport companion animals. This includes transportation to and from pet shops, boarding kennels and catteries, companion animal training, groomer and breeding establishments, mobile animal facilities, stables, client residences or veterinary practices. This unit applies to individuals who take responsibility for their own work and for the quality of the work of others. They use discretion and judgement in the selection, allocation and use of available resources.

No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.

NOTE: The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) generally have the same meaning in the workplace. In jurisdictions where the national model WHS legislation has not been implemented, RTOs must contextualise the unit of competency by referring to current OHS legislative requirements.

Pre-requisite Unit

Nil

Unit Sector

Companion Animal Sector (CAS)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan the capture and restraint of companion animals	1.1 Identify animals and assess risks according to WHS and work place policies and procedures 1.2 Select appropriate capture techniques and equipment and prepare equipment for use 1.3 Prepare transport housing and ensure high standards of hygiene and infection control according to WHS and workplace policies and procedures
2. Capture animals	2.1 Capture animals in a safe and humane manner and according to WHS and animal welfare policies and procedures 2.2 Handle animals correctly and monitor carefully for stress or injury 2.3 Place animals in transport housing and secure housing correctly
3. Prepare animals for movement	3.1 Provide advice to client on appropriate transport and relocation procedures 3.2 Complete documentation according to workplace procedures/practices

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Collect and interpret information about products such as disinfectants, cleaning agents, cleaning techniques and cleaning equipment Refer to policies and procedures for information
Writing	<ul style="list-style-type: none"> Maintain accurate workplace records

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMCAS304 Capture, handle and transport companion animals	ACMCAS304A Capture, handle and transport companion animals	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

Assessment Requirements for ACMCAS304 Capture, handle and transport companion animals

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has safely and humanely captured and transported at least three companion animals, including:

- prepared correct type of transport container
- maintained high standards of hygiene and infection control
- used safe and environmentally responsible organisational systems and procedures when working with and handling companion animals
- maintained records and documentation.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the principles and practices of the capture, handling and transport of companion animals
- appropriate relocation procedures for a range of animals
- behaviour and physiology of typical companion animals
- dietary requirements before, during and after transport
- disinfectants, cleaning agents, cleaning techniques and cleaning equipment and materials used in a companion animal workplace
- animal welfare and ethics
- relevant WHS and animal welfare legislative requirements and codes of practice, including environmental regulations
- safe and humane animal capture, handling and restraint techniques and procedures
- species compatibility
- standards, guidelines and approaches to environmental sustainability relevant to the animal care industry
- transport housing requirements

- industry hygiene standards.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions for the capture, handling and transport of companion animals
- resources, equipment and materials:
 - live companion animals
 - equipment and resources for the capture, handling and transport of companion animals
 - personal protective equipment
- specifications:
 - access to organisational policies and procedures
 - current WHS and animal welfare legislation and regulations.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

ACMINF303 Implement infection control in the handling and care of native wildlife

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 2.0.

Application

This unit of competency describes the skills and knowledge required to handle and house sick, injured or orphaned native wildlife safely and follow infection control guidelines to minimise the spread of diseases between wildlife, humans and the environment.

The unit applies to individuals who work or volunteer for animal welfare agencies in a range of wildlife rescue, care and rehabilitation contexts where animals are housed and cared for on a temporary basis. They work under broad direction, take responsibility for their own work, solve problems and use discretion and judgement in the selection, allocation and use of available resources.

State and territory legislation and local government by laws apply in some jurisdictions to the keeping of Australian native animals.

No other occupational licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Infection control (INF)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify requirements	1.1 Identify state/territory regulatory requirements for wildlife

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
for caring for sick, injured or orphaned native wildlife	<p>rehabilitation, shelter and/or foster care</p> <p>1.2 Source and interpret the key principles and requirements for infection control when working with wildlife from responsible agency</p> <p>1.3 Identify roles of key personnel within the work environment relating to infection control and biosecurity</p> <p>1.4 Identify common diseases and quarantine periods relating to specific species of native animals in own region or environment</p> <p>1.5 Identify zoonotic diseases relevant to wildlife handled in the work environment</p>
2. Maintain personal safety and hygiene when handling native wildlife	<p>2.1 Recognise the risks of personal injury, contracting a zoonosis or other health problems, associated with working with wildlife and how these can be minimised</p> <p>2.2 Maintain personal hygiene when handling animals including washing and sanitising hands and covering cuts and abrasions according to infection control guidelines</p> <p>2.3 Maintain personal vaccinations/immunisations according to workplace requirements</p> <p>2.4 Comply with clothing requirements and correctly select, fit, and use personal protective equipment (PPE)</p> <p>2.5 Ensure personal hygiene and clean clothing when moving between captive animal enclosures to control spread of disease</p>
3. Safely capture and handle native wildlife	<p>3.1 Observe native wildlife behaviour before approaching or handling to assess risks to safety of self, or other people or animals</p> <p>3.2 Use appropriate techniques, equipment and PPE to capture and handle wildlife to ensure minimum stress and avoid injuries to handlers</p> <p>3.3 Recognise dangerous species and follow species-specific, safe capture and handling techniques or contact a specialist handler or organisation for assistance</p> <p>3.4 Secure native wildlife in appropriate enclosure, container and/or vehicle ensuring that the animal is not able to escape or be harmed during transport</p>
4. Assess condition and house captured wildlife	<p>4.1 Recognise signs of common diseases, including handling and transport stress, and/or assess the condition of injuries affecting the captured wildlife</p>

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	<p>4.2 Carry out basic first aid or take captured wildlife to a veterinarian depending on animal condition and nature of injury</p> <p>4.3 Set up enclosures in a location and environment that minimises the risk of disease and contamination</p> <p>4.4 Separate animals according to zoning or protective barrier requirements to limit containment of potential disease risks</p> <p>4.5 Ensure enclosures and bedding minimise potential contamination of the individual and other wildlife on the premise</p> <p>4.6 Assess rehabilitation and plan release requirements for individual wildlife according to agency and regulatory requirements</p>
5. Care for wildlife	<p>5.1 Check quality of feed, supplements and water, locate away from potential sources of contamination and store in designated areas</p> <p>5.2 Clean, disinfect and/or sterilise feeding bottles and containers to prevent contamination and minimise the spread of disease</p> <p>5.3 Control access to different areas of the work environment and limit human contact according to infection control guidelines</p> <p>5.4 Monitor the health and condition of the wildlife responding to individual needs</p>
6. Maintain clean and hygienic wildlife captive environments	<p>6.1 Select and prepare appropriate cleaning products, disinfectants and cleaning equipment for activity</p> <p>6.2 Clean and disinfect animal captive environments according to infection control guidelines and cleaning product instructions</p> <p>6.3 Change wildlife bedding and/or sort washable items for laundering or disposal</p> <p>6.4 Ensure enclosures, feed and water are free of contaminants, rodents and vermin</p> <p>6.5 Dispose of waste according to infection control and environmental practices, and local government requirements</p>
7. Maintain records and report infection control and biosecurity activity	<p>7.1 Fill in organisational records or documentation relating to infection control according to guidelines</p> <p>7.2 Report infection control incidents and signs of contagious disease according to regulatory and agency requirements</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Interpret information about products such as disinfectants, cleaning agents, cleaning techniques and cleaning equipment Locate key information in procedures and workplace forms
Oral communication	<ul style="list-style-type: none"> Use active listening and questioning techniques to obtain and give clear and precise information to others
Numeracy	<ul style="list-style-type: none"> Identify and interpret numerical information found on cleaning product labels and safety data sheets, including quantity, temperature, mixing ratio, application rate and withholding time Measure and calculate area, weight and volume
Navigate the world of work	<ul style="list-style-type: none"> Recognise the importance of infection control and associated responsibilities of own role and work
Interact with others	<ul style="list-style-type: none"> Work collaboratively with wildlife care organisations or foster carers to achieve joint outcomes
Get the work done	<ul style="list-style-type: none"> Plan and assemble resources and sequence activities relating to wildlife care to achieve positive outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMINF303 Implement infection control in the handling and care of native wildlife	Not applicable	New unit	No equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

Assessment Requirements for ACMINF303 Implement infection control in the handling and care of native wildlife

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 2.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that the individual has:

- safely captured and handled at least three different native wildlife animals using correct techniques, equipment and personal protective equipment (PPE), including:
 - one adult animal
 - one animal requiring basic first aid
 - one young orphan
- correctly recognised the signs of at least five different diseases in wildlife, covering at least two of the following native wildlife groups:
 - mammals including marsupials and monotremes
 - birds
 - reptiles
 - amphibians
- assessed the risks and followed infection control guidelines when caring for at least three different native wildlife animals
- completed written records related to handling/caring for an injured, orphaned or diseased animal following animal welfare agency and regulatory requirements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- state/territory wildlife and animal welfare regulatory requirements, including:
 - authorisation to provide rehabilitation shelters and/or foster care
 - not keeping wildlife as pets and relevant penalties
 - rules about displaying animals
 - rules about visitors to shelters
 - rehabilitation and release requirements

- categories of species including, threatened, unusual and pest species
- recording and reporting requirements
- state/territory legislation and codes of practice related to captured wildlife, biosecurity, health and safety in the workplace and animal welfare
- basic principles of infection control and biosecurity for wildlife, including:
 - personal hygiene, vaccinations/immunisation and PPE
 - ways of spreading infections and diseases including people, animals, environment and equipment
 - cleaning wildlife enclosures and bedding
 - cleaning, disinfecting and sterilising equipment
 - chemical and disinfectant contact times
 - limiting movement of wildlife and contact with people
 - appropriate levels of human contact
 - limiting environmental contamination including pests, vermin and noxious plants
 - reporting incidents and contagious diseases
- key terminology related to infection control and basic meanings, including:
 - biosecurity
 - contagious
 - zoonosis
 - pathogen
- risks in catching, handling and caring for native wildlife, including:
 - stressed, frightened behaviour from wildlife
 - injuries, including bites, scratches, kicks
 - zoonotic disease transmission
 - personal health and wellbeing including managing compassion fatigue
 - techniques and equipment for capturing wildlife
 - main wildlife species related to own work or environment
- signs of common injuries and infectious diseases (including zoonoses) affecting native wildlife, including:
 - sarcoptic mange (scabies) - parasitic/mite disease
 - lice, ticks, fleas
 - Q fever
 - ringworm
 - bat lyssavirus (ABLV) disease
 - hendra virus
 - parvovirus
 - psittacine circoviral disease (beak and feather disease)
 - salmonella
 - state/territory specific diseases
 - stress myopathy and dermatitis

- traumatic injuries including motor vehicles and shootings
- importance of public safety risks associated with bats/flying foxes and Australian bat lyssavirus
- how diseases can be transmitted and spread, including:
 - via pathogens
 - between animals
 - between animals and humans
 - between animals or humans and the environment
- basic types of pathogens, including:
 - viruses
 - bacteria
 - fungi
 - protozoa
 - internal parasites (worms)
 - external parasites (lice and mites)
- types of cleaning/sterilisation materials and disinfectants and their application and contact requirements
- procedures for reporting suspected infections or disease, including:
 - contacting veterinarian (wildlife) or doctor (humans)
 - agency supervisor
 - state/territory regulations reporting requirements.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a wildlife care shelter workplace or an environment that accurately represents these conditions
- resources, equipment and materials:
 - a range of live native wildlife
 - suitable taxidermy specimens, veterinary simulators, anatomical models or images/video if live animals cannot be obtained
 - disinfectants and cleaning equipment and materials
 - PPE used in animal care
 - wildlife enclosures or containers
- specifications:
 - animal welfare agency infection control guidelines.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

AHCARB316 Perform pruning operations

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 5.0.

Application

This unit of competency describes the skills and knowledge required to perform corrective and remedial pruning operations to trees either from the ground or whilst working at height.

The unit applies to individuals who work in arboriculture under broad direction and take responsibility for their own work. They use discretion and judgement in the selection, allocation and use of available resources and for solving problems.

The arboriculture industry requires that all pruning operations work is undertaken according to preferred industry practices (as outlined in the Companion Volume).

Legislation, regulations and by-laws relating to the treatment and removal of trees apply in some states and territories.

Pre-requisite Unit

Nil

Unit Sector

Arboriculture (ARB)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for pruning operations	1.1 Receive and confirm instructions with supervisor 1.2 Confirm access to site and location of trees and work zones 1.3 Determine type, extent and limit of pruning work in accordance with specifications, scope of works and client brief

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	<p>1.4 Undertake a site-specific job safety analysis (JSA) and record and implement site-specific control measures</p> <p>1.5 Communicate with work team using agreed methods according to works undertaken and site and environmental conditions</p>
2. Prepare tools, equipment and work environment	<p>2.1 Select tools and equipment for pruning work</p> <p>2.2 Consider access and impact of selected pruning tools and equipment on tree</p> <p>2.3 Carry out pre-operational and safety checks on pruning tools and equipment</p> <p>2.4 Select, check and use personal protective equipment</p> <p>2.5 Disinfect pruning equipment during tree work according to hygiene and biosecurity procedures and tree assessment outcomes</p> <p>2.6 Implement workplace health, safety, site, environmental and traffic control measures according to JSA</p>
3. Determine tree parts to be removed and plan pruning operations	<p>3.1 Investigate tree canopy shape, structure and defects to determine pruning plan</p> <p>3.2 Assess tree structure for stem co-dominance and branch attachment to determine options for pruning cut procedure</p> <p>3.3 Identify tree part requiring removal and select pruning procedure and location of cut from identified pruning cut options</p>
4. Perform pruning operations	<p>4.1 Prepare pruning equipment to ensure cuts are clean</p> <p>4.2 Use pruning tools to make pruning cuts according to industry standards and manufacturer operating instructions</p> <p>4.3 Make cuts from a secure body position with awareness of extant tree hazards</p> <p>4.4 Maintain awareness of power line proximity, safe approach distances and clearances</p> <p>4.5 Select pruning cuts for crown maintenance or crown modification according to scope of works</p> <p>4.6 Perform pre-cutting techniques to avoid splitting or tearing of the stem and bark</p> <p>4.7 Perform final cut according to the principles of compartmentalisation of decay in trees (CODIT) and current industry standards</p>

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	4.8 Ensure bark at edge of all pruning cuts remains firmly attached
5. Improve pruning quality	5.1 Review previous pruning cuts to determine tree response to pruning activities 5.2 Assess tree response to previous pruning methods and compare with current work practice 5.3 Seek advice from consulting arborists on quality of current pruning work practice 5.4 Identify substandard current pruning cuts and rectify according to advice
6. Complete pruning operations	6.1 Drop or lower pruned material into designated drop zone 6.2 Clean, maintain and store tools and equipment 6.3 Collect and dispose of pruned material according to environmental procedures 6.4 Maintain pruning records according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Writing	<ul style="list-style-type: none"> Accurately complete organisational documents, including job safety analysis, using clear language, correct spelling, grammar and industry terminology

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCARB316 Perform pruning	AHCARB303 Perform pruning	Prerequisite units removed Elements and performance	Equivalent

operations	operations	criteria clarified Foundation skills added Assessment requirements updated	
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Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCARB316 Perform pruning operations

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 5.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has demonstrated pruning operations according to given specifications for at least 4 trees, including:

- 1 tree with a minimum height of at least 10 metres and a minimum 5 metre spread for which the pruning specifications must include:
 - removal of hazardous dead wood or branches from the tree canopy
 - reduction of the extent of the crown
 - selective pruning to remove branches to resolve specific problems
- 1 tree of less than 4 metres in height to be formatively pruned
- 2 mature trees of at least 10 metres in height, for which the predetermined specifications must include at least 3 of the following maintenance or modification activities:
 - reduced the extent of the crown
 - lifted the height of the crown
 - pruned trees for low voltage line clearance on a residential property
 - performed remedial pruning including removal of dead wood
 - removed dead fronds and fruit from palm trees
 - pollarded a tree.

There must also be evidence that the individual has:

- communicated with work team during operations using communication method agreed with work team
- determined type, extent and limit of pruning work according to the specifications, scope of works, relevant standards and client brief
- operated safely while undertaking work, including:
 - conducted a job safety analysis for the site before work
 - maintained safe approach distances and clearances to power lines
 - selected and used personal protective equipment

- inspected tree for safe access and work
- conducted tree pruning from a secure and safe position
- selected, prepared and checked and safely used tools and equipment and cleaned and maintained for all pruning operations
- determined crown maintenance and modifications required and identified pruning cut options according to Australian Standards AS 4373 including:
 - stem co-dominance
 - stem bark ridge
 - old cuts
 - dead branches
 - occluded and occluding branches
 - used pre-cuts and undercuts of branches to avoid splitting or tearing and ensured bark remained firmly attached
- performed final cuts that complied with principles of compartmentalisation of decay in trees (CODIT), including:
 - cut to the branch collar without leaving a protruding stub
 - used branch bark ridge to determine angle of cut where visible collar is absent
 - ensured lateral branch to which the final cut is made is the correct diameter for the branch being reduced
 - used stem bark ridge to determine the angle of cut when removing a co-dominant stem
 - positioned the final cut guided by positions and angles of joins between tissue of declining or dead stems and those of healthy stems elsewhere in tree
 - ensured bark at edge of cuts remained firmly attached
- conducted a review of pruning practices for tree response to pruning and advice from arborist and modified pruning methods to improve pruning quality
- dropped or lowered pruned material into designated drop zone and collected and removed pruned material according to workplace and environmental procedures
- maintained pruning records according to workplace procedures.

All pruning operations work is required to be performed according to preferred industry practices (as outlined in the Companion Volume).

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- purpose of pruning trees and the standards expected, including:
 - canopy maintenance and the principles of dead wooding, crown thinning, selective pruning, formative pruning
 - canopy modification and the principles of reduction pruning, crown lifting, pollarding, remedial pruning, line clearance
- work health and safety procedures for pruning operations

- work site procedures for job safety analysis (JSA) for pruning and activities and control measures, including:
 - recognition of hazards
 - assessing the risks
 - identifying controls
 - documenting a JSA
 - personal protection
 - first aid
 - rescue procedures
- visual tree assessment, including health, growth habit, structure, stability and growing environment
- pruning equipment; advantages and disadvantages and use, including:
 - secateurs
 - chainsaws
 - pole saws
 - handsaws
 - equipment pre-start checks
- tree and branch anatomy and attachments related to pruning, including:
 - lateral branch collars
 - branch bark ridges
 - stem bark ridges
 - occluded and occluding branches
 - dominant and co-dominant stems
- preferred industry practices (as outlined in the Companion Volume) for pruning operations and Australian Standard AS 4373
- gauging the quality of pruning by assessing tree responses to pruning, including:
 - recognising correct and incorrect pruning cuts
 - rectifying poor pruning cuts
- hygiene and biosecurity procedures to minimise cross-infections from pruning activity
- safe communication during tree pruning work, including the impact of noise, environmental conditions, communications resources, and visibility
- communications strategies used in the arboriculture industry, including:
 - voice
 - hand
 - whistle signals
 - electronic communications
- safety considerations and procedures when working near overhead power lines, including:
 - basics of electrocution
 - power line types and insulation
 - approach distances and safety zones, voltage and arcing
 - authorisations to work near power lines

- tools, equipment, tree loads, personnel and power line contact
- legal liability
- workplace records for pruning operations
- environmental procedures and site management and clean-up.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - the trees stipulated to be pruned in the performance evidence
- resources, equipment and materials:
 - chainsaws, including a climbing saw
 - pole saw
 - pruning handsaws
 - personal protective equipment
 - first aid and emergency kit
 - traffic management kit
 - signage – work zone
 - trees and tree parts
- specifications:
 - workplace procedures and instructions related to pruning trees
 - legislation, regulations, codes of practice, Australian Standard AS 4373 related to pruning trees
 - preferred industry practices (as outlined in the Companion Volume) for pruning operations
 - documentation for planning, obtaining permits
- relationships:
 - client and work team.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. In particular, assessors must have:

- arboriculture vocational competencies at least to the level being assessed
- current arboriculture industry skills directly relevant to the unit of competency being assessed.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

AHCBUS408 Operate within a budget framework

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture, Conservation and Land Management Training Package Version 4.0.

Application

This unit of competency describes the skills and knowledge required to operate within a budget framework of a business.

This unit applies to individuals who take responsibility for their own work and provide and communicate solutions to a range of predictable and sometimes unpredictable problems in relation to their roles working within a budget framework..

All work must be carried out to comply with organisational requirements, legislation and codes and in consultation with the management team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Business (BUS)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Participate in formulation of a budget	1.1 Gather budget planning information from relevant sources 1.2 Identify priorities in relation to the organisation's vision and plans 1.3 Identify known sources of income as well as new sources of income

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.4 Review expenditure for existing operations 1.5 Review overhead expenditure 1.6 Estimate expenditure for new initiatives and expansion 1.7 Request budget variations to suit organisational needs
2. Supervise financial transaction	2.1 Arrange expenditure within budget delegations 2.2 Record transactions to meet taxation and accounting requirements 2.3 Compare actual sales and expenditure to the enterprise budget 2.4 Check financial reports to ensure operations are within forecast limits 2.5 Adjust expenditure to meet financial targets as required 2.6 Report actual and potential variations in budgeted income 2.7 Develop recommendations to address budget variations

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Numeracy	<ul style="list-style-type: none"> Estimate and calculate expenditure and recognise trends
Get the work done	<ul style="list-style-type: none"> Use software applications, including spreadsheets, to compile data and produce reports

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCBUS408 Operate within a budget	AHCBUS404 Operate within a budget framework	Foundation skills added Assessment requirements	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
framework		updated	

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCBUS408 Operate within a budget framework

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture, Conservation and Land Management Training Package Version 4.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that the individual has operated effectively within a budget framework for a period of at least three months (a financial quarter), using a software application or spreadsheet, including:

- identified information to be included in a budget
- reviewed budgeted income and expenditure and compared to actuals
- recorded transactions and allocated them to cost and income categories
- identified and reported budget variations
- reviewed production and expenditure plans to meet financial targets.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- income and expenditure categories
- budgeting procedures and templates
- taxation and accounting requirements for business
- costing and forecasting mechanisms
- cash flow analyses and records
- financial recording and reporting systems
- records of receipts and expenditure
- factors that impact upon the timing of sales and purchases, including taxation, goods and services tax (GST), and market conditions.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:

- skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - access to business financial records that cover a period of at least three months.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

AHCCHM304 Transport and store chemicals

Modification History

Release	Comments
Release 3	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.1.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to safely handle, transport and store chemicals.

The unit applies to individuals who work under broad direction and take responsibility for their own work. They use discretion and judgement in the selection, allocation and use of available resources and for solving problems.

State or territory licensing, legislative or certification requirements apply in some jurisdictions.

Pre-requisite Unit

Nil

Unit Sector

Chemicals (CHM)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to handle and	1.1 Identify health and safety hazards, assess risks and implement

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
transport chemicals	<p>controls according to workplace procedures</p> <p>1.2 Ensure contact details for emergency services are available in transport vehicle according to workplace procedures and transport regulations</p> <p>1.3 Ensure transport vehicle complies with transport regulations</p> <p>1.4 Ensure containers are secured, protected and in a condition to be safely transported according to workplace procedures, manufacturer instructions, legislative and regulatory requirements</p> <p>1.5 Ensure emergency equipment and procedures are available in the vehicle according to workplace safety procedures and regulations</p> <p>1.6 Ensure transport arrangements comply with legislative and regulatory requirements for the transport of hazardous substances and dangerous goods</p> <p>1.7 Obtain and use safety data sheets (SDS) for chemicals to be transported according to health and safety in the workplace procedures and legislative and regulatory requirements</p>
2. Handle and transport chemicals	<p>2.1 Handle, transport and load chemicals according to chemical safety data information, chemical label, legislative and regulatory requirements</p> <p>2.2 Carry out emergency procedures according to chemical label, SDS and workplace procedures</p> <p>2.3 Report transport incidents according to workplace procedures and health and safety in the workplace regulations</p>
3. Store chemicals in the workplace	<p>3.1 Select, ensure serviceability, fit and use personal protective equipment according to SDS and chemical label instructions</p> <p>3.2 Identify chemical storage requirements and store chemicals according to chemical label, safety data information and health and safety in the workplace procedures</p> <p>3.3 Maintain storage area according to legislative and regulatory requirements, health and safety in the workplace and environmental procedures.</p> <p>3.4 Dispose of chemicals and chemical waste according to chemical label instructions and environmental regulations</p> <p>3.5 Monitor chemical expiration dates and dispose of expired chemicals according to chemical label instructions, workplace and legislative and regulatory requirements</p>

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
4. Record storage details	<p>4.1 Maintain register of stored chemicals and SDS according to workplace procedures and legislative and regulatory requirements</p> <p>4.2 Report storage incidents according to legislative and regulatory requirements and workplace procedures</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Read and interpret SDS, chemical labels, manufacturer instructions, operating instruction and other workplace documentation and consolidates information to safely transport and store chemicals
Writing	<ul style="list-style-type: none"> Accurately record and complete organisational records using clear language, correct spelling and terminology when completing transport and storage records
Numeracy	<ul style="list-style-type: none"> Perform mathematical calculations to determine chemical weights, volumes and quantities to determine handling and storage requirements
Navigate the world of work	<ul style="list-style-type: none"> Take responsibility for following workplace policies, procedures and legislative and regulatory requirements Identify and implement chemical label requirements for handling and storage
Get the work done	<ul style="list-style-type: none"> Take responsibility for planning, sequencing and prioritising tasks required for chemical handling and storage activities Address problems and initiate standard procedures in response to emergencies applying problem solving processes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

AHCCHM304 Transport and store chemicals Release 3	AHCCHM304 Transport and store chemicals Release 2	Changes to Performance Criteria for clarity. Consolidated where content duplicated. Updated Performance Evidence and Knowledge Evidence	Equivalent unit
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Links

Companion Volumes, including Implementation Guides, are available at VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCCHM304 Transport and store chemicals

Modification History

Release	Comments
Release 3	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.1.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that on at least one occasion the individual has demonstrated that they have safely transported and stored chemicals, including:

- identified health and safety hazards, assessed risks and implemented controls
- ensured emergency services contact details are available
- ensured transport vehicle meets regulations and that chemicals were loaded, secured and protected according to regulations and procedures
- ensured emergency equipment and procedures were available
- handled, transported and stored chemicals safely
- carried out emergency procedures safely and according to procedures
- maintained a chemical storage manifest and safety data sheets (SDS) according to legislative and regulatory requirements
- complied with chemical label instructions and SDS for transporting and storage of chemicals and legislative and regulatory requirements
- maintained inventory and records according to workplace procedures and legislative and regulatory requirements
- monitored chemical expiration and disposed of chemicals and waste according to workplace procedures and legislative and regulatory requirements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- chemical labels and SDS their purpose, use and terminology, including:

- chemical signs, symbols and coding
- basic chemical properties and reactivity related to SDS and labels
- legislation and regulations that apply to transporting and storing chemicals, including:
 - transport vehicle requirements
 - information and documentation
 - dangerous and hazardous chemicals
 - placarding requirements
- risk factors including human and animal health and environmental
- processes and procedures for the disposal of excess, unwanted, expired chemicals and chemical waste including industry disposal programs
- health and safety in the workplace requirements including personal protective equipment (PPE) and manual handling
- emergency procedures for spills and accidents
- recording and monitoring of chemical stores including, expiration and disposal procedures.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a typical workplace environment or an environment that accurately represents workplace conditions
 - access to storage facility for chemicals
 - access to vehicle for transporting chemicals
- resources, equipment and materials:
 - chemicals
 - PPE
 - materials and equipment to handle, secure and protect chemical loads
- specifications:
 - specific workplace documents, including work instructions and procedures for chemical handling, storage and transport
 - chemical labels and safety data
 - legislation and regulations about handling, storage and transport of chemicals.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.

Application

This unit of competency describes the skills and knowledge required to safely prepare and apply chemicals for the control of pests, weeds and diseases, using general application equipment.

The unit applies to individuals who work under broad direction and take responsibility for their own work. They use discretion and judgement in the selection, allocation and use of available resources and for solving problems.

State or territory licensing, legislative or certification requirements apply in some jurisdictions.

Pre-requisite Unit

Nil

Unit Sector

Chemicals (CHM)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine the need for chemical use and prepare an application plan	1.1 Identify the pest, weed or disease, and assess the need for control 1.2 Assess the requirement for chemical use 1.3 Assess health and safety hazard, risks and controls for different chemicals

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	<p>1.4 Confirm requirement for chemical application according to workplace procedures</p> <p>1.5 Assess off target risk of each application method</p> <p>1.6 Assess the environmental risk for application method</p> <p>1.7 Notify stakeholders of intended chemical application according to workplace procedures and legislative and regulatory requirements</p> <p>1.8 Prepare application plan according to workplace procedures</p>
2. Prepare chemical mixes	<p>2.1 Identify and select chemical required for target according to application plan</p> <p>2.2 Calculate the volume, rate or dose according to chemical label instructions</p> <p>2.3 Identify and select application equipment and set-up requirements according to application plan and operator instructions</p> <p>2.4 Identify hazards, assess risks and implement control measures for application method according to chemical label and health and safety in the workplace procedures</p> <p>2.5 Identify, select, fit and use personal protective equipment (PPE) according to workplace procedures</p> <p>2.6 Select appropriate mixing equipment and suitable location to prepare and load chemicals according to workplace procedures</p> <p>2.7 Prepare chemicals according to chemical label instructions</p> <p>2.8 Return unused chemical to store and clean preparation equipment and work site of residues and spillage according to chemical label instructions and workplace procedures</p>
3. Calibrate application equipment	<p>3.1 Select application equipment for chemical according to application plan, off target risks and workplace procedures</p> <p>3.2 Conduct pre-operational checks of application equipment according to operator and maintenance manual</p> <p>3.3 Calibrate equipment according to operating instructions and application plan</p> <p>3.4 Load equipment with chemical according to operating instructions and workplace safety procedures</p>
4. Apply chemicals	<p>4.1 Monitor and assess weather conditions and forecasts to ensure effective chemical application according to application plan</p>

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	<p>4.2 Select, ensure serviceability, fit and use PPE according to chemical label instructions and workplace procedures</p> <p>4.3 Apply chemical according to label directions and application plan relating to the control of the pest, weed or disease</p> <p>4.4 Monitor application equipment for correct performance and ensure effective chemicals application according to operating instructions</p> <p>4.5 Identify health and safety in the workplace hazards and risks and implement controls</p> <p>4.6 Clean up spills during application according to chemical label instructions and workplace procedures</p>
5. Clean up equipment and complete records	<p>5.1 Clean and decontaminate application equipment according to operator instructions, safety data sheets (SDS) and legislative requirements</p> <p>5.2 Dispose of chemicals and used containers according to chemical label instructions, SDS and legislative requirements</p> <p>5.3 Clean and store PPE according to workplace procedures</p> <p>5.4 Record and report safety and environmental incidents according to workplace procedures and regulatory requirements</p> <p>5.5 Record details of chemical application according to workplace procedures and legislative requirements</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Read and interpret SDS, chemical labels, operating instruction and other documentation and consolidates information to determine chemical application actions and activity
Writing	<ul style="list-style-type: none"> Accurately record and complete organisational records using clear language and terminology
Numeracy	<ul style="list-style-type: none"> Perform mathematical calculations to determine rates of application chemical mixtures and calibration of equipment

Skill	Description
Navigate the world of work	<ul style="list-style-type: none">Take responsibility for following policies, procedures and regulationsIdentify and implement chemical label requirements
Get the work done	<ul style="list-style-type: none">Take responsibility for planning, sequencing and prioritising tasks required for chemical application activities

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases	AHCCHM303 Prepare and apply chemicals	Minor change of title for clarity Minor changes to Performance Criteria for clarity Updated Performance Evidence and Knowledge Evidence	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that the individual has on at least one occasion demonstrated the ability to safely prepare and apply chemicals ensuring they have:

- determined and confirmed the need for chemical application by assessing the infestation, off target risk, and environmental risks
- developed an application plan for chemical application
- identified health and safety hazards, risk and implemented control procedures according to chemical label
- notified stakeholders of planned chemical application
- used personal protective equipment (PPE) according to workplace procedures
- interpreted chemical labels and applied chemical according to safety data sheets (SDS) and application plan
- identified and selected the chemical required for the target and calculated the amount and rates required according to chemical label
- identified and selected application equipment and suitable location, and determined the set up parameters according to application plan and operator instructions
- monitored and assessed weather conditions and equipment performance to ensure effective chemical application
- selected, conducted pre-operational checks according to operator and maintenance manual
- completed at least one calibration activity for application equipment
- prepared and loaded chemicals and returned unused chemicals to store in accordance with label, application plan and workplace procedures
- applied chemicals safely according to chemical labels, regulations and workplace procedures
- complied with chemical labels, SDS, regulations, maintenance manual, environmental procedures, operator instructions and application plan
- cleaned equipment and spills, and disposed of waste according to workplace and environmental procedures

- maintained records and reported incidents according to workplace procedures and regulatory requirements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- control options when selecting chemicals for pests, diseases and weeds infestations, including:
 - chemical
 - mechanical
 - cultural
 - biological
 - integrated pest management including resistance management principles
- types of pest, diseases and weed their treatment and resistance
- legal implications and requirements of chemical labels and SDS
- stakeholders and required notifications including, neighbours, staff and statutory notifications
- impact of weather factors on the safe and effective application of chemicals
- characteristics of chemicals, their mode of action and relevance to chemical selection and use, including:
 - translocated/systemic
 - contact
 - ingested poison
 - protectant
 - eradicant
 - knock-down
 - residual
 - selective/non selective
- factors that contribute to off target damage, including:
 - physical movement of chemicals (e.g. animals moving baits or soil movement)
 - chemical formulation
 - wind speed and direction
 - temperature and relative humidity
 - temperature inversions
 - controlling off target damage
 - rainfall
 - buffer zones and barriers
- hazards of chemical application, including:
 - human and animal health
 - environmental contamination

- residues in environment, plants and animals
- withholding/re-entry periods
- safety requirements when applying chemicals, including:
 - procedures
 - PPE
 - signage
- safe handling, transporting and storage of chemicals
- preparing chemicals including preparation, compatibility, adjuvants and water quality
- requirements for disposal of excess chemicals, clearing spillages and equipment clean up
- selecting and operating suitable application equipment
- features, functions and calibration techniques for powered and hand held application equipment, including:
 - pressure and volume of chemical
 - travel speed
 - nozzle identification, selection, operation
- legislation, regulations and licensing requirements in relation to chemical use.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a typical workplace environment or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - chemicals
 - PPE
 - application equipment
 - chemical measuring and mixing equipment
- specifications:
 - specific workplace documents, including work instructions and procedures for chemical application
 - chemical labels and SDS
 - regulations about use of chemicals
 - manufacturers' operation and maintenance instructions for equipment
 - access to weather forecasts or means to measure local weather.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

AHCLPW506 Develop a management plan for a designated area

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 6.0.

Application

This unit of competency describes the skills and knowledge required for the development of a management plan covering the range of biodiversity present in a designated area.

The unit applies to individuals who work in a conservation and land management role and who analyse information and exercise judgement to complete a range of advanced skilled activities demonstrating a deep knowledge in specific technical areas. They have accountability for the work of others and analyse, design and communicate solutions to a range of complex problems.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Lands, Parks and Wildlife (LPW)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Define the need for a management plan	1.1 Identify management plan objectives for the designated area 1.2 Consult with client to achieve agreement on brief 1.3 Identify planning team, specialists and consultants

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
2. Undertake preliminary planning activities	2.1 Identify stakeholders impacted by management plan 2.2 Identify legislative and regulatory impacts on designated area 2.3 Ascertain availability of specialists to assist in management planning work and preparation of contracts 2.4 Establish timelines for development of the management plan and reporting arrangements 2.5 Identify resources required for the development of management strategies
3. Prepare a site description	3.1 Identify and map landscape values of designated area 3.2 Identify and map physical features and characteristics of designated area 3.3 Identify site use and impact on designated area 3.4 Assess and document physical condition and civil concepts according to client brief 3.5 Document biological characteristics and influences on biota
4. Analyse site information and description	4.1 Assess site description against core principles and objectives in client brief 4.2 Determine priorities and key conservation issues 4.3 Prepare longitudinal projections of continuing impacts 4.4 Assess performance of site for proposed use 4.5 Identify and document opportunities and constraints to meeting planning objectives and goals 4.6 Seek stakeholder feedback and amend planning documentation
5. Identify management strategies	5.1 Identify management options to achieve defined objectives 5.2 Design management strategies to address defined objectives 5.3 Cost and compare management strategies against budget and available resources 5.4 Plan work scheduling to prioritise outcomes and resource allocation 5.5 Consult with stakeholders and incorporate feedback into planning documentation
6. Prepare the	6.1 Consolidate site information and management strategies into draft

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
management plan	management plan 6.2 Seek feedback from stakeholders and clients and amend draft management plan 6.3 Prepare and present a final management plan according to client brief

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Writing	<ul style="list-style-type: none"> Prepare detailed management plan and documentation demonstrating advanced writing skills by selecting appropriate conventions and stylistic devices to express precise meaning for clients and stakeholders
Oral communication	<ul style="list-style-type: none"> Establish and maintain effective communication in a broad range of contexts suited to the client or stakeholder understanding

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCLPW506 Develop a management plan for a designated area	AHCLPW501 Develop a management plan for a designated area	Edited Application and Performance Criteria for clarity and brevity Updated Performance Evidence, Knowledge Evidence and Assessment Conditions	Not equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCLPW506 Develop a management plan for a designated area

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 6.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has, on at least one occasion, developed a management plan for a designated area.

There must also be evidence that the individual has:

- discussed and defined management plan objectives, deliverables and timeline with client
- prepared a site plan detailing the following:
 - values of designated area
 - physical features and characteristics
 - past and present uses
 - legislative and regulatory implications
 - physical condition
 - biological characteristics
- assessed site performance for proposed use and identified conservation issues for designated site and surrounding area
- analysed site information and description to assess management options to achieve objectives
- developed and costed management strategies according to client brief
- produced a draft management plan and presented to client for feedback
- consulted with stakeholders and incorporated feedback into final management plan
- prepared and presented management plan according to workplace standards and client requirements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- management planning principles and issues, including civil design concepts
- Indigenous ownership and cultural heritage sensitivities
- non-Indigenous cultural heritage
- municipal zoning and planning
- environmental assessment, survey and analysis techniques and practical application for a range of habitats and landscapes
- biota and biological influence on ecology, including:
 - impact, interactions of native flora and fauna
 - population density
 - seasonal influences and nutritional influences on lifecycle
 - wildlife habitats and local geographic regions and vegetation types
- pest plants, animals and microorganisms and impact on ecology, including:
 - identification and physiology
 - pest management, control techniques and strategies
 - equipment
 - pesticides
 - ecological requirements
- ecosystem management strategies, including:
 - techniques
 - rehabilitation, restoration and regeneration
 - enterprise use of native Australian habitats, species and landscapes
- Indigenous flora regeneration and revegetation techniques, including equipment and methods of application relevant to landscape characteristics
- management and rehabilitation techniques for the wildlife and habitat
- soil, plant and water testing processes and procedures, interpretation and application of results
- levels of stakeholder engagement and engagement strategies, including:
 - negotiation skills for developing client briefs
 - working with special interest groups
 - communication styles for different client and stakeholder groups
- legislation, regulations, standards and codes of practice relevant to management planning.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated for at least one designated area resource
 - equipment and materials
 - access to computer or other equipment required for producing written documents to specified standards

- specifications:
 - client brief
 - legislation, regulations, standards and codes of practice skills must be demonstrated for at least one designated area resource
- relationships:
 - client and other stakeholders
- timeframes:
 - within a specific time period as specified in client brief.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

AHCMOM213 Operate and maintain chainsaws

Modification History

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to safely operate a hand-held chainsaw and maintain it in working condition.

This unit applies to cross-cutting fallen timber using safe cutting techniques.

The unit applies to individuals who apply low risk work procedures and comply with worksite health and safety requirements when operating hand-held chainsaws to carry out routine work.

No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Machinery operation and maintenance (MOM)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Assist in preparation of work-site	1.1 Identify location of worksite and fallen timber from scope of works and confirm with supervisor 1.2 Identify site hazards, assess risks and report to supervisor

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	<p>1.3 Confirm first aid and emergency personnel, equipment and procedures</p> <p>1.4 Document and implement site health and safety in the workplace, environmental and traffic control measures according to workplace procedures</p>
2. Recognise and apply workplace safety procedures	<p>2.1 Identify hazards and risks relevant to the maintenance and operation of chainsaws and implement safe working practices to manage risks</p> <p>2.2 Select, fit and use personal protective equipment according to workplace safety procedures</p> <p>2.3 Confirm with supervisor relevant licensing and legislative requirements with regard to the operation of chainsaws</p> <p>2.4 Transport chainsaw safely according to operation and maintenance manual</p>
3. Check and prepare chainsaw for use	<p>3.1 Select tools and materials required for maintenance</p> <p>3.2 Conduct routine checks and maintenance prior to operation, according to chainsaw operation and maintenance manual</p> <p>3.3 Calculate required fuel oil ratios prior to mixing</p> <p>3.4 Mix fuel and fuel chainsaw according to operation and maintenance manual</p> <p>3.5 Identify, tag, record and report chainsaw faults or malfunctions to supervisor</p>
4. Operate chainsaw	<p>4.1 Communicate with work team during operations using voice, hand or whistle signals</p> <p>4.2 Place supports to ensure a stable base for cutting</p> <p>4.3 Identify materials to be cut and position them for operation</p> <p>4.4 Visually assess material to be cut for defects and embedded hazards</p> <p>4.5 Determine cutting methods appropriate to material type and implement risk controls</p> <p>4.6 Select and use tools associated with chainsaw use</p> <p>4.7 Operate chainsaw to cross-cut timber using documented low risk work methods</p> <p>4.8 Identify and report work-site communication issues to supervisor</p>

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	4.9 Identify and report environmental impacts of chainsaw operation to supervisor
5. Complete and check chainsaw operation	5.1 Record and report chainsaw damage, malfunction and irregular performance according to workplace procedures 5.2 Clean and store chainsaw according to workplace procedures and operation and maintenance manual 5.3 Dispose of debris from operation in accordance with environmental requirements 5.4 Maintain workplace documentation according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Interpret textual information from a range of sources to identify relevant and key information about workplace operations
Writing	<ul style="list-style-type: none"> Document site health and safety in the workplace, environmental and traffic control measures
Oral communication	<ul style="list-style-type: none"> Use clear language to report hazards and risks and to confirm work site, first aid and emergency personnel, equipment and procedures Participate in verbal exchanges to respond to questions and clarify information
Numeracy	<ul style="list-style-type: none"> Calculate fuel oil ratios and fuel quantities
Navigate the world of work	<ul style="list-style-type: none"> Recognise and follow workplace requirements, including safety requirements, associated with own role and area of responsibility
Interact with others	<ul style="list-style-type: none"> Use verbal and non-verbal communications with work team during operations using voice, hand and whistle signals

Range of Conditions

This section specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Personal protective equipment must include:	<ul style="list-style-type: none"> • safety helmet • mesh visor • gloves • hearing protection • safety glasses or goggles • safety boots.
Routine checks and maintenance must include at least two of the following:	<ul style="list-style-type: none"> • checking and adjusting bar • cleaning air filter • cleaning and/or replacing spark plug • sharpening chain.
Supports must include at least one of the following:	<ul style="list-style-type: none"> • fallen timber • saw horse trestle • v-shaped supports.
Cutting methods must include:	<ul style="list-style-type: none"> • pulling chains cuts (bottom of bar) • pushing chainsaw cuts (top of bar) • bore / plunge cuts (tip of bar).
Tools must include:	<ul style="list-style-type: none"> • bars • chains • files • plug spanner.

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCMOM213 Operate and maintain chainsaws Release 2	AHCMOM213 Operate and maintain chainsaws Release 1	Minor changes to performance criteria and range of conditions	Equivalent unit

Links

Companion Volumes, including Implementation Guides are available at VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCMOM213 Operate and maintain chainsaws

Modification History

Release	Comments
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that the individual has safely operated a hand-held chainsaw at least once, maintained it in working condition and demonstrated the following:

- determined site location for work and work details and clarified with supervisor
- identified site hazards, assessed risks and reported to supervisor
- confirmed work zone with work crew and monitored site
- confirmed first aid and emergency personnel, equipment and procedures
- applied hazard and risk assessment and implemented controls for chainsaw use
- performed routine checks and maintenance for chainsaw usage according to operation and maintenance manual
- identified, tagged and reported chainsaw faults and malfunctions
- recorded and implemented site health and safety in the workplace, environmental and traffic control measures
- used personal protective equipment that complies with Australian Standards
- safely cross-cut fallen timber using compression and tension cuts with a hand held chainsaw
- used appropriate tools and materials to maintain chainsaw
- applied environmentally responsible workplace practices
- applied low risk work practices including stopping, disengaging quickly and dealing with foreign matter
- cleaned and stored chainsaw
- followed workplace procedures relevant to safely operating a chainsaw.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- the principles and practice for operating chainsaws
- chainsaw routine checks and maintenance according to operation and maintenance manual, including:
 - checking and adjusting bar
 - cleaning air filter
 - cleaning and replacing spark plug
 - sharpening chain
- workplace safe operating procedures
- hazards and risks when operating a chainsaw
- relevant Australian Standards concerning chainsaw operation including use of personal protective equipment
- components of chainsaws and their respective functions
- common defects in woody materials
- cutting methods and techniques, patterns and sequence of cuts
- health and safety in the workplace requirements for the operation of a chainsaw including caution and hazard signs and symbols
- environmental impacts associated with operating chainsaws.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace setting or an environment that accurately represents workplace conditions
 - personal protective equipment must be worn whilst operating chainsaw
 - individual must not be under the influence of alcohol or drugs
 - individual must not be taking any medication (prescribed or otherwise) that may impair judgement
- resources, equipment and materials:
 - chainsaws
 - chainsaw tools
 - wood
 - safety equipment and personal protective equipment applicable to the task being undertaken
- specifications:
 - chainsaw manufacturer specifications and operator manuals
- timeframes:
 - according to the job requirements.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides are available at VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

AHCPGD201 Plant trees and shrubs

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to manually plant trees and shrubs and other containerised and bare-rooted plants.

It applies to individuals who work under general supervision and exercise limited autonomy with some accountability for their own work. They undertake defined activities and work in a structured context.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Parks and gardens (PGD)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare for planting operations	1.1 Identify work health and safety hazards and tell the supervisor 1.2 Select and use personal protective equipment (PPE) and ensure correct fit 1.3 Use and maintain tools and equipment for planting 1.4 Mark site out as directed

Element	Performance criteria
	1.5 Control competing plants 1.6 Modify soil as directed
2. Prepare trees and shrubs for planting	2.1 Excavate planting holes 2.2 Water trees and shrubs prior to planting 2.3 Confirm root ball is damp 2.4 Remove trees and shrubs from containers
3. Inspect plants and report problems	3.1 Inspect plant and root ball 3.2 Report dry, water repellent and loose root balls 3.3 Report the presence of symptoms of pests or disease 3.4 Apply root treatments as directed
4. Install trees, shrubs and/or other plants	4.1 Place plants in prepared hole 4.2 Back-fill planting hole and consolidate soil 4.3 Water plants to eliminate air pockets 4.4 Apply mulch as directed
5. Complete work	5.1 Dispose of or recycle soil and waste material from the site to minimise damage to the environment 5.2 Clean and store all tools and equipment

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCPGD201A Plant trees and shrubs.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCPGD201 Plant trees and shrubs

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting.

The candidate must provide evidence that they can:

- prepare for planting operations
- apply root treatments
- excavate planting holes
- inspect root ball condition
- install plants
- use tools and equipment for planting

Knowledge Evidence

The candidate must demonstrate knowledge of:

- principles and practices for planting trees and shrubs
 - basic plant structure and the physical and nutritional requirements of plants
 - botany and plant physiology as it applies to planting trees and shrubs
 - factors affecting the timing and method of tree or shrub planting
 - initial establishment needs of young plants
 - mulches and fertilisers
 - planting techniques relating to specific species
 - soil amelioration techniques
 - the effect of adverse outdoor climatic conditions
 - the impact of planting activities on the surrounding environment

Assessment Conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

AHCPGD305 Conduct operational inspection of park facilities

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to inspect park or recreational facilities to identify hazards, existing and potential risks and non-conformities with Australian Standards and workplace health and safety requirements.

It applies to individuals who take responsibility for their own work and for the quality of the work of others. They use discretion and judgement in the selection, allocation and use of available resources. All work is carried out to comply with workplace procedures.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Parks and gardens (PGD)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare for operational inspection	1.1 Determine, from the operational request, the specific facilities and equipment to be inspected and purpose of the inspection 1.2 Select required tools and equipment for testing and inspection 1.3 Carry out pre-operational and safety checks on tools and

Element	Performance criteria
	equipment 1.4 Prepare appropriate checklists and reporting formats to suit the application 1.5 Identify the different types of facilities from checklist descriptions 1.6 Clarify specific terminology used in checklists with the supervisor 1.7 Identify workplace health and safety hazards, assess risks and implement controls 1.8 Select and use appropriate personal protective equipment (PPE)
2. Undertake operational inspection	2.1 Identify and record modes of non-conformity with Australian Standards, work health and safety guidelines and enterprise standards 2.2 Identify and record hazards and indications and signs of hidden faults 2.3 Ensure checklist entries are concise and accurate
3. Finalise the park inspection	3.1 Report to supervisors situations requiring urgent action or closure of facilities 3.2 Note recommendations to rectify non-conformities, as required 3.3 Complete an inspection report and submit to the client or supervisor

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCPGD305A Conduct operational inspection of park facilities.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCPGD305 Conduct operational inspection of park facilities

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting.

The candidate must provide evidence that they can:

- determine the purpose of the inspection and the facilities and equipment to be inspected and tested
- carry out pre-operational and safety checks on tools and equipment
- clarify specific terminology used in checklists with the supervisor
- identify workplace health and safety hazard, assess risks and implement controls
- interpret design symbols and terminology
- compare actual measurements of inspected components with legal, workplace health and safety and/or enterprise standards and specifications
- determine the degree of urgency to report serious situations
- evaluate the condition of facilities
- use proforma reporting and work procedure documents

Knowledge Evidence

The candidate must demonstrate knowledge of:

- different modes of non-conformity that may be identified in reference to relevant Australian Standards and work health and safety requirements
- identification, assessment and control of hazards
- inspection procedures and techniques, and legal and enterprise reporting requirements for maintenance, repair and replacement recommendations
- principles and practices of park facility operational inspections
- terminology used to describe different components of park or recreational facilities and equipment
- operational expectations and enterprise standards for the presentation and working order of a range of park or recreational facilities and equipment

- the range, use and safety parameters of park or recreational facilities and equipment, their material construction and maintenance requirements
- work health and safety legislative requirements and codes of practice associated with public use of park facilities

Assessment Conditions

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

AHCPMG301 Control weeds

Modification History

Release	Comments
Release 3	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 2.0.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to plan and coordinate weed control activities using appropriate strategies to provide effective, economic control while minimising environmental damage.

The unit applies to individuals who work under broad direction and take responsibility for their own work. They use discretion and judgement in the selection, allocation and use of available resources and for solving problems.

State or territory licensing, legislative or certification requirements apply in some jurisdictions.

Pre-requisite Unit

Nil

Unit Sector

Pest Management (PMG)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Assess weed infestation	1.1 Identify and record weeds and potential weeds for target area 1.2 Identify the scope, stage and size of the weed infestation impacting on target area 1.3 Assess effect of weed infestation on target area 1.4 Identify tolerable levels of infestation according to workplace requirements 1.5 Investigate approaches to control weed infestation 1.6 Identify non-target plant and animal species present in the area 1.7 Assess the site for suitability of control measures according to health and safety in the workplace and environmental requirements
2. Plan weed control measures	2.1 Determine suitable control options according to workplace requirements and legislative and regulatory requirements 2.2 Identify and assess hazards, risks and controls according to workplace procedures and regulations 2.3 Identify appropriate resources for control options 2.4 Identify, fit and use personal protective equipment in accordance with health and safety in the workplace procedures 2.5 Select and prepare a plan for control measures according to workplace strategy and environmental legislative and regulatory requirements 2.6 Document control measures according to workplace and legislative requirements
3. Implement weed control	3.1 Assess conditions for implementation of control plan and adjust plan according to conditions 3.2 Implement control measures in accordance with workplace pest management plan and industry best practice 3.3 Ensure that control measures minimise effect on non-target species and environmental damage 3.4 Maintain records of the control measure according workplace procedures and regulatory requirements
4. Monitor weed control measures	4.1 Monitor weed control measures and identify adverse impact on non-target entities 4.2 Assess effectiveness of weed control measures in accordance with

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	workplace procedures 4.3 Report results of assessment according to client or workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Read and interpret plans, regulations, and other documentation and consolidate information to determine control plans and implement control measures
Writing	<ul style="list-style-type: none"> Accurately complete organisational records, plans and reports using clear language and industry terminology
Numeracy	<ul style="list-style-type: none"> Perform calculations for volumes, weights and measures for application rates of chemicals and materials
Oral Communication	<ul style="list-style-type: none"> Effectively participate in verbal exchanges using collaborative and inclusive techniques including active listening and questioning and reading of verbal and non-verbal signals to convey and clarify information
Navigate the world of work	<ul style="list-style-type: none"> Take responsibility for following explicit and implicit policies, procedures, codes of practice and legislative requirements
Get the work done	<ul style="list-style-type: none"> Take responsibility for planning, sequencing and prioritising tasks and workload Make routine decisions and implements standard procedures for routine tasks, using formal decision making processes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCPMG301	AHCPMG301	Minor changes to	Equivalent unit

Control weeds Release 3	Control weeds Release 2	Performance Criteria for clarity Updated Performance Evidence and Knowledge Evidence	
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Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCPMG301 Control weeds

Modification History

Release	Comments
Release 3	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 3.0.
Release 2	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 2.0.
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit. There must be evidence that the individual has demonstrated on at least one occasion that they have controlled weeds, including:

- identified, recorded and assessed weeds and their impact on the target area
- investigated the suitability of weed control approaches and effect on site environment and non-target entities
- planned and coordinate weed control activities
- identified tolerable levels of weed infestation for the target site
- conducted a site hazard, risk assessment and identified controls for weed control
- ensured personal safety by using appropriate personal protective equipment
- selected and applied weed management methods appropriate to the target site
- maintained records of weed management activities
- monitored, recorded and reported the effectiveness of methods
- ensured control measures had minimal effect on non-target species and environment.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- weeds and their tolerable levels and impact on target area, including:
 - economic, aesthetic, health, fire hazard and environmental thresholds of common weeds
 - non-target entities common to the area
 - effect of weed infestation on required plant health and growth

- basic weed biology, including:
 - lifecycle and ecology of a range of weeds
 - cyclical nature of weeds and control programs
 - weed characteristics, morphology and dispersal
- weed management strategies and their selection criteria, including:
 - cultural
 - chemical
 - mechanical
 - biological
 - Integrated Pest Management
- risk factors including human, animal health and environmental associated with control measures
- factors that affect the efficacy of weed management strategies, including:
 - prevailing weather and atmospheric conditions
 - impact of off target damage on non-target entities
 - residues and maximum residue levels
- weed control activities and disturbance to other plant or animal species
- signs of adverse impact of control measures and ways to minimise their effect on non-target entities, including:
 - humans
 - animals
 - non-target plants
 - environment
- site-monitoring techniques that may be used to implement the weed control plan
- hazard and risks assessment and control methodologies
- equipment including personal protective equipment appropriate to control measure
- health and safety in the workplace requirements
- pest management planning and survey strategies
- legislative requirements relevant to weed control.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in the field or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - live weeds
 - tools and equipment used for weed control program
 - personal protective equipment
- specifications:

- workplace documents including policies, procedures, processes and forms for record keeping
- manufacturers' operating instructions for specific equipment and machinery
- safety data sheets
- workplace instructions and client briefs
- specific regulations and codes of practice
- relationships:
 - clients.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

BSBCMM211 Apply communication skills

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to apply basic communication skills in the workplace, including identifying, gathering and conveying information along with completing assigned written information.

The unit applies to individuals working under direct supervision, who are developing basic skills and knowledge of workplace communication in preparation for working in a broad range of settings.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Verbal Communication

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify communication requirements	1.1 Identify work task 1.2 Identify communication channels in the organisation 1.3 Identify relevant stakeholders 1.4 Seek advice from supervisor on communication methods
2. Communicate using verbal and non-verbal communication skills	2.1 Plan verbal communication 2.2 Use verbal communication to communicate with stakeholders 2.3 Use non-verbal behaviour to communicate with stakeholders 2.4 Seek and respond to feedback on communication

ELEMENT	PERFORMANCE CRITERIA
3. Draft written communications	3.1 Identify formats for written information according to organisational policies and procedures 3.2 Draft written information and submit to supervisor for approval 3.3 Seek and respond to feedback on written communication

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Learning	<ul style="list-style-type: none"> Develops skills required to carry out own role by seeking and acting on feedback
Reading	<ul style="list-style-type: none"> Reviews textual information to identify communication requirements and organisational procedures
Writing	<ul style="list-style-type: none"> Drafts simple texts using appropriate grammar, spelling and punctuation in accordance with organisational standards Proofreads own texts for accuracy and compliance with organisational requirements
Teamwork	<ul style="list-style-type: none"> Seeks to cooperate with others to achieve results in immediate work context
Self-management	<ul style="list-style-type: none"> Follows clearly defined instructions, seeking assistance when necessary Follows organisational policies and procedures and practices relevant to own role
Technology	<ul style="list-style-type: none"> Uses digital tools to complete tasks
Initiative and enterprise	<ul style="list-style-type: none"> Asks questions and listens to gain information and confirm understanding

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBCMM101 Apply basic communication skills
- BSBCMM201 Communicate in the workplace.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCMM211 Apply communication skills

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- use verbal and non-verbal skills to seek and convey information in face-to-face situations on at least three occasions
- draft written documents and confirm that the documents meet organisational requirements on at least three occasions.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies and procedures related to workplace communication
- communication styles
- questioning, listening and speaking skills
- standards of written information applicable to own role
- presentation styles, format and detail relevant to own role.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace policies and procedures relating to communication.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCMM411 Make presentations

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit covers the skills and knowledge required to prepare, deliver and review presentations for target audiences.

This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Verbal Communication

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare presentation	1.1 Plan presentation approach and intended outcomes 1.2 Identify target audience, location and resources requirements 1.3 Select presentation strategies, format and delivery methods according to presentation requirements 1.4 Select techniques to evaluate presentation effectiveness
2. Deliver presentation	2.1 Summarise key concepts and ideas and present to target audience 2.2 Provide opportunity for audience to seek clarification on presentation information 2.3 Confirm target audience understand key concepts and ideas, and

ELEMENT	PERFORMANCE CRITERIA
	that identified presentation objectives have been achieved
3. Review presentation	3.1 Evaluate effectiveness of the presentation 3.2 Seek and discuss feedback and any reactions to the presentation from participants and relevant stakeholders 3.3 Make changes to presentation based on feedback received

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Reviews and analyses documents to identify information relevant to a specific presentation
Writing	<ul style="list-style-type: none"> Develops material to convey ideas and information to target audience in an engaging way
Oral Communication	<ul style="list-style-type: none"> Presents information using words and non-verbal features appropriate to the audience and context Uses listening and questioning techniques to gather information required to develop and modify presentations
Problem solving	<ul style="list-style-type: none"> Interprets audience reactions and changes words and non-verbal features accordingly
Planning and organising	<ul style="list-style-type: none"> Demonstrates sophisticated control over oral, visual and written formats, drawing on a range of communication practices to achieve goals
Initiative and enterprise	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols to encourage interaction and to present information Recognises the need to alter personal communication style in response to the needs and expectations of others
Self-management	<ul style="list-style-type: none"> Takes responsibility for planning, sequencing and prioritising tasks and own workload to achieve outcomes
Technology	<ul style="list-style-type: none"> Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to BSBCMM401 Make a presentation.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCMM411 Make presentations

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- prepare and deliver at least two different presentations.

In the course of the above, the candidate must:

- use aids and materials to support the presentation
- select and implement methods to review the effectiveness of presentation and document suggested improvements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- information collection methods that support review and feedback of presentations
- organisational and legislative obligations and requirements relevant to presentations
- structure of presentations according to intended outcomes
- principles of effective communication including:
 - persuasive communication techniques
 - verbal and non-verbal communication
- presentation methods
- different aids, materials and techniques that can be used for presentations.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- equipment, materials and business software packages for making a presentation.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCMM511 Communicate with influence

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and other key stakeholders.

The unit applies to individuals who are managers and leaders required to identify, analyse, synthesise and act on information from a range of sources, and who deal with unpredictable problems as part of their job role. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Verbal Communication

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify communication requirements	1.1 Confirm authority to present material on behalf of an organisation or work area, according to organisational policies and procedures 1.2 Identify information that may be subject to confidentiality and manage appropriately 1.3 Identify information needs of audience and prepare a position in line with purpose of communication
2. Negotiate to achieve agreed outcome	2.1 Identify objectives of negotiation, and needs and requirements of stakeholders

ELEMENT	PERFORMANCE CRITERIA
	2.2 Identify and document potential issues and problems 2.3 Prepare positions and supporting arguments according to objectives 2.4 Communicate with stakeholders, and establish areas of common ground and potential compromise 2.5 Confirm and document outcomes of negotiation
3. Participate in and lead meetings	3.1 Identify the need for meeting and schedule according to stakeholder availability 3.2 Prepare meeting materials and distribute to stakeholders 3.3 Conduct meeting and contribute to discussions 3.4 Seek consensus on meeting objectives 3.5 Summarise outcomes of meetings and distribute to stakeholders
4. Make presentations	4.1 Identify forums to present according to organisational objectives 4.2 Determine tone, structure, style of communication and presentation according to target audience 4.3 Prepare presentation according to desired outcomes 4.4 Provide an opportunity for audience to ask questions 4.5 Follow up with stakeholders following presentation 4.6 Evaluate presentation and identify areas for improvement

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Writing	<ul style="list-style-type: none"> Prepares documentation that summarises key findings and outcomes Prepares presentations appropriate to audience needs, context and purpose
Oral Communication	<ul style="list-style-type: none"> Uses active listening and questioning to seek information and confirm understanding
Teamwork	<ul style="list-style-type: none"> Selects and uses relevant conventions and protocols when communicating with team members
Self-management	<ul style="list-style-type: none"> Demonstrates sophisticated control over oral, visual and/or written formats, drawing on a range of communication practices to achieve goals
Problem solving	<ul style="list-style-type: none"> Uses analytical processes to evaluate options, and aid in problem-solving and decision-making

	<ul style="list-style-type: none">Plays a lead role in situations requiring negotiation and collaboration, demonstrating high level conflict resolution skills and ability to engage and motivate others
Initiative and enterprise	<ul style="list-style-type: none">Adapts personal communication style to build trust and positive working relationships and to show respect for the opinions and values of othersUnderstands the implications of legal and ethical responsibilities to maintain confidentialitySelects relevant vocabulary adjusting language and presentation features to maintain effectiveness of interaction
Planning and organising	<ul style="list-style-type: none">Plans, organises and implements tasks required to achieve required outcomes

Unit Mapping Information

Supersedes and is equivalent to BSBLDR513 Communicate with influence.

Supersedes but is not equivalent to:

- BSBCMM402 Implement effective communication strategies
- BSBGOV404 Communicate with community stakeholders.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCMM511 Communicate with influence

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- participate in and lead at least two meetings
- prepare and make a presentation to two different groups.

In the course of the above, the candidate must:

- communicate with key stakeholders to position the business to best effect including:
 - listening actively
 - understanding information needs of others
 - adapting communication to suit the audience
 - identifying suitable platform for presentations
 - presenting reliable information
 - designing the presentation to meet the needs of the audience
 - answering questions clearly and concisely.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- industry, media and government organisations, events and communication channels that are relevant to the organisation
- cross-cultural communication
- techniques for negotiation, mediation, conflict resolution and incident de-escalation
- structured and inclusive meeting procedures
- organisational policies and procedures relevant to:
 - presenting and negotiating
 - leading and participating in meetings
 - making presentations

- communication tone, structure, style and impact on others
- relevant organisational policies and procedures on confidentiality of information.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to performance evidence
- organisation information, including organisational structure, goals, objectives and plans.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCNV511 Take instructions in relation to a conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to take instructions from a potential client to initiate a conveyancing transaction.

The unit applies to individuals who communicate with clients to establish the client's needs, and identify conflicts of interest, parties, properties and other interests, and determine terms of engagement and contingency strategies.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the BSB Companion Volume Implementation Guide or the relevant regulator for specific guidance on requirements.

Unit Sector

Technical Skills – Conveyancing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish client needs	<ul style="list-style-type: none">1.1 Identify and verify the client identity according to practice policies and procedures1.2 Identify and clarify client needs and expectations according to practice policies and procedures1.3 Determine and discuss optional courses of action with client1.4 Check information and documentation in relation to the transaction for accuracy and relevance1.5 Obtain mutual agreement regarding responsibilities, obligations and expectations of all parties to the transaction

ELEMENT	PERFORMANCE CRITERIA
	1.6 Record and document client's needs and responsibilities
2. Identify any conflict of interest	<p>2.1 Identify and record existing or potential conflicts of interest associated with the transaction</p> <p>2.2 Evaluate conflicts of interest and determine required action for the client and practice, and advise client of any necessary action</p>
3. Identify parties, properties and other interests	<p>3.1 Identify the roles of various parties involved in the conveyancing transaction</p> <p>3.2 Analyse estates and interests in land according to relevant transaction</p> <p>3.3 Analyse relevant searches, Certificates of Title and other relevant documents and confirm facts pertaining to the transaction</p> <p>3.4 Communicate to the client the title and contract details and respective consequences of the conveyancing transaction</p>
4. Determine terms of engagement	<p>4.1 Document terms of engagement which comply with legislative, regulatory and practice requirements and articulate to client clearly and promptly</p> <p>4.2 Establish and record client's agreement with terms</p> <p>4.3 Obtain relevant authorities from client and other relevant parties</p> <p>4.4 Verify identity of client according to firm policies and procedures</p> <p>4.5 Check estimates of fees, disbursements and time for accuracy and completeness and provide to client</p>
5. Determine contingency strategies	<p>5.1 Identify contingencies relating to the transaction and advise the client</p> <p>5.2 Determine contingency strategies and options and agree in consultation with client</p>
6. Initiate the transaction	<p>6.1 Select a course of action which meets the client's needs according to legislative requirements and practice policy and procedures</p> <p>6.2 Advise client of all actions to be implemented to meet their agreed needs and expectations</p> <p>6.3 Confirm and record instructions from client to proceed or not to proceed</p> <p>6.4 Make referrals to other professionals or third parties, where required</p> <p>6.5 Formally open, organise and document all relevant instructions, information, facts and evidence in client file</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none"> Accesses and interprets documentation from a variety of sources checking for accuracy, completeness and relevance
Writing	<ul style="list-style-type: none"> Records information using correct spelling, grammar and terminology in organisational formats Prepares files and correspondence using logical structure and language appropriate for purpose and audience
Oral Communication	<ul style="list-style-type: none"> Uses questioning and active listening to determine and confirm client requirements and to share information Uses language and concepts appropriate to audience when participating in verbal interactions
Numeracy	<ul style="list-style-type: none"> Performs mathematical calculations to check accuracy and completeness of numerical and financial data with a focus on identifying errors and discrepancies Analyses, records and consolidates financial information
Self-management	<ul style="list-style-type: none"> Takes full responsibility for ensuring that documentation and processes comply with legislative requirements and practice policies
Problem solving	<ul style="list-style-type: none"> Anticipates potential problems and develops contingency plans
Planning and organising	<ul style="list-style-type: none"> Plans, organises, implements and reviews actions needed to achieve objectives effectively and efficiently
Technology	<ul style="list-style-type: none"> Uses the main features and functions of digital tools to complete work tasks and to access information

Unit Mapping Information

Supersedes and is equivalent to BSBCNV501 Take instructions in relation to a transaction.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCNV511 Take instructions in relation to a conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- initiate at least three conveyancing transactions according to client requirements, and practice policies and procedures.

In the course of the above, the candidate must:

- communicate with a client and identify their needs
- interpret and document parties, properties and other interests and legal consequences
- determine terms of engagement and contingency strategies
- record client details and requirements and initiate a transaction according to practice policies and procedures and relevant legislation
- perform a verification of identity process of a client or refer a client to a qualified Verification of Authority agent.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key principles and laws applicable to conveyancing, business and personal transactions
- definitions of conflict of interest within legislation and the industry
- current legislative, regulatory and industry practices, procedures and services
- policies, procedures and business requirements of the practice
- common professional and industry terminology
- relevant legal requirements of consumer protection compliance
- relevant types of contract titles for the sale of land, Certificates of Title, interests in land and other required documentation
- key types of transactions for personal, business and real estate conveyancing.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- assessment records showing the establishment of a relationship with a conveyancing client.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCNV512 Finalise the conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to complete conveyancing transactions and verify that all matters relating to arranging settlement, determining contingency strategies, completing transactions, and implementing post-transaction procedures and using Electronic Lodgement Network Operators (ELNOs), where required.

The unit applies to individuals who use specialised knowledge, systematic approaches and strong organisational skills to prepare and process conveyancing transactions efficiently.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the BSB Companion Volume Implementation Guide or the relevant regulator for specific guidance on requirements.

Unit Sector

Technical Skills – Conveyancing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Arrange settlement	1.1 Identify all parties to the transaction and take all relevant actions to ensure they are ready to complete the transaction 1.2 Fulfil transaction requirements and confirm completeness 1.3 Identify and collate information relevant to preparation of settlement statements and prepare and reconcile statements 1.4 Identify funds pertaining to the completion of the transaction and advise relevant parties 1.5 Ensure funds required for the completion of the transaction are received within the required timeframe

ELEMENT	PERFORMANCE CRITERIA
	1.6 Arrange settlement with all relevant parties and invite participants to an Electronic Network Operator's settlement space, where required 1.7 Attend the settlement, where required 1.8 Confirm documents are stamped and relevant duty is paid according to legislative, regulatory and the practice's requirements
2. Determine contingency strategies	2.1 Identify unfulfilled contractual obligations and assess possible contingencies 2.2 Identify and evaluate a range of contingency strategies and options and articulate these to the client 2.3 Determine strategies and options in consultation with client and according to practice policies and procedures, and legislative, regulatory, contractual and professional requirements
3. Complete transaction	3.1 Confirm transaction arrangements with all relevant parties and verify conditions for the finalisation of the transaction 3.2 Arrange and perform final searches and inspections, where required 3.3 Examine transaction documents for accuracy and completion 3.4 Complete transaction with all relevant parties 3.5 Lodge stamped documents for registration according to legislative and practice requirements
4. Implement post-transaction procedures	4.1 Advise all relevant parties of transaction completion 4.2 Make outstanding payments 4.3 Monitor and conclude outstanding matters 4.4 Confirm registration change on title, where required 4.5 Return documents to client and third parties 4.6 Receive and disburse funds as authorised 4.7 Prepare and dispatch invoices to client and other parties 4.8 Update financial, business and client records 4.9 Close and archive file according to legislative, regulatory, contractual and practice requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
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Skill	Description
Reading	<ul style="list-style-type: none">Interprets and analyses a range of information relevant to key steps within a process
Writing	<ul style="list-style-type: none">Prepares correspondence for a range of audiences and completes forms accurately using correct language, concepts and terminology
Oral Communication	<ul style="list-style-type: none">Participates effectively in verbal exchanges using questioning and active listening to determine and confirm requirements and instructions
Numeracy	<ul style="list-style-type: none">Performs mathematical calculations to check accuracy and completeness of numerical and financial dataGathers, interprets, analyses, consolidates and records financial information
Self-management	<ul style="list-style-type: none">Takes full responsibility for ensuring that all documentation and processes comply with legislative and practice requirements
Planning and organising	<ul style="list-style-type: none">Plans, organises, and implements tasks for effective and efficient outcomes, and in accordance with statutory and organisational requirements
Problem solving	<ul style="list-style-type: none">Uses problem solving processes to identify and analyse conveyancing issuesAnticipates potential problems and implements contingency plans, where required
Technology	<ul style="list-style-type: none">Uses the main features and functions of digital tools to complete work tasks and to access information

Unit Mapping Information

Supersedes and is equivalent to BSBCNV505 Finalise the conveyancing transaction.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCNV512 Finalise the conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- complete and finalise a conveyancing transaction on at least three occasions.

In the course of the above, the candidate must:

- arrange and attend, or electronically attend, settlement and confirm completion of all instructions and requirements, including:
 - adjustments of relevant outgoings and other fees
 - confirmation of final payments
 - verification of accuracy of documents
- complete settlement transaction that meets:
 - agency or practice organisational policies and procedures
 - legislative requirements of settlement transactions
 - contractual requirements
 - client requirements
- monitor progress where actions are delayed, extended or rescheduled and determine contingency strategies for settlement where contractual obligations remain unfulfilled
- implement post-transaction procedures, where required.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key roles of relevant parties in a settlement
- transaction requirements, including electronic requirements
- file reconciliation procedures and other financial procedures relevant to settlement transactions

- conditions for the finalisation of the transaction, including compliance with special conditions
- key features of:
 - formal and informal industry codes of practice governing settlement procedures
 - land registry policies and procedures for ensuring relevant documentation is lodged and registered on the relevant Certificate of Title
 - legislation, regulations and common law principles relevant to settlement transactions
 - practice, policies and procedures in relation to transaction settlement and client management
- monitoring procedures and solutions where actions are delayed, extended or rescheduled
- compliance requirements of land registry and other relevant agencies
- regulations and procedures of relevant government agencies, including revenue offices and land registries, relating to settlement transactions.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- suitable records showing the completion of a settlement transaction.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCNV611 Interpret a legal document and provide advice in a conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to read and interpret legal documents and provide advice to conveyancing clients within a range of contexts and environments. It includes defining the nature and function of documents in a transaction and advising the client about their rights, obligations and alternative courses of action, where required.

The unit applies to individuals who apply specialised knowledge and exercise attention to detail when interpreting, analysing and providing advice to others on complex legal documentation for a conveyancing transaction.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the BSB Companion Volume Implementation Guide or the relevant regulator for specific guidance on requirements.

Unit Sector

Technical Skills – Conveyancing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Assess relevant legal principles	1.1 Identify and document statutory and common law principles governing legal document and its function in conveyancing transaction 1.2 Identify and document rules governing construction and interpretation of contracts and other legal documents 1.3 Identify and document rules for use of precedents, standard form contracts, and statutory forms

ELEMENT	PERFORMANCE CRITERIA
	1.4 Conduct legal research, as required
2. Identify interests of client	<p>2.1 Identify legal interests of the client in relation to subject matter of legal document</p> <p>2.2 Identify terms essential to protect client's interests</p> <p>2.3 Identify non-legal interests and other needs of the client in relation to the subject matter of the document</p>
3. Evaluate document	<p>3.1 Check parties, property, Certificate of Title/s, information and factual details are accurate and relevant</p> <p>3.2 Check annexures to the document are accurate and relevant</p> <p>3.3 Check legal document or an annexure for compliance if it is required to comply with a procedural or formal requirement</p> <p>3.4 Check legal document or annexure for compliance with statutory and practice requirements if it comprises a statutory or prescribed form</p> <p>3.5 Identify information to be obtained from or provided to third parties or other professionals in relation to legal document</p>
4. Examine document	<p>4.1 Examine legal document and interpret and analyse relevant legal principles and key terms</p> <p>4.2 Identify and assess rights, responsibilities and liabilities of all parties, expressed or implied in legal document</p> <p>4.3 Identify conformity with client's initial instructions and any gaps, lack of certainty or ambiguity in the language</p> <p>4.4 Identify any non-compliance with legal requirements within legal document</p>
5. Evaluate issues	<p>5.1 Assess legal and non-legal issues and risks to the client arising from legal document</p> <p>5.2 Interpret extent to which legal document does or does not protect interests of client</p> <p>5.3 Interpret key terms or points for negotiation or referral with third parties or other professionals</p>
6. Advise client	<p>6.1 Summarise and communicate rights, responsibilities and liabilities of all parties to client, including specific rights of client</p> <p>6.2 Summarise and communicate legal and non-legal issues and risks arising from legal document to client</p>
7. Clarify instructions	<p>7.1 Determine and discuss alternative courses of action with client where it is considered legal document does not adequately protect interests of client, or meet client's other requirements</p> <p>7.2 Summarise and clearly communicate legal and non-legal consequences for each alternative to the client</p>

ELEMENT	PERFORMANCE CRITERIA
	7.3 Assist client in selecting a course of action 7.4 Refer client to other professionals for advice on appropriate course of action, where required
8. Attend to signing legal document	8.1 Identify statutory and other rules governing signing and witnessing of legal documents 8.2 Apply relevant rules governing signing and witnessing of documents in the execution of legal document by client
9. Document advice	9.1 Prepare file note recording the substance and details of the advice given to client and instructions received 9.2 Despatch correspondence to client confirming advice given in relation to legal document and instructions received 9.3 Provide concise instructions on signing and witnessing legal document, where required

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none"> Accesses and interprets complex legal documentation from a variety of sources using detailed criteria to closely examine, analyse and check for accuracy, completeness and relevance
Writing	<ul style="list-style-type: none"> Records and synthesises information accurately using correct writing mechanics and organisational formats Prepares files and correspondence using logical structure and language and concepts appropriate for purpose and audience
Oral Communication	<ul style="list-style-type: none"> Uses questioning and active listening to determine and confirm requirements and understanding Presents complex information using vocabulary, tone and pace appropriate for the audience and purpose
Planning and organising	<ul style="list-style-type: none"> Plans, organises, and implements processes to complete required tasks efficiently and according to statutory and organisational requirements
Problem solving	<ul style="list-style-type: none"> Uses analytical thinking to anticipate potential problems and form contingency plans
Technology	<ul style="list-style-type: none"> Uses the main features and functions of digital tools to complete work tasks and to access information

Unit Mapping Information

Supersedes and is equivalent to BSBCNV502 Read and interpret a legal document and provide advice.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCNV611 Interpret a legal document and provide advice in a conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- review and interpret legal documents correctly and explain meanings and implications to clients on at least three occasions.

In the course of the above, the candidate must:

- compare legal requirements with client instructions
- prepare written or verbal advice for clients
- maintain accurate and thorough records.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- principles of law applicable to reading and interpreting legal documents and transactions
- nature of relevant legal documents
- key features of:
 - transactions for personal, business or real estate conveyancing
 - contracts for the sale or lease of land and other documents used in conveyancing
- current legislative, regulatory and industry practices, procedures and services
- insurance requirements relevant to a conveyancing transaction, including title insurance
- policies, procedures and business requirements of the practice
- relevant consumer protection compliance requirements
- rules and procedures related to:
 - precedents, templates and statutory forms
 - construction and interpretation of documents.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- assessment records showing the preparation of a variety of legal documents to support a conveyancing transaction.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCNV612 Identify and apply legal requirements for a conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to analyse and interpret legal requirements for conveyancing transactions within a range of contexts and environments. It encompasses identifying and applying statutory interpretation techniques, identifying and tracking changes to relevant legislation and codes of conduct, and maintaining appropriate records.

It applies to individuals who use specialised knowledge and skills to research and evaluate complex information and compliance requirements and apply that information to relevant tasks.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the BSB Companion Volume Implementation Guide or the relevant regulator for specific guidance on requirements.

Unit Sector

Technical Skills – Conveyancing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Interpret legal principles and legislative requirements	1.1 Identify conveyancing practice's legal framework 1.2 Access legislation and regulations relevant to the provision of conveyancing services 1.3 Interpret relevant legislation and its application to conveyancing practice 1.4 Identify and analyse relevant case law for relevant legal

	principles
2. Evaluate legislative requirements	2.1 Interpret and analyse the structure of legislation and regulations that relate to conveyancing transactions 2.2 Analyse common interpretation problems 2.3 Apply interpretation rules and techniques relating to legislation and regulations in conveyancing transactions
3. Track and interpret changes to legislation and regulations	3.1 Identify processes that lead to changes in legislation and regulations 3.2 Access source documents for amendment legislation relevant to provision of conveyancing services 3.3 Establish process and technique for tracking amendments to legislation and regulations 3.4 Interpret and address implications of changes to legislative and regulatory requirements in line with agency procedures 3.5 Communicate changes to legislative and regulatory requirements to relevant people in line with agency policies and procedures
4. Comply with codes of conduct	4.1 Source and access relevant codes of conduct 4.2 Interpret relationship between industry codes of conduct and legislative requirements 4.3 Apply key principles and responsibilities of codes of conduct to own work in line with industry practice 4.4 Confirm own ethical behaviour complies with relevant codes of conduct
5. Maintain records of legislation and industry codes	5.1 Identify practice processes and the personnel responsible for monitoring and communicating changes to legislation and industry codes of conduct 5.2 Maintain relevant records of legislation, regulations and codes of conduct

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none"> Accesses information and uses analytical skills to interpret complex documentation from a variety of sources
Writing	<ul style="list-style-type: none"> Prepares complex documents including formal and informal letters, reports and applications

	<ul style="list-style-type: none"> • Completes forms and maintains records
Oral Communication	<ul style="list-style-type: none"> • Participates in verbal exchanges to convey and clarify information with range of personnel
Self-management	<ul style="list-style-type: none"> • Takes full responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulations • Understands responsibilities of own role to behave ethically and according to codes of practice
Planning and organising	<ul style="list-style-type: none"> • Plans, schedules and implements processes and tasks to maintain currency of legislation, regulation and codes of practice for organisational use
Problem solving	<ul style="list-style-type: none"> • Uses problem solving processes to identify, analyse and resolve issues that could have legal consequences
Technology	<ul style="list-style-type: none"> • Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Supersedes and is equivalent to BSBCNV503 Analyse and interpret legal requirements for a transaction.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCNV612 Identify and apply legal requirements for a conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- interpret and comply with legislation and industry codes of conduct relating to conveyancing transactions and agency operations.

In the course of the above, the candidate must:

conduct legal research

communicate key information to clients and other relevant professionals

maintain file records.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legal principles, requirements and amendments affecting conveyancing transactions and agency operations
- industry codes of conduct
- common problems associated with interpreting legislation
- relevant case law
- features of Commonwealth, and State or Territory legislation and local government regulations relating to:
 - contracts of sale of land
 - leases, easements, encumbrances, caveats and planning laws
 - disclosure requirements
 - duties and taxes
 - government fees and registration requirements
 - government reporting requirements
 - insurance

- relevant legislation regarding the payment of a deposit
- estate agents' legislative requirements
- competition and consumer protection
- privacy
- corporations and other legal entities.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- assessment records showing the preparation of a variety of legal documents to support a transaction.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCNV613 Prepare legal documents for a conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to prepare legal documents to support conveyancing transactions on behalf of clients.

It applies to individuals who use organisational skills to analyse and prepare legal documents suitable for purpose.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the BSB Companion Volume Implementation Guide or the relevant regulator for specific guidance on requirements.

Unit Sector

Technical Skills – Conveyancing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine legal nature and relevance of documents	1.1 Evaluate legal nature of document 1.2 Identify the structure, function and significance of document in conveyancing transaction 1.3 Interpret and apply statutory and general law principles governing document and its function in conveyancing transaction
2. Prepare legal document	2.1 Identify and apply rules governing construction and interpretation of contracts and other legal documents 2.2 Identify and apply rules for use of precedents, templates, standard form contracts, and statutory forms

ELEMENT	PERFORMANCE CRITERIA
	2.3 Use principles of legal drafting, including use of plain language, to prepare the document
3. Draft and review document	3.1 Interpret and draft terms essential to protect client's interests 3.2 Review and rectify any lack of conformity with client's instructions
4. Check document	4.1 Check parties, property information and factual details for accuracy 4.2 Check annexures to document for accuracy and relevance 4.3 Correct gaps, spelling and grammatical errors, lack of certainty or ambiguity in language 4.4 Review and rectify non-compliance with legal principles within document

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none"> Analyses and evaluates complex documentation from a variety of sources checking for accuracy, completeness and relevance
Writing	<ul style="list-style-type: none"> Prepares comprehensive, clear and accurate legal documents
Oral Communication	<ul style="list-style-type: none"> Uses questioning and active listening to participate in verbal exchanges to convey and clarify information and resolve issues with range of personnel
Self-management	<ul style="list-style-type: none"> Takes full responsibility for ensuring that all documentation and processes comply with legislative requirements and principles of legal drafting
Planning and organising	<ul style="list-style-type: none"> Plans, organises and implements tasks and workload for efficiency and in accordance with legal and organisational requirements
Problem solving	<ul style="list-style-type: none"> Uses problem solving processes to identify, analyse and address issues regarding legal documents
Technology	<ul style="list-style-type: none"> Uses the main features and functions of digital tools to complete work tasks and to access information

Unit Mapping Information

Supersedes and is equivalent to BSBCNV504 Prepare legal documents.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCNV613 Prepare legal documents for a conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- prepare legal documents for conveyancing transactions that comply with legislative requirements and client requirements on at least four occasions.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- principles and laws applicable to drafting legal documents for conveyancing transactions
- definitions of conflict of interest within legislation and the industry
- current legislative, regulatory and industry practices, procedures and services
- common legal terms
- common professional and conveyancing industry terminology
- common words or terms relevant to drafting legal documents for conveyancing transactions
- contracts and other legal documents relevant to conveyancing transactions
- transactions for personal, business or real estate conveyancing
- policies, procedures and business requirements of relevant practice
- key rules and procedures for:
 - use of precedents, templates and statutory forms
 - construction and interpretation of documents.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- a variety of legal documents to support a transaction.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCNV615 Interpret search results for a conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes skills and knowledge required to conduct searches and analyse and evaluate all relevant conveyancing data for conveyancing transactions following confirmation of initial instructions from the client.

The unit applies to individuals who use research skills and systematic approaches to organise and collate complex documentation that meets compliance requirements.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the BSB Companion Volume Implementation Guide or the relevant regulator for specific guidance on requirements.

Unit Sector

Technical Skills – Conveyancing

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify information needs	1.1 Identify sources of information relevant to the transaction 1.2 Examine documentation and titles and confirm facts relating to transaction 1.3 Define searches to be performed and confirm with client prior to commencement 1.4 Identify and arrange reports and searches with the required bodies according to practice policies and procedures 1.5 Identify applicable fees, taxes, and rebates, and advise client
2. Undertake document	2.1 Perform searches using relevant methods according to practice

ELEMENT	PERFORMANCE CRITERIA
investigations	<p>policies and procedure</p> <p>2.2 Establish and record legal positions according to practice policies and procedures</p> <p>2.3 Collect required third-party reports from the relevant bodies</p>
3. Evaluate issues arising with transaction	<p>3.1 Identify, summarise and communicate legal issues and risks to client according to relevant legislation, regulations and practice policies and procedures</p> <p>3.2 Define and clarify clients' rights within transaction and communicate with client</p> <p>3.3 Establish desired outcomes and devise strategies to achieve them in consultation with client</p> <p>3.4 Assess transaction implications for professional indemnity insurance and take relevant action</p>
4. Deal with third parties and other relevant stakeholders	<p>4.1 Identify relevant third parties and other relevant stakeholders</p> <p>4.2 Identify information to be obtained from or provided to third parties and other relevant stakeholders</p> <p>4.3 Conduct consultation with third parties and relevant stakeholders and obtain authorisation</p>
5. Present information relevant to transaction to client	<p>5.1 Present documentation according to relevant legislation and regulations and practice policies and procedures</p> <p>5.2 Record and document information necessary for transaction to proceed in a legally binding manner in client files</p> <p>5.3 Advise client of the implications of all information received from or forwarded to relevant parties</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none"> Gathers and collates documentation from a variety of sources Analyses and reviews information for accuracy, completeness and relevance
Writing	<ul style="list-style-type: none"> Records and maintains information Prepares correspondence and documents clearly and concisely using correct language, concepts and terminology appropriate for purpose and audience
Oral	<ul style="list-style-type: none"> Participates effectively in verbal exchanges, using questioning and

Skill	Description
Communication	active listening
Numeracy	<ul style="list-style-type: none">Analyses, records and consolidates financial information and numerical dataPerforms mathematical calculations to determine fees and taxes
Self-management	<ul style="list-style-type: none">Recognises and responds to relevant legislative requirements, explicit and implicit protocols, policies and procedures and meets expectations associated with own role
Planning and organising	<ul style="list-style-type: none">Takes responsibility for developing and implementing organisational processes that comply with legislative requirements and achieve required outcomes
Problem solving	<ul style="list-style-type: none">Systematically gathers and analyses all relevant information and evaluates options to solve problems or make decisions
Technology	<ul style="list-style-type: none">Uses digital technologies to access, extract and share relevant information to achieve required outcomes

Unit Mapping Information

Supersedes and is equivalent to BSBCNV601 Identify and conduct searches.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCNV615 Interpret search results for a conveyancing transaction

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify information needs, complete searches and evaluate and communicate collected information for a conveyancing transaction on at least three occasions.

In the course of the above, the candidate must:

- communicate with a client and third parties involved in a transaction
- request and record search information from authorities and third parties
- assess transaction risk
- present clear, concise and accurate information in relation to a transaction.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- business principles and law applicable to conveyancing transactions
- current legislative, regulatory and industry practices, procedures and services
- professional and industry terminology
- consequences of searches relevant to the conveyancing transaction
- procedures and practices for conducting searches
- relevant practice policies and procedures
- registration procedures and strategies
- procedures for risk assessment and evaluation strategies
- relevant types of document searches, for personal, business or real estate conveyancing.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- records showing the conduct of conveyancing search.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBCRT311 Apply critical thinking skills in a team environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes skills and knowledge required to apply critical thinking skills to generate solutions to workplace problems in a team environment.

The unit applies to individuals who are required to develop and extend their critical and creative thinking skills to different issues and situations. These individuals apply a range of problem solving, evaluation and analytical skills resolve workplace issues within a team context.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking & Problem Solving – Critical Thinking

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to address workplace problem	1.1 Identify and select workplace problem to address within scope of job role of team members 1.2 Identify organisational and legislative frameworks applicable to selected problem 1.3 Develop questions to identify key issues and challenges of selected problem 1.4 Consult key stakeholders using questions to gather information on selected problem
2. Evaluate solutions for workplace problem	2.1 Identify a range of critical thinking techniques to generate solutions to selected problem

ELEMENT	PERFORMANCE CRITERIA
	<ul style="list-style-type: none">2.2 Develop solutions using knowledge and experience of team members2.3 Explain development process for individual solutions generated to team members2.4 Apply agreed criteria for selecting most suitable option in consultation with team members2.5 Critically evaluate solutions generated and select solution to be implemented
3. Finalise and review solution development process	<ul style="list-style-type: none">3.1 Present solution to relevant stakeholders with explanation of critical thinking processes involved3.2 Respond to challenges and questions from stakeholders3.3 Evaluate critical thinking processes with team members and using feedback received3.4 Identify critical thinking learnings to apply to individual and team situations

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Learning	<ul style="list-style-type: none">• Uses questioning as a strategy to expand knowledge• Reflects on existing thinking and current practices to generate new ideas
Oral communication	<ul style="list-style-type: none">• Participates in a verbal exchange of ideas and elicits the view and opinions of others by listening and questioning
Reading	<ul style="list-style-type: none">• Comprehends textual information and integrates ideas and concepts from various sources
Writing	<ul style="list-style-type: none">• Documents observations and experiences related to problem solving
Teamwork	<ul style="list-style-type: none">• Collaborates with others to test, strengthen and explore new ideas and different ways of thinking

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to BSBCRT301 Develop and extend critical and creative thinking skills.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBCRT311 Apply critical thinking skills in a team environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- generate and present solutions to a workplace problem on at least two occasions.

In the course of the above, the candidate must:

- identify and analyse workplace problems as part of a team
- develop questions on key challenges of a chosen problem
- consult relevant stakeholders to gather information on workplace problem
- use a range of creative thinking techniques as part of a team to generate ideas or responses to questions or issues
- use critical thinking processes to develop relevant questions and criteria for identified workplace issue
- present to relevant stakeholders and respond to answers
- assess feedback to identify key personal and team learnings.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational and legislative frameworks
- advantages of different perspectives when asking questions
- critical thinking techniques
- applicable criteria to assess potential solutions to workplace issue
- boundaries to be considered when generating ideas and responses
- methods to develop individual critical and creative thinking skills.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to specific challenges and situations to which critical and creative thinking may be applied to workplace problems as part of a team.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBDAT501 Analyse data

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to analyse data from a range of sources and to report findings of that data analysis.

The unit applies to those typically in roles required to analyse data, communicate trends and make recommendations.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Data Literacy – Data Literacy

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for data analysis	1.1 Establish task requirements 1.2 Access source of reliable data according to task requirements and organisational policies and procedures 1.3 Evaluate reliability of data 1.4 Store data according to organisational policies and procedures
2. Analyse dataset	2.1 Select methods of data analysis according to task requirements and industry best practice 2.2 Categorise data for analysis 2.3 Analyse and synthesise data according to task requirements, organisational policies and procedures and industry best practice
3. Finalise data analysis	3.1 Conduct statistical analysis to confirm accuracy of data analysis

ELEMENT	PERFORMANCE CRITERIA
process	3.2 Identify and remove incorrect results 3.3 Select outcomes that are relevant to purpose of analysis 3.4 Report on key outcomes 3.5 Store analytics results and report according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Researches, analyses and evaluates textual information, from a wide range of sources, to identify information relevant to data analysis
Oral communication	<ul style="list-style-type: none"> Uses a range of techniques to communicate complex concepts
Numeracy	<ul style="list-style-type: none"> Analyses and synthesises highly embedded mathematical information while analysing results
Teamwork	<ul style="list-style-type: none"> Actively identifies requirements of important communication exchanges, selecting appropriate channel, format, tone and content to suit purpose and audience
Planning and organising	<ul style="list-style-type: none"> Efficiently and logically sequences stages of data analysis
Technology	<ul style="list-style-type: none"> Uses appropriate technology platforms and query languages and scripts to analyse data

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBCUE404 Collect, analyse and record information
- BSBCUE503 Manage data interrogation
- BSBITU501 Conduct data analysis.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBDAT501 Analyse data

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- analyse and report on three datasets according to:
 - organisational policies and procedures
 - industry best practice
- develop report on key outcomes of analysis of datasets.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key details of datasets and techniques for synthesising data
- organisational policies and procedures relating to:
 - accessing information
 - recording and reporting outcomes of analysis
 - requirement for data analysis
- key features of industry standards and techniques relating to data analysis
- potential data sources and factors that impact on reliability of data, including timeliness, authority, audience, relevance and potential for bias
- importance and value of data analysis
- methods of data analysis
- statistical analysis
- key legislative requirements relating to data analysis
- methods of reporting analysis.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- technology, software and consumables required to analyse data
- organisational operational policies and procedures required for performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBFIN401 Report on financial activity

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes skills and knowledge required to prepare financial reports in line with statutory reporting requirements. This includes compiling and analysing financial data.

The unit applies to individuals employed in a range of work environments who are responsible for preparing financial reports. They may be individuals providing administrative support within an organisation, or they might have responsibility for these tasks in relation to their own workgroup or role.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Financial Literacy

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Compile and analyse financial data	<ul style="list-style-type: none">1.1 Prepare a register of assets from fixed asset transactions according to accounting, legislative and organisational requirements1.2 Calculate depreciation according to legislative and organisational requirements1.3 Make, record and disclose asset and liability valuations in compliance with accounting standards1.4 Refer discrepancies, unusual features or queries to appropriate authority where they cannot be resolved1.5 Identify and record effects of taxation

ELEMENT	PERFORMANCE CRITERIA
2. Report general journal entries for balance day adjustments	2.1 Record all general ledger accounts and prepare a trial balance 2.2 Adjust expense accounts and revenue accounts for prepayments and accruals 2.3 Make adjustments in general ledger system to close any discrepancies for balance day adjustments according to organisational policies, procedures and accounting requirements 2.4 Review data for errors and compliance with statutory requirements and organisational procedures, and amend as required
3. Prepare end of period financial reports	3.1 Prepare revenue statement for reporting periods according to organisational requirements 3.2 Prepare a balance sheet to reflect financial position of business at end of reporting period 3.3 Prepare and post revenue and expense account to final general ledger accounts to reflect gross and net profits for reporting period 3.4 Correct or refer errors for resolution according to statutory and ethical requirements and organisational procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	<ul style="list-style-type: none"> Establishes criteria and categories for financial management purposes and monitors activities on a regular basis Uses a wide range of mathematical calculations to interpret and arrange numerical information in order to comply with requirements
Reading	<ul style="list-style-type: none"> Compares and analyses information from a range of sources varying in complexity to determine and complete financial requirements Checks documents for errors or discrepancies
Writing	<ul style="list-style-type: none"> Records data using relevant format, structure and vocabulary
Planning and organising	<ul style="list-style-type: none"> Applies legislation, industry standards and organisational policies and procedures in the conduct of own work Uses formal and logical processes to plan and complete tasks, achieving timelines and organisational requirements

Skill	Description
Problem solving	<ul style="list-style-type: none">Addresses problems in the context of own work and seeks advice from others, as necessaryUses analytical skills to identify discrepancies
Technology	<ul style="list-style-type: none">Uses digital technology to access, filter, compile, integrate and logically present complex information from multiple sources

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBFIA401 Prepare financial reports
- BSBFIA412 Report on financial activity
- BSBFIA501 Report on finances related to international business
- BSBINT408 Prepare business advice on the taxes and duties for international trade transactions.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBFIN401 Report on financial activity

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- prepare a financial report on at least two occasions.

In the course of the above, the candidate must:

- produce a detailed asset register and depreciation schedule
- record entries for balance day adjustments
- use conversion and consolidation procedures including moving averages, standardised variables, trend analysis and unit costs
- apply double-entry principles and accrual accounting.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- double-entry and accrual principles
- provisions of relevant legislation, regulations, standards and codes of practice relevant to financial operations, taxable transactions and reporting requirements
- components of organisational accounting systems
- organisational policies, procedures and accounting standards relating to preparation of financial reports
- organisational financial data, including:
 - budget variances
 - budgets and forecasts
 - cash flow and profit reports
 - balance sheets
 - financial year reports
 - operating statements

- expenditure and receipts
- profit and loss statements
- types of assets including property, plant and equipment
- comparative financial performance
- financial discrepancies including:
 - absence of auditable trail
 - expenditure report mismatches
 - incorrect payments and unreconciled cash flows
- techniques used for financial forecasting and analysis
- options, methods and practices for deductions, benefits and depreciations
- ethical requirements associated with preparing financial reports for corporate entities, including conflict of interest, confidentiality, and disclosure requirements
- industry-standard methods and formats used to present financial data.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- accounting software
- financial reporting legislation, regulations, standards and codes of practice
- samples of financial data, reports and documents
- workplace reference materials including procedural manuals and company policies.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBINS201 Process and maintain workplace information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to receive, process, and store workplace information and maintain information systems. It also includes the maintenance of records management systems.

The unit applies to individuals who perform a variety of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of information and information systems in a defined context, under direct supervision or with limited individual responsibility.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Information Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Collect information	1.1 Confirm task requirements 1.2 Collect physical and digital information items 1.3 Allocate time and date of receipt to relevant information items 1.4 Apply organisational policies and procedures relating to security and confidentiality in handling information
2. Process workplace information	2.1 Enter metadata applying to information items into relevant system according to organisational policies and procedures 2.2 Collate and distribute information according to task requirements

ELEMENT	PERFORMANCE CRITERIA
3. Manage information systems	3.1 Maintain information and relevant classification system according to organisational policies and procedures 3.2 Identify and dispose of inactive unpublished information items or deaccession published information items according to organisational policies and procedures 3.3 Create new files of unpublished information materials according to organisational policies and procedures 3.4 Update registration, accessioning, classification and index systems according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Recognises and interprets textual information to complete tasks according to organisational policies and procedures
Writing	<ul style="list-style-type: none"> Records simple and routine content using an established format to organise information
Oral Communication	<ul style="list-style-type: none"> Uses listening and questioning skills to clarify and adhere to requirements
Numeracy	<ul style="list-style-type: none"> Comprehends basic mathematical measurements relating to times and number sequences
Self-management	<ul style="list-style-type: none"> Follows clearly defined instructions and monitors own progress to achieve timelines
Technology	<ul style="list-style-type: none"> Uses digital technologies regarding data entry and retrieval

Unit Mapping Information

Supersedes and is equivalent to BSBINM201 Process and maintain workplace information.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBINS201 Process and maintain workplace information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- receive and process three pieces of workplace information according to organisational policies and procedures.

In the course of the above, the candidate must:

- record and document information accurately
- store, classify and maintain information materials.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies and procedures relating to collecting and processing workplace information
- key aspects of organisational information items management systems and security and confidentiality procedures.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- examples of workplace information systems.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBINS302 Organise workplace information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to receive, collect, organise and apply workplace information in the context of an organisation's work processes, record managing and knowledge management systems.

The unit applies to those who perform a defined range of skilled operations in various work contexts. They may exercise discretion and judgement using appropriate knowledge of information management to provide technical advice and support to a team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Information Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Receive, acquire and assess information	1.1 Confirm that proposed methods of receiving and acquiring information meet organisational policies and procedures 1.2 Receive and acquire information according to organisational policies and procedures 1.3 Confirm information is clear, accurate, current and relevant to intended tasks 1.4 Access additional required information from relevant stakeholders

ELEMENT	PERFORMANCE CRITERIA
2. Organise information	2.1 Organise information in a format suitable for analysis, interpretation and distribution according to organisational policies and procedures 2.2 Store information using relevant systems and technology according to organisational policies and procedures 2.3 Distribute information to relevant stakeholders 2.4 Identify issues accessing, organising and storing information and solve collaboratively with relevant stakeholders
3. Review information needs	3.1 Seek feedback on clarity, accuracy, relevancy and sufficiency of information 3.2 Review feedback and suggest updates to receipt and acquisition processes, where required 3.3 Identify and document future information needs and suggest modifications to collection and organisation processes

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Recognises and assesses textual information to complete tasks according to requirements
Writing	<ul style="list-style-type: none"> Completes workplace records, forms and documentation accurately using correct format, accurate spelling and grammar and terminology specific to requirements
Oral Communication	<ul style="list-style-type: none"> Collects information by listening and questioning Participates in a verbal exchange using clear language to contribute information and convey issues
Self-management	<ul style="list-style-type: none"> Understands rights and responsibilities and complies with explicit policies and procedures and legal and regulatory requirements
Teamwork	<ul style="list-style-type: none"> Complies with work instructions and contributes to work group discussions using accepted conventions
Planning and organising	<ul style="list-style-type: none"> Plans and implements routine tasks and workload making decisions about sequencing and timing
Technology	<ul style="list-style-type: none"> Uses digital technology to access and record information and to communicate with others

Skill	Description
Problem solving	<ul style="list-style-type: none">Makes low impact decisions within familiar situations, based on a range of predefined or routine solutions, and evaluates the effectiveness of the outcome

Unit Mapping Information

Supersedes and is equivalent to BSBINM301 Organise workplace information.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBINS302 Organise workplace information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- gather, assess, organise and distribute three pieces of workplace information.

In the course of the above, the candidate must:

- provide information according to organisational policies and procedures
- use business technology to coordinate information
- communicate with relevant stakeholders to obtain and check workplace information
- monitor, review and modify information organisation processes.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods for checking information is clear, accurate, current and relevant for purpose
- organisational policies and procedures relating to workplace information
- features and functions of technology required to store and organise information.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational policies and procedures relevant to workplace information
- examples of information documents found in the workplace.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBINS309 Maintain business records

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to maintain the records of a business on an operational basis.

The unit applies to individuals who follow established guidelines and processes to carry out their work. They work under supervision or in consultation with senior staff or system users to support effective information management and governance practices across the organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Information Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Collate business records	1.1 Identify relevant information and records according to organisational policies and procedures 1.2 Organise records in accordance with organisational policies and procedures 1.3 Follow relevant security and access requirements in accordance with organisational policies and procedures
2. Update business or records system	2.1 Record and update information and record description of new records in business or records system according to organisational policies and procedures 2.2 Identify and dispose of relevant records of redundant business

ELEMENT	PERFORMANCE CRITERIA
	activities from current system according to organisational policies and procedures
3. Prepare and distribute reports from the business or records system	3.1 Interpret requests for reports 3.2 Prepare reports from business or records system according to request and organisational security and access procedures 3.3 Distribute reports to relevant stakeholders according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none">Gathers and interprets textual information from different sources to determine how information and records may be applied
Writing	<ul style="list-style-type: none">Uses clear and industry related terminology to document, complete and update workplace information and records
Numeracy	<ul style="list-style-type: none">Recognises and uses numerical systems associated with business or record systems
Self-management	<ul style="list-style-type: none">Takes responsibility for planning and organising own workload to ensure work deadlines are metTakes responsibility for the outcomes of routine decisions related directly to own role
Technology	<ul style="list-style-type: none">Uses main features and functions of digital tools to maintain business records

Unit Mapping Information

Supersedes and is equivalent to BSBRKG304 Maintain business records.

Supersedes but is not equivalent to BSBRKG305 Review recordkeeping functions.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBINS309 Maintain business records

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify, organise, update, and distribute four business records in compliance with organisational policies and procedures on at least three separate occasions.

In the course of the above, the candidate must:

- record and update information in an information management system
- describe records.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies and procedures regarding the maintenance and security of business records
- organisational requirements of business or records system reports
- key aspects and processes of records management and records management systems.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to business records.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR413 Lead effective workplace relationships

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills, knowledge and outcomes required to use leadership to promote team cohesion. It includes motivating, mentoring, coaching and developing the team and forming the bridge between the management of the organisation and team members.

The unit applies to team leaders, supervisors and new or emerging managers where leadership plays a role in developing and maintaining effective workplace relationships. It applies in any industry or community context. At this level work will normally be carried out within routine and non-routine methods and procedures, which require planning, evaluation, leadership and guidance of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to lead workplace relationships	1.1 Identify work team objectives according to organisational strategy 1.2 Collect and analyse information for the achievement of work task 1.3 Share ideas and information with relevant internal and external stakeholders according to work task 1.4 Develop strategy for completion of work task in collaboration with work team

ELEMENT	PERFORMANCE CRITERIA
2. Lead workplace relationships	2.1 Identify and implement methods to facilitate collaboration to complete work task 2.2 Support colleagues experiencing difficulties fulfilling work requirements 2.3 Manage conflict constructively within the organisation's processes and parameters of own role 2.4 Communicate work progress to relevant internal and external stakeholders
3. Review leadership	3.1 Seek feedback on relationship management for work task from relevant stakeholders 3.2 Analyse feedback on relationship management 3.3 Evaluate personal performance in leading workplace relationships 3.4 Identify areas of improvement for leading workplace relationships future work tasks

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Collects, analyses and evaluates textual information from a range of resources to inform improvement strategies
Oral Communication	<ul style="list-style-type: none"> Selects or adjusts communication style to maintain effectiveness of interaction and build and maintain engagement consistent with organisational requirements
Initiative and enterprise	<ul style="list-style-type: none"> Identifies and follows legislative and organisational requirements relevant to own role
Teamwork	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with diverse stakeholders Adapts personal communication style to build trust and positive working relationships and to show respect for the opinions, values and particular needs of others Plays a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others
Planning and	<ul style="list-style-type: none"> Plans and implements activities and processes to manage and review work performance

organising	<ul style="list-style-type: none">• Systematically gathers and analyses all relevant information to formulate and evaluate possible solutions to difficulties
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Unit Mapping Information

Supersedes and is equivalent to BSBLDR402 Lead effective workplace relationships.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR413 Lead effective workplace relationships

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- lead effective workplace relationships on at least four occasions with different individuals or groups.

In the course of the above, the candidate must:

- access and analyse information required to achieve planned outcomes
- collaborate with work team to develop and implement a work task strategy
- apply techniques for resolving problems and conflicts, and dealing with poor performance according to organisational and legislative requirements
- monitor and communicate work progress to relevant internal and external stakeholders
- seek and review feedback to improve workplace leadership.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- considerations for communicating information including audience cultural and social diversity
- consultation processes including internal and external sources of consultees
- impacts of relationships, cultural and social environment, in supporting or hindering the achievement of planned outcomes
- techniques for developing positive work relationships and building trust and confidence in a team, including:
 - interpersonal styles
 - communications
 - consultation
 - cultural and social sensitivity
 - networking

- impact of legislation and organisational policies on workplace relationships
- techniques for communicating information and ideas to a range of stakeholders
- common methods to resolve workplace conflict
- common methods to manage poor work performance
- common methods to monitor, analyse and improve work relationships.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation, regulations, standards and codes relevant to performance evidence
- workplace documentation and resources
- interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR414 Lead team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills, knowledge and outcomes required to lead the performance of a team and to develop team cohesion.

The unit applies team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams. Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and the team members. As such they must 'manage up' as well as manage their team/s.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan team outcomes	1.1 Lead team to identify and establish team objectives and work processes 1.2 Support team to document identified objectives and work processes according to organisational processes 1.3 Encourage team members to incorporate innovation and productivity measures in work plans 1.4 Lead and support team members to meet expected outcomes
2. Promote team cohesion	2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team

ELEMENT	PERFORMANCE CRITERIA
	2.2 Support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities 2.3 Provide feedback to team members on their efforts and contributions 2.4 Address or refer issues, concerns and problems identified by team members 2.5 Model expected behaviours and approaches
3. Supervise team performance	3.1 Encourage team members to participate in and take responsibility for team activities and communication processes 3.2 Support team to identify and resolve problems which impede performance 3.3 Ensure own contribution to work team serves as a role model for others
4. Liaise with management	4.1 Establish open communication with line management 4.2 Communicate information from line management to the team 4.3 Communicate unresolved issues, concerns and problems raised by the team to line management to action 4.4 Communicate issues raised by management to the team to action

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Writing	<ul style="list-style-type: none"> Prepares workplace plans that communicate intent and elicits feedback clearly and effectively
Oral communication	<ul style="list-style-type: none"> Engages in discussions or provides information using structure and language appropriate to the audience and situation
Teamwork	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with team members Adapts personal communication style to model required behaviours, build trust and positive working relationships and to show respect for the opinions and values of others Plays a lead role in situations requiring effective collaboration, demonstrating conflict resolution skills and ability to engage and motivate others

Planning and organising	<ul style="list-style-type: none">• Develops, implements and monitors plans and processes to ensure team engagement and effectiveness• Uses formal analytical thinking techniques to identify issues and generate possible solutions, seeking input from others, as required
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Unit Mapping Information

Supersedes and is equivalent to BSBLDR403 Lead team effectiveness.

Supersedes but is not equivalent to BSBSMB407 Manage a small team.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR414 Lead team effectiveness

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop a team development plan, that addresses:
 - innovation and productivity measures
 - team cohesion
 - issues management and actions.

In the course of the above, the candidate must:

- apply knowledge of organisational goals, objectives and plans to work tasks
- communicate with team members and management to identify and establish team purpose, roles, responsibilities, goals plans and objectives and resolve problems
- consult, encourage, support and provide feedback to team members
- model team leadership behaviours and approaches.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- work processes, including team purpose, roles, responsibilities, goals and plans
- organisational escalation policies and procedures
- behaviours which enhance organisational image for work team, clients and customers
- processes for setting goals that contribute to team effectiveness
- effects of individual behaviour on team effectiveness
- innovation and productivity measures in work plans
- key features of common leadership styles.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- information about the organisation, including organisational structure, goals, objectives and plans.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR522 Manage people performance

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to manage the performance of staff that are direct reports.

The unit applies to individuals who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback. The unit makes the link between performance management and performance development and reinforces both functions as a key requirement for effective managers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Allocate work	1.1 Consult relevant groups and individuals on work to be allocated and resources available 1.2 Develop work plans and allocate work according to organisational requirements and operational plans 1.3 Develop and confirm performance standards and key performance indicators with relevant staff prior 1.4 Conduct risk analysis according to organisational risk management plan and legal requirements
2. Assess performance	2.1 Review performance management and processes according to legislation, organisational objectives and policies

ELEMENT	PERFORMANCE CRITERIA
	2.2 Train participants in the performance management and review process 2.3 Conduct performance management according to organisational policies procedures and relevant timelines 2.4 Monitor and evaluate performance according to performance standards and key performance indicators
3. Provide feedback	3.1 Provide informal feedback and coaching to staff 3.2 Advise relevant personnel, where performance is poor and take necessary actions 3.3 Document feedback according to the organisational performance management system 3.4 Conduct formal structured feedback sessions as necessary and according to organisational policy
4. Manage follow up	4.1 Develop performance improvement and development plans according to organisational policies 4.2 Monitor underperforming individuals according to organisational policies 4.3 Respond to underperforming individuals, as required 4.4 Reinforce excellence in performance through recognition and continuous feedback

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Learning	<ul style="list-style-type: none"> Consolidates and improves own knowledge and skills by coaching, mentoring or training others
Reading	<ul style="list-style-type: none"> Gathers, interprets and analyses texts in organisational documents to facilitate performance management
Writing	<ul style="list-style-type: none"> Plans and prepares documents for allocating work and managing performance suitable for the target audience and in accordance with organisational requirements
Oral Communication	<ul style="list-style-type: none"> Uses language and structure appropriate to context and audience to explain expected standards of performance, provide feedback and coach staff
Self-management	<ul style="list-style-type: none"> Applies legal and regulatory responsibilities related to own work and the organisation as a whole

	<ul style="list-style-type: none">• Adheres to organisational policies and procedures
Teamwork	<ul style="list-style-type: none">• Applies the protocols governing what to communicate to whom and how in a range of work contexts• Collaborates with others to achieve joint outcomes, influencing direction and taking a leadership role on occasion
Planning and organising	<ul style="list-style-type: none">• Sequences and schedules complex activities, monitors implementation and manages relevant communication• Seeks advice, feedback and support, as required to assist in the decision-making process• Uses experiences to reflect on the ways in which variables impact on performance

Unit Mapping Information

Supersedes and is equivalent to BSBMGT502 Manage people performance.

Supersedes but is not equivalent to:

- BSBMGT404 Lead and facilitate off-site staff
- BSBSLS502 Lead and manage a sales team.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR522 Manage people performance

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage performance of at least two individuals
- manage performance of at least one team.

In the course of the above, the candidate must:

- consult with stakeholders to identify work requirements, performance standards and agreed performance indicators
- develop work plans and allocate work to achieve outcomes efficiently and within organisational and legal requirements
- assess performance against performance indicators according to performance management and review processes
- monitor, evaluate and provide feedback on performance and provide coaching or training, as needed
- keep records and documentation in accordance with the organisational performance management system
- reinforce excellence in performance through recognition and continuous feedback
- respond to underperforming individuals according to organisational policies, as required.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative and regulatory and organisational requirements for performance management and review
- organisational risk management plan
- organisational human resource support services
- organisational performance measurement systems
- key features of unlawful dismissal rules and due process

- staff development options and information.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation on performance management
- workplace documentation and resources for performance management and review.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBLDR601 Lead and manage organisational change

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to lead and manage organisational change.

The unit applies to managers with responsibilities that extend across the organisation or across significant parts of a large organisation. They may have a dedicated role in human resources management, workforce development, or work in a strategic policy or planning area.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Develop change management strategy	1.1 Identify major operational change requirements according to organisational objectives, performance gaps, business opportunities or threats, and management decisions 1.2 Assess risks and opportunities presented by operational change requirements 1.3 Consult stakeholders, specialists and experts to confirm the change management opportunities and process
2. Implement change management strategy	2.1 Assign resources to the project and confirm reporting protocols with relevant stakeholders 2.2 Develop communication or education plan, in consultation with relevant personnel

ELEMENT	PERFORMANCE CRITERIA
	2.3 Arrange and manage activities for delivery of communication or education plans
3. Evaluate change management strategy	3.1 Assess performance of communication or education plan against objectives 3.2 Identify and respond to barriers to the change according to risk management plans and organisational objectives 3.3 Modify communication or education plan according to change program objectives

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Interprets detailed information that may deal with complex ideas related to issues both within and outside the workplace context
Writing	<ul style="list-style-type: none"> Uses clear and precise language to develop information about objectives, requirements, activities and recommendations Develops complex plans and strategies in appropriate format for the audience and purpose
Oral Communication	<ul style="list-style-type: none"> Discusses and seeks information using appropriate structure and language for the audience Uses questioning and active listening to clarify or confirm understanding
Numeracy	<ul style="list-style-type: none"> Interprets, analyses and presents numeric information in complex documents
Initiative and enterprise	<ul style="list-style-type: none"> Takes a lead role in the execution of organisational strategic goals and associated roles and responsibilities Develops new and innovative ideas through exploration and lateral thinking
Teamwork	<ul style="list-style-type: none"> Uses a variety of communication tools and strategies to build and maintain effective working relationships Uses inclusive and collaborative techniques to seek feedback, negotiate and consult with a range of stakeholders
Planning and organising	<ul style="list-style-type: none"> Plans, organises and implements activities required to achieve strategic priorities and outcomes, including consulting with others and sequencing events to minimise uncertainty for staff Uses problem-solving skills to identify and analyse issues or barriers, and develop responses

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBINN601 Lead and manage organisational change
- BSBLDR805 Lead and influence change
- BSBMGT615 Contribute to organisation development.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR601 Lead and manage organisational change

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and implement a change management plan to lead and manage organisational change.

In the course of the above, the candidate must:

- analyse and interpret information about the organisation's internal and external environment and consult with stakeholders to identify requirements and opportunities for changes that support organisational objectives
- prioritise opportunities for changes with input from relevant stakeholders
- develop a change management project plan for the priority changes incorporating resource requirements, risk management and timelines
- develop strategies to communicate or educate the changes and embed them
- obtain approvals and agree reporting protocols with relevant managers and implement the plan including addressing barriers to change
- review and evaluate the change management project plan and modify as needed to achieve objectives.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- events or trends that may impact on the achievement of organisational objectives
- existing policies and practices to guide organisational change
- methods for conducting cost-benefit analysis for high priority change requirements and opportunities
- methods for conducting risk analysis, including barriers to change and relevant mitigation strategies
- content of communication and education plans, including:

- promotion of benefits of organisational change
- change management processes or cycles and strategies for communicating and embedding change
- organisational behaviour and how the external environment can impact on change strategies
- components of a change management project plan.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to organisational change management.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS203 Deliver a service to customers

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to deliver aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products, and processing customer feedback.

The unit applies to those who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish contact with customers	1.1 Greet customers according to organisational requirements 1.2 Share relevant information with customers 1.3 Identify and respond to specific customer requirements 1.4 Express interest in customer needs and develop rapport with customer
2. Identify customer needs	2.1 Ask questions to identify customer needs 2.2 Assess customer needs for urgency and identify priorities for service delivery 2.3 Provide customer with information about available options

ELEMENT	PERFORMANCE CRITERIA
	2.4 Assess limitations in addressing customer needs and seek assistance from designated persons, where required
3. Provide service to customers	3.1 Confirm details of service and delivery with customer according to organisational requirements 3.2 Convey information regarding problems and delays, and follow-up within appropriate timeframes, where required 3.3 Identify opportunities to enhance the quality of service and products, and take action to improve the service
4. Process customer feedback	4.1 Seek customer feedback and handle according to organisational and legislative requirements 4.2 Record feedback and communication between customer and the organisation according to organisational requirements 4.3 Identify any unmet customer needs and discuss suitability of alternative products or services 4.4 Encourage customers to maintain contact with organisation for future needs

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none"> Identifies requirements from organisational policy and procedure documents Interprets product and service information in a range of formats to provide customer advice
Writing	<ul style="list-style-type: none"> Records customer information according to organisational requirements
Oral communication	<ul style="list-style-type: none"> Provides information and advice using structure and language to suit the audience Asks questions and listens to gain information and confirm understanding
Planning and organising	<ul style="list-style-type: none"> Follows organisational procedures and practices relevant to own role
Teamwork	<ul style="list-style-type: none"> Uses accepted communication practices to establish connections, build rapport and develop professional working relationships Adjusts personal communication style in response to the opinions, values and needs of others

Skill	Description
Initiative and enterprise	<ul style="list-style-type: none">Identifies opportunities to enhance work practices and outcomes
Problem solving	<ul style="list-style-type: none">Addresses routine problems in familiar work contexts

Unit Mapping Information

Supersedes and is equivalent to BSBCUS201 Deliver a service to customers.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS203 Deliver a service to customers

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- deliver a service to at least three different customers.

In the course of the above, the candidate must:

- greet the customer and establish rapport according to organisational requirements
- identify customer needs using interpersonal skills
- provide prompt service to address customer needs
- identify and follow up opportunities to increase the quality of service and products
- respond to and record all customer feedback according to organisational standards, policies and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key provisions of customer service legislation and consumer law
- requirements for responding to the needs of customers from a diverse background
- workplace organisational policies and procedures relating to customer service and the customer service process.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documents, and organisational policies and procedures for customer service
- examples of customer complaints and feedback.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS304 Deliver and monitor a service to customers

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

The unit applies to those who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate knowledge of customer service. They provide technical advice and support to customers over short or long-term interactions.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify customer needs	1.1 Identify and clarify customer needs and expectations 1.2 Evaluate customer needs and determine priorities for service delivery according to organisational requirements 1.3 Inform customers about available choices for meeting their needs and assist selection of preferred options 1.4 Identify limitations in addressing customer needs and seek assistance from designated individuals, where required
2. Deliver a service to customers	2.1 Provide service to meet identified customer needs according to organisational and legislative requirements 2.2 Establish and maintain rapport with customers

ELEMENT	PERFORMANCE CRITERIA
	2.3 Manage customer complaints according to organisational and legislative requirements 2.4 Provide assistance and respond to customers with specific needs according to organisational and legislative requirements 2.5 Identify and use available opportunities to promote and enhance services and products to customers
3. Evaluate customer service delivery	3.1 Review customer satisfaction with service delivery using verifiable evidence according to organisational and legislative requirements 3.2 Seek and respond to customer feedback according to organisational policies and procedures 3.3 Identify opportunities to enhance the quality of customer service 3.4 Document recommendations for customer service improvements 3.5 Submit recommendations to relevant personnel according to organisational policies and procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Learning	<ul style="list-style-type: none"> Identifies and follows up on opportunities to improve work practices and outcomes
Oral communication	<ul style="list-style-type: none"> Provides information or advice using structure and language to suit the audience Asks questions and listens to gain information or confirm understanding
Reading	<ul style="list-style-type: none"> Evaluates textual information to determine customer service requirements Proofreads texts for clarity of meaning and accuracy of grammar and punctuation
Writing	<ul style="list-style-type: none"> Completes responses to customer complaints in required format Prepares reports using sequencing, format and words to communicate recommendations clearly and effectively
Planning and organising	<ul style="list-style-type: none"> Complies with organisational policies and procedures relevant to role Plans and implements systems to gather and organise information

Skill	Description
Problem-solving	<ul style="list-style-type: none">• Uses problem solving skills to analyse and respond to customer complaints or enquiries
Teamwork	<ul style="list-style-type: none">• Selects and uses appropriate communication conventions to establish connections, build rapport, seek information and develop professional working relationships• Adjusts personal communication style in response to the opinions, values and particular needs of others

Unit Mapping Information

Supersedes and is equivalent to BSBCUS301 Deliver and monitor a service to customers.

Supersedes but is not equivalent to:

- BSBCUE309 Develop product and service knowledge for customer engagement operation
- BSBEDU303 Assist with the provision of international education information
- BSBINT303 Organise the importing and exporting of goods
- BSBINT304 Assist in the international transfer of services
- BSBSLS407 Identify and plan sales prospects.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS304 Deliver and monitor a service to customers

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- deliver a service to at least three different customers, including:
 - using communication skills to establish rapport and build relationships with customers according to organisational requirements
 - identifying customer needs using appropriate questioning and active listening skills
 - providing customer service according to organisational requirements
 - responding to and recording customer feedback and action taken according to organisational standards, policies and procedures
 - producing a report which identifies and recommends ways to improve service delivery.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key provisions of customer service legislation and consumer law
- organisational policies and procedures relating to customer service, including complaints handling
- common forms of verifiable evidence that could be used to review customer satisfaction
- customer service standards and protocols for serving customers, including customers with specific needs.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- technology required to gather and provide information and assistance to customers

- workplace documents, and organisational policies and procedures relating to customer service
- examples of customer complaints and feedback.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS403 Apply business risk management processes

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to identify business risks and to apply established risk management processes to a defined area of operations that are within the responsibilities and obligations of the work role.

The unit applies to individuals with a broad knowledge of risk analysis or project management who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or delegate aspects of these tasks to others. Risks applicable to own work responsibilities and area of operation may include projects being undertaken individually or by a team, or operations within a section of the organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify risks	1.1 Identify context for risk management 1.2 Undertake required steps to identify risks 1.3 Document identified risks according to relevant policies, procedures, legislation and standards
2. Analyse and evaluate risks	2.1 Analyse risks in consultation with relevant stakeholders 2.2 Undertake risk categorisation and determine level of risk 2.3 Document analysis processes and outcomes

ELEMENT	PERFORMANCE CRITERIA
3. Treat risks	3.1 Identify control measures for risks 3.2 Assess strengths and weaknesses of control measures 3.3 Refer risks to relevant personnel, where required, according to policies and procedures 3.4 Select and implement control measures for personal area of operation and responsibilities
4. Monitor and review effectiveness of risk treatments	4.1 Review implemented treatments against measures of success 4.2 Use review results to improve the treatment of risks 4.3 Monitor and review management of risk in personal area of operation

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Learning	<ul style="list-style-type: none"> • Uses analysis and consultative processes to inform decisions about selection and implementation of risk control measures • Evaluates effectiveness of plans and results to inform improvement decisions
Reading	<ul style="list-style-type: none"> • Comprehends documents and texts of varying complexity to extract and analyse relevant information
Writing	<ul style="list-style-type: none"> • Uses specific, industry related terminology and logical organisational structure in workplace documents that identify and analyse risk and report management process outcomes
Oral communication	<ul style="list-style-type: none"> • Participates effectively in interactions with stakeholders by using questioning and listening to elicit opinions and clarify understanding
Numeracy	<ul style="list-style-type: none"> • Uses numerical tools to assess risk and uses numerical data to review plans
Enterprise and initiative	<ul style="list-style-type: none"> • Complies with organisational and legislative requirements • Takes responsibility for identification and management of risk within own work context and refers matters to others as required
Teamwork	<ul style="list-style-type: none"> • Selects appropriate communication protocols and conventions when conferring with others to establish risk management requirements
Planning and organising	<ul style="list-style-type: none"> • Determines job sequence and works logically and systematically to undertake defined tasks

Skill	Description
Technology	<ul style="list-style-type: none">Uses familiar digital technologies and systems to access information, prepare plans and communicate with others

Unit Mapping Information

Supersedes and is equivalent to BSBRSK401 Identify risk and apply risk management processes.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS403 Apply business risk management processes

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to apply organisational policies, procedures and processes to:

- treat at least three risks by:
 - identifying different types of organisational risks
 - consulting with stakeholders to analyse and evaluate risks
 - implementing control measures
 - referring risks that are beyond own area of responsibility to others
 - maintaining risk management documentation.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative and regulatory context of the organisation in relation to risk management
- techniques for identifying and evaluating risks
- organisational policies and procedures for risk management
- areas where risks are commonly identified in an organisation
- risks beyond scope of individual responsibility to be referred to relevant organisational personnel
- purpose and key elements of current risk management standards.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation, regulations, standards and codes relating to business risk

- workplace documentation on selected organisational risks.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS405 Organise business meetings

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to organise meetings including making arrangements, liaising with participants, and developing and distributing meeting related documentation.

The unit applies to those employed in a range of work environments who are required to organise a variety of business meetings. They may provide administrative support within an enterprise or have responsibility for these tasks in the context of a particular team, workgroup or project.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare meeting documentation and details	1.1 Identify type and purpose of meeting being organised 1.2 Identify and comply with legal, ethical and organisational requirements for business meetings 1.3 Make meeting arrangements according to meeting and participants requirements 1.4 Prepare notice of meeting, agenda and meeting papers according to organisational requirements 1.5 Distribute documentation and meeting details to participants within designated timelines

ELEMENT	PERFORMANCE CRITERIA
	1.6 Confirm presence of required resources prior to meeting commencement
2. Record meeting outcomes	2.1 Take notes of the meeting 2.2 Outline key decisions and actions for implementation 2.3 Review minutes for accuracy and submit for approval by the nominated person 2.4 Distribute relevant post-meeting materials to attendees within designated timelines

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none"> Identifies and interprets information from instructions, organisational policies and procedures, or legislation Compares final output with original notes to check accuracy
Writing	<ul style="list-style-type: none"> Prepares complex texts from notes using appropriate structure, accurate spelling, grammar and punctuation Records notes of meeting proceedings according to organisational requirements Edits and corrects own work to ensure accuracy
Oral communication	<ul style="list-style-type: none"> Listens for specific information during meetings Conveys specific instructions using vocabulary appropriate to context, purpose and audience Asks questions and listens to responses to clarify understanding
Numeracy	<ul style="list-style-type: none"> Performs calculations required to measure output against predetermined timeframes
Initiative and enterprise	<ul style="list-style-type: none"> Recognises and responds to both explicit and implicit organisational procedures and protocols and legislative/regulatory requirements
Teamwork	<ul style="list-style-type: none"> Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Planning and organising	<ul style="list-style-type: none"> Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints
Technology	<ul style="list-style-type: none"> Understands the purposes, specific functions and key features of common digital systems and tools and operates them effectively to complete routine tasks

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBADM405 Organise meetings
- BSBADM503 Plan and manage conferences.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS405 Organise business meetings

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- organise business meetings, prepare agenda and take notes on at least two occasions.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- relevant communication techniques
- common formats for agendas and minutes
- organisational policies and procedures relating to facilitation of meetings, including
 - meeting quorums
 - required notice periods
 - meeting resolutions and storage of minutes.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational policies and procedures for meetings.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS502 Manage business operational plans

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to develop and monitor the implementation of operational plans to support efficient and effective workplace practices and organisational productivity and profitability.

The unit applies to individuals who manage the work of others and operate within the parameters of a broader strategic and/or business plans.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish operational plan	1.1 Research, analyse and document resource requirements 1.2 Develop operational plan in consultation with, and with approval from, relevant stakeholders 1.3 Develop contingencies for operational plan 1.4 Explain plan to relevant work teams
2. Manage resource acquisition	2.1 Confirm that employees are recruited and inducted according to the organisation's human resources management policies, practices and procedures 2.2 Confirm that physical resources and services are acquired according to the organisation's policies, practices and procedures

ELEMENT	PERFORMANCE CRITERIA
	2.3 Identify and incorporate requirements for intellectual property rights and responsibilities related to acquisition of resources
3. Monitor and review operational performance	3.1 Assess progress of operational plan in achieving profit and productivity plans and targets 3.2 Identify areas of under-performance, recommend solutions and rectify the situation 3.3 Plan and implement relevant processes for ongoing monitoring and confirm that support is provided for individuals and teams 3.4 Negotiate recommendations for variations to operational plans and gain approval from designated persons

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none"> Gathers, interprets and analyses workplace documentation to determine requirements for the operational plan
Writing	<ul style="list-style-type: none"> Develops and documents a range of detailed texts relating to the management of an operational plan according to organisational requirements
Oral communication	<ul style="list-style-type: none"> Presents information to a range of audiences using appropriate register, vocabulary and paralinguistic features Listens and comprehends information from a variety of spoken exchanges with clients, co-workers and other stakeholders
Numeracy	<ul style="list-style-type: none"> Selects and uses mathematical problem-solving strategies to organise resource requirements, performance benchmarks and financial viability of the operational plan
Enterprise and initiative	<ul style="list-style-type: none"> Monitors adherence to organisational policies, procedures and considers own role in terms of its contribution to broader goals of the work environment
Teamwork	<ul style="list-style-type: none"> Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion
Planning and organising	<ul style="list-style-type: none"> Takes responsibility for developing and implementing systems and processes to achieve organisational objectives, seeking advice, feedback and support as required to assist in the development and planning phase Sequences and schedules complex activities, monitors

Skill	Description
	implementation, and manages relevant communication
Problem solving	<ul style="list-style-type: none">• Uses systematic analytical processes to aid decision making, identify potential problems and generate contingency plans or solutions
Technology	<ul style="list-style-type: none">• Demonstrates awareness of the importance of data security in a digital environment

Unit Mapping Information

Supersedes and is equivalent to BSBMGT517 Manage operational plan.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS502 Manage business operational plans

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage an operational plan for at least one business or work area.

In the course of the above, the candidate must:

- develop and implement an operational plan using a variety of information sources and consultation including:
 - resource requirements
 - key performance indicators
 - monitoring processes
 - contingency plans
- communicate with stakeholders to explain the plan and supporting information, seek approvals, negotiate variations and engage work teams
- confirm existence of relevant strategies, including strategies relating to:
 - recruiting, inducting and developing personnel
 - acquiring physical resources and services
 - protecting intellectual property
 - making variations to the plan
 - monitoring and documenting performance.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- stakeholders involved in development and management of operations plan including escalation points, colleagues and specialist resource managers
- key information sources for proposal development and presentation including resource requirement specialists

- consultation processes
- content of operational plans, including:
 - procurement processes
 - employee recruitment and induction strategies
 - physical resource and service acquisition strategies
 - key indicators of organisational performance
- budget and actual financial relating to profit and productivity
- methods for preparing operational plans and contingency plans
- role of an operational plan in achieving an organisation's objectives
- procedures and records associated with documenting performance
- approaches for developing key performance indicators to meet business objectives
- legislative and regulatory framework relating to the development and implementation of operational plan of the organisation, including:
 - fair trading laws
 - work health and safety
- organisational policies, practices and procedures that relate to the operational plan.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation and regulations relevant to operational plans
- workplace documentation and resources relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS504 Manage business risk

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes skills and knowledge required to manage business risks in a range of contexts across an organisation or for a specific business unit or area in any industry setting.

The unit applies to individuals who are working in positions of authority and who are approved to implement change across the organisation, business unit, program or project area. They may or may not have responsibility for directly supervising others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish risk context	1.1 Evaluate organisational processes, procedures and requirements and determine scope for risk management process 1.2 Review strengths and weaknesses of existing arrangements 1.3 Document critical success factors, goals and objectives for area included in scope 1.4 Communicate risk management process to relevant stakeholders
2. Identify risks	2.1 Invite stakeholders to assist in the identification of risks 2.2 Research risks that may apply to scope 2.3 Document risks that apply to the scope, in consultation with relevant parties

ELEMENT	PERFORMANCE CRITERIA
3. Analyse risks	3.1 Assess likelihood of risks occurring 3.2 Assess impact or consequence if risks occur 3.3 Evaluate and prioritise risks for treatment
4. Select and implement treatments	4.1 Determine and select from options for treating risks 4.2 Develop action plan for implementing risk treatment 4.3 Communicate risk management processes to relevant parties 4.4 Implement action plan according to organisational policies and procedures 4.5 Monitor and evaluate risk management process

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none"> Synthesises a variety of relatively complex texts Gathers, interprets and analyses textual information from a range of sources to identify relevant information
Writing	<ul style="list-style-type: none"> Develops textual material and organises content in a manner that effectively documents risk management analysis and assessment priorities and processes
Oral communication	<ul style="list-style-type: none"> Participates in interactions with stakeholders using questioning and listening to elicit opinions, and to confirm and clarify understanding
Numeracy	<ul style="list-style-type: none"> Uses numerical tools to assess risk and uses numerical data to review plans
Teamwork	<ul style="list-style-type: none"> Selects appropriate conventions and protocols when communicating with stakeholders about risk management Consults and negotiates with stakeholders about risk management processes and outcomes
Planning and organising	<ul style="list-style-type: none"> Sequences and schedules a range of routine and complex activities, monitors implementation, evaluates processes and manages relevant communication Systematically analyses information to decide on appropriate risk management treatments Refers to organisational processes, procedures and requirements when making decisions about risk management
Technology	<ul style="list-style-type: none"> Uses digital technologies and systems to access information,

Skill	Description
	document plans and communicate with others

Unit Mapping Information

Supersedes and is equivalent to BSBR501 Manage risk.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS504 Manage business risk

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- lead at least one risk management process for an organisation or work area.

In the course of the above, the candidate must:

- analyse information from a range of sources to identify the scope and context of the risk management process, including:
 - stakeholder analysis
 - political, economic, social, legal, technological and policy context
 - current arrangements
 - objectives and critical success factors for the area included in scope
 - risks that may apply to scope
- consult and communicate with stakeholders to identify and assess risks, determine appropriate risk treatment actions and priorities and explain the risk management processes
- develop and implement an action plan to treat risks
- monitor and evaluate the action plan and risk management process
- maintain documentation.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative and regulatory context of the organisation in relation to risk management
- organisational policies, procedures and processes for risk management, including document storage
- types of business risks
- options for treating risks
- risk management process
- purpose and key elements of current risk management standards

- tools and techniques to identify risks to scope risk management processes.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation, regulations, standards and codes relating to risk management
- workplace documentation and resources relating to risk management.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBOPS505 Manage organisational customer service

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.

The unit applies to individuals who supervise customer service provided by others within an organisation. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision making strategies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Business Operations

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish customer requirements	1.1 Consult with customers to identify customer service requirements 1.2 Integrate customer feedback into organisation's business plan 1.3 Identify and procure resources required to address customer service requirements
2. Deliver quality products and services	2.1 Deliver product and service according to customer specifications within organisation's business plan 2.2 Monitor team performance and assess against the organisation's quality and delivery standards 2.3 Support colleagues to overcome difficulties in meeting

ELEMENT	PERFORMANCE CRITERIA
	customer service standards
3. Evaluate customer service	3.1 Develop and use strategies for monitoring progress against product and service targets and standards 3.2 Develop and use strategies for obtaining customer feedback on provision of product and service 3.3 Adapt delivery of customer product and service in consultation with relevant individuals and groups 3.4 Manage records, reports and recommendations within the organisation's systems and processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none"> Interprets and analyses textual information from a variety of sources and applies the knowledge that has been gained to evaluate standards for organisation's products and services
Writing	<ul style="list-style-type: none"> Produces a range of text types to convey information, requirements or recommendations matching style of writing to purpose and audience
Oral communication	<ul style="list-style-type: none"> Clearly articulates systems and standards in a team environment using language suitable to diverse audiences Uses listening and questioning techniques to obtain feedback and confirm understanding
Numeracy	<ul style="list-style-type: none"> Interprets and comprehends mathematical information in organisation's business and customer service plans
Planning and organising	<ul style="list-style-type: none"> Recognises and applies organisational protocols and meets expectations associated with own work
Teamwork	<ul style="list-style-type: none"> Identifies and uses appropriate conventions and protocols when communicating with colleagues and customers Collaborates with others, taking into account their strengths and experience, to achieve desired outcomes Provides support in field of expertise to team
Enterprise and initiative	<ul style="list-style-type: none"> Develops and implements plans using logical processes and monitors and evaluates progress against stated goals
Problem solving	<ul style="list-style-type: none"> Accepts responsibility for addressing complex or non-routine difficulties, applying problem solving processes in determining a

Skill	Description
	solution
Technology	<ul style="list-style-type: none">• Uses digital technology to access, organise and present information in a format that meets requirements

Unit Mapping Information

Supersedes and is equivalent to BSBCUS501 Manage quality customer service.

Supersedes but is not equivalent to:

- BSBCUE504 Integrate customer engagement within the organisation
- BSBCUE601 Optimise customer engagement operations
- BSBCUE602 Manage customer engagement information
- BSBCUE603 Design and launch new customer engagement facilities
- BSBSLS501 Develop a sales plan.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBOPS505 Manage organisational customer service

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and review strategy for delivering and monitoring quality customer service for an organisation or work area.

In the course of the above, the candidate must:

- implement quality customer service policies and procedures
- identify and resolve system problems relating to poor customer service
- assist teams to meet customer service requirements
- develop, procure and use human and physical resources to support quality customer service delivery.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative and regulatory frameworks governing customer service
- elements of effective customer service including quality, time and cost
- organisational policies and procedures for customer service and handling customer complaints
- relevant service standards and best practice models
- key principles of public relations and product promotion
- common techniques for solving complaints
- principles and techniques involved in managing:
 - customer behaviour
 - specific customer needs
 - customer research
 - customer relations

- ongoing product and service quality
- problem identification and resolution
- quality customer service delivery
- record keeping and management methods
- strategies for monitoring, managing and introducing ways to improve customer service relationships
- strategies to obtain customer feedback.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation, regulations and codes of practice related to customer service
- workplace documentation and resources
- complex customer complaints.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBPEF202 Plan and apply time management

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to implement time management processes to organise and complete work tasks. It also addresses skills and knowledge to seek and review feedback for performance improvement regarding time management and use technology appropriate to the task.

The unit applies to individuals working under direct supervision. These individuals apply basic skills and knowledge in a broad range of work settings.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking & Problem Solving – Personal Effectiveness

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Organise work schedule	1.1 Discuss and agree on work goals and plans with assistance from relevant personnel 1.2 Identify relationship between own work goals and plans, and organisational goals and plans 1.3 Research time management techniques and strategies 1.4 Plan and prioritise work tasks within allocated timeframes
2. Complete work tasks	2.1 Perform tasks according to designated timelines and instructions 2.2 Seek assistance from colleagues when difficulties arise in achieving allocated tasks

ELEMENT	PERFORMANCE CRITERIA
	2.3 Identify factors affecting work plan 2.4 Communicate progress on work plan to relevant personnel according to organisational policies and procedures
3. Review work performance	3.1 Seek feedback on time management from relevant personnel 3.2 Record changes to time management approach according to task instructions 3.3 Identify and plan opportunities for improvement in discussion with colleagues

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Identifies and interprets textual information to determine and adhere to organisational and task requirements
Writing	<ul style="list-style-type: none"> Completes required documents using organisational formats
Oral communication	<ul style="list-style-type: none"> Uses listening and questioning techniques to seek information and confirm understanding Participates in verbal interactions using language and features suitable to audience and context
Numeracy	<ul style="list-style-type: none"> Interprets numerical information related to timeframes
Enterprise and initiative	<ul style="list-style-type: none"> Complies with organisational policies, procedures and standards
Planning and organising	<ul style="list-style-type: none"> Prioritises work and completes activities within designated timeframes Identifies and solves routine problems
Technology	<ul style="list-style-type: none"> Selects and uses appropriate digital tools to complete tasks

Unit Mapping Information

Supersedes and is equivalent to BSBWOR202 Organise and complete daily work activities.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBPEF202 Plan and apply time management

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and implement at least one time management plan with support of relevant personnel.

In the course of the above, the candidate must:

- complete each work task within specified timeframe, seeking opportunities to use digital tools where applicable
- seek and use feedback from others to monitor and improve work performance.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- time management techniques and strategies
- features of a time management plan
- organisational standards, policies and procedures relevant to own work role
- relationship between own work goals and plans and organisation's goals and plans
- factors affecting work progress and performance improvement techniques.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to challenges and situations to demonstrate application of performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBPEF502 Develop and use emotional intelligence

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to develop and use emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the workplace.

The unit applies to individuals who are required to identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems as part of their job role. These individuals may be responsible for leading a team or work area.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking & Problem Solving – Personal Effectiveness

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to develop emotional intelligence	1.1 Develop evaluation criteria for assessing emotional strengths and weaknesses 1.2 Assess emotional strengths and weaknesses against evaluation criteria 1.3 Identify and analyse potential emotional stressors in the workplace 1.4 Identify methods for responding to emotional stressors 1.5 Seek feedback from others to identify and confirm methods for responding to emotional stressors in the workplace
2. Develop emotional	2.1 Analyse and document emotional responses of co-workers

ELEMENT	PERFORMANCE CRITERIA
intelligence	2.2 Develop a plan for identifying and responding to a range of emotional expressions 2.3 Apply techniques that indicate flexibility and adaptability in dealing with others in the workplace 2.4 Apply techniques that show consideration for the emotions of others when making decisions 2.5 Consult with relevant stakeholders and identify improvement areas for own emotional intelligence
3. Promote development of emotional intelligence in others	3.1 Identify workplace opportunities for others to express their thoughts and feelings 3.2 Develop tasks for assisting others to understand effect of personal behaviour and emotions on others in the workplace 3.3 Implement identified opportunities and tasks in the workplace according to organisational policy and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Learning	<ul style="list-style-type: none"> Identifies and uses strategies to improve own emotional intelligence
Oral communication	<ul style="list-style-type: none"> Uses appropriate language and nonverbal features to present information and seek feedback Uses listening and questioning skills to elicit the views of others and to clarify or confirm understanding
Teamwork	<ul style="list-style-type: none"> Identifies personal attributes and considers the impact on others and modifies approach to support development Adapts personal communication style to model behaviours, build trust and positive working relationships and to build understanding of emotional intelligence Leads a collaborative approach, using inquiring and inclusive techniques, to develop understanding and skills that enhances individuals' emotional intelligence
Enterprise and Initiative	<ul style="list-style-type: none"> Leads processes to develop, implement and monitor plans and processes to ensure team engagement and effectiveness

Unit Mapping Information

Supersedes and is equivalent to BSBLDR511 Develop and use emotional intelligence.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBPEF502 Develop and use emotional intelligence

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- demonstrate emotional intelligence in relation to at least two different work tasks
- promote development of emotion intelligence in others on at least one occasion.

In the course of the above, the candidate must:

- develop assessment criteria to assess personal emotional strengths and weaknesses
- conduct an analysis to identify personal emotional triggers, incorporating feedback from others
- analyse and document interactions with co-workers
- develop and implement plans for responding to emotional expressions
- apply techniques that promote flexibility in interactions with others and show consideration for the emotions of others.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- application of emotional intelligence attributes, including:
 - self-awareness
 - self-management
 - social awareness
 - relationship management
- emotional intelligence principles and strategies
- strategies for communicating with a diverse workforce that has varying expressions of emotion
- methods to develop emotional intelligence in others
- emotional intelligence in the context of building workplace relationships.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to challenges and situations to demonstrate the application of performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBPMG430 Undertake project work

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to undertake a minor project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.

The unit applies to individuals who play a significant role in ensuring a project meets timelines, quality standards, budgetary limits and other requirements set for the project.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Project Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish project parameters	1.1 Identify project scope 1.2 Define project stakeholders 1.3 Seek clarification from delegating authority of issues related to project and project parameters 1.4 Identify responsibilities of relevant stakeholders and reporting requirements 1.5 Clarify relationship of project to other projects and to the objectives of the organisation 1.6 Identify availability and access of resources for undertaking the project

ELEMENT	PERFORMANCE CRITERIA
2. Develop project plan	2.1 Identify risks and develop a risk management plan for project, including Work Health and Safety (WHS) 2.2 Develop project budget and timeframe and seek approval from relevant stakeholders 2.3 Consult team members and apply their views in planning the project 2.4 Identify and access appropriate project management tools 2.5 Develop project plan according to project parameters and deliverables 2.6 Finalise project plan and gain necessary approvals to commence project according to documented plan
3. Administer and monitor project	3.1 Communicate to project team members their responsibilities and project requirements 3.2 Establish and maintain required recordkeeping systems throughout the project 3.3 Implement and monitor plans for managing the project 3.4 Undertake risk management as required
4. Finalise and review project	4.1 Complete financial recordkeeping associated with project and confirm according to agreed budget 4.2 Complete project documentation and obtain sign-offs for concluding project 4.3 Review project outcomes and processes against the project scope and plan 4.4 Document feedback and suggested improvements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Organises, evaluates and critiques ideas and information from a range of complex texts
Writing	<ul style="list-style-type: none"> Develops plans, reports and recommendations using vocabulary, structure and conventions appropriate to text Establishes and maintains records according to organisational requirements
Numeracy	<ul style="list-style-type: none"> Uses formal and some informal, oral and written mathematical language and representation to prepare and communicate budgetary and financial

SKILL	DESCRIPTION
	information
Oral communication	<ul style="list-style-type: none">• Participates in verbal discussions using clear language and appropriate features to present or seek information• Using listening and questioning skills to seek information and confirm understanding
Self-management	<ul style="list-style-type: none">• Identifies and responds to organisational and legislative/regulatory requirements
Teamwork	<ul style="list-style-type: none">• Selects and uses appropriate communication protocols and practices to ensure shared understanding of project roles and expectations• Uses collaborative techniques to engage stakeholders in consultations and negotiations
Planning and organising	<ul style="list-style-type: none">• Develops and implements plans to manage projects that involve diverse stakeholders with potentially competing demands• Systematically gathers and analyses all relevant information and evaluates options to make informed decisions• Evaluates outcomes of decisions to identify opportunities for improvement
Technology	<ul style="list-style-type: none">• Uses digital technologies and applications to access, organise and share information

Unit Mapping Information

Supersedes and is equivalent to BSBPMG522 Undertake project work.

Supersedes but is not equivalent to BSBADM407 Administer projects.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBPMG430 Undertake project work

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- undertake project work on a minor project or a section of a larger project.

In the course of the above, the candidate must:

- confirm the quality of project outcomes according to expectations of the organisation
- consult and communicate with relevant stakeholders to generate input and engagement in planning, implementing and reviewing the project
- provide support to team members to enable them to achieve deliverables and to transition them as appropriate at completion of the project.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- project management tools
- types of documents and other sources of information commonly used in defining the parameters of a project
- mission, goals, objectives and operations of the organisation
- relevant legislation and regulations, including work health and safety (WHS) requirements, for project planning
- project management processes according to policies and procedures of the organisation and including:
 - lines of authority and approvals
 - quality assurance
 - human resources
 - budgets and finance
 - risk management
 - recordkeeping

- reporting.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- relevant legislation, regulations, standards and codes
- workplace documentation and resources relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBSTR301 Contribute to continuous improvement

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to support continuous improvement in an organisation. Particular emphasis is on actively encouraging teams to participate in the process, monitoring and reporting on specified outcomes and supporting opportunities for further improvements.

The unit applies to individuals who use initiative, and organisational and communication skills to influence the ongoing development of the organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking and Problem Solving – Business Strategy

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Coordinate continuous improvement	1.1 Communicate objectives and continuous improvement processes of the organisation to team members 1.2 Establish roles and skills within the team and identify training needs and performance improvement opportunities 1.3 Encourage team members to participate in decision making processes and exercise initiative
2. Monitor and report specified outcomes	2.1 Monitor team progress using systems and technology of the organisation and identify ways planning and operations could be improved 2.2 Report changes to processes and training to relevant

ELEMENT	PERFORMANCE CRITERIA
	stakeholders 2.3 Develop plans, in collaboration with team members, to apply continuous improvement techniques and processes
3. Support opportunities for further improvement	3.1 Communicate recommendations for improvements in achieving organisational objectives to team members 3.2 Monitor work performance and support team members to identify further opportunities for improvement 3.3 Maintain records, reports and recommendations for improvement within the organisation's systems and processes

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	<ul style="list-style-type: none"> Contributes to ongoing organisational improvement by mentoring others to support continuous improvement processes
Reading	<ul style="list-style-type: none"> Interprets everyday workplace documentation
Writing	<ul style="list-style-type: none"> Uses appropriate vocabulary and grammatical structures to achieve precise meaning in a range of documentation
Oral communication	<ul style="list-style-type: none"> Articulates information in a positive manner using appropriate terminology, tone and style appropriate to context and audience Uses questioning and listening techniques to exchange and clarify information
Enterprise and initiative	<ul style="list-style-type: none"> Identifies the nature and purpose of own role and associated responsibilities and how own role relates to others and contributes to broader work goals Takes responsibility for adherence to organisational processes and systems
Teamwork	<ul style="list-style-type: none"> Shares information and resources, offers assistance and facilitates effective group interactions
Planning and organising	<ul style="list-style-type: none"> Takes responsibility for routine low-impact decisions within familiar situations Evaluates effectiveness of decisions in terms of how well they meet stated goals
Technology	<ul style="list-style-type: none"> Uses a range of digitally based technology and applications to organise, monitor, manage and communicate relevant information effectively

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBFLM309 Support continuous improvement systems and processes
- BSBINN201 Contribute to workplace innovation.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSTR301 Contribute to continuous improvement

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- coordinate, monitor and support the continuous improvement of a work task for a team or work area.

In the course of the above, the candidate must:

- identify options and benefits for improvements
- address barriers to continuous improvement
- use analysis work performance to identify improvement opportunities
- use technology to monitor operational progress
- apply recordkeeping processes.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- principles and techniques relating to:
 - continuous improvement systems and processes
 - benchmarking
 - best practice
- benefits and barriers to continuous improvement
- quality approaches that may be implemented in an organisation
- methods that can be used in continuous improvement
- organisational recording, reporting and recommendation processes.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documents and resources relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBSTR401 Promote innovation in team environments

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to identify and implement ways of promoting innovation within team environments in the workplace.

The unit applies to individuals who are team participants or team leaders responsible for playing a proactive role in demonstrating innovation in a formal or informal team environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking and Problem Solving – Business Strategy

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify opportunities to maximise innovation	1.1 Identify team requirements relating innovation 1.2 Determine team dynamic and own relationship with team 1.3 Assist in evaluating team requirements according to workplace policies and procedures 1.4 Assist in identifying team's current ways of working according to team objectives 1.5 Assist in identifying opportunities in areas for innovation 1.6 Assist in creating processes that allow team members to suggest options for innovation and innovative ideas
2. Organise and agree on effective ways of	2.1 Identify ideas for ways of working better

ELEMENT	PERFORMANCE CRITERIA
working	2.2 Delegate responsibilities across the team, and encourage and reinforce team-based innovation 2.3 Agree and share responsibilities and confirm best use of team strengths and abilities 2.4 Schedule activities that allow time for thinking, challenging and collaboration 2.5 Establish reward and stimulation as an integral part of the team's way of working
3. Support and guide colleagues to promote innovation	3.1 Demonstrate behaviour that supports innovation within team 3.2 Create an environment for staff to proactively share information, knowledge and experiences with other team members 3.3 Dedicate time with team members to challenge and test ideas 3.4 Discuss and explore innovation ideas with other team members
4. Evaluate innovation ideas and promotion	4.1 Identify criteria to review successful innovation in the workplace 4.2 Share innovation successes and examples of successful innovation within own workplace 4.3 Reflect on implemented innovation ideas 4.4 Seek and respond to feedback from relevant stakeholders to generate discussion and identify improvements in promoting innovation 4.5 Discuss with relevant stakeholders the challenges of being innovative 4.6 Document feedback received for improvements in promoting innovation for future activities

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Interprets and analyses textual information, from a wide range of sources, to identify information relevant to team activities
Writing	<ul style="list-style-type: none"> Uses clear language and formats appropriate for the audience to highlight and present specific information
Oral communication	<ul style="list-style-type: none"> Actively participates in verbal exchanges of ideas and elicits the views and opinions of team members by listening and questioning Uses clear language to clarify rules and roles relating to team

SKILL	DESCRIPTION
	activities in formal and informal situations
Numeracy	<ul style="list-style-type: none"> Interprets numeric information relevant to team activities
Planning and organising	<ul style="list-style-type: none"> Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Teamwork	<ul style="list-style-type: none"> Uses inclusive techniques to initiate, contribute and promote discussion amongst potentially diverse team members Recognises the importance of establishing and building effective working relationships
Planning and organising	<ul style="list-style-type: none"> Plans, sequences and prioritises tasks for efficient and effective outcomes
Problem solving	<ul style="list-style-type: none"> Uses problem-solving processes to address less predictable problems, and when appropriate, seeking input from others Contributes to continuous improvement of current work practices by applying basic principles of analytical and lateral thinking Reflects on outcomes and further explores own and the team's role in implementing innovation
Initiative and enterprise	<ul style="list-style-type: none"> Understands the nature and purpose of own role and how it affects others in the work context

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to BSBINN301 Promote innovation in a team environment.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSTR401 Promote innovation in team environments

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- on at least two occasions assist a team to create an innovative team environment.

In the course of the above, the candidate must:

- encourage others to contribute to innovation
- identify ways of working
- implement and communicate improvements
- plan and schedule activities
- reflect on activities, feedback and challenges to identify improvement options
- model open and respectful communications
- contribute to the make-up and rules of the team.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- types of innovation and their benefits
- ways of working, including:
 - working hours
 - working spaces
 - agile working
- workplace policies and procedures
- internal and external factors that contribute to a team becoming and remaining innovative, including:
 - team characteristics
 - role of group dynamics and diversity
 - broader environmental factors

- activities that can encourage and hinder innovation in a team, including:
 - allocation of time and activities
 - modelling behaviour
 - rewards and recognition
 - communications
 - feedback.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace equipment and resources relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBSTR501 Establish innovative work environments

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to create an environment that enables and supports practice which focuses on a holistic approach to the integration of innovation across all areas of work practice.

The unit applies to individuals working in leadership or management roles in any industry or community context. The individual could be employed by the organisation, but may also be an external contractor, the leader of a cross organisation team or of a self-formed team of individuals.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking and Problem Solving – Business Strategy

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Establish work practices	1.1 Identify relevant stakeholders 1.2 Identify organisational objectives and practices 1.3 Evaluate current work conditions 1.4 Determine working conditions that allow innovative practices according to organisational policies and procedures 1.5 Identify organisational resources relating to innovation 1.6 Build and lead team and maximise opportunities for innovation
2. Create an innovative	2.1 Evaluate the impacts of changing work environment

ELEMENT	PERFORMANCE CRITERIA
environment	2.2 Collaborate with stakeholders and develop ideas for enhancing work environment 2.3 Identify and select resources required for enhancing work environment 2.4 Assess the ability of the workspace to support innovation 2.5 Assist team members to adapt and perform in new work environment
3. Implement innovative work environment	3.1 Encourage creative mindsets, collaborative working and development of positive workplace relationships 3.2 Reinforce the value of innovation according to organisational vision and objectives 3.3 Take risks to open up opportunities for innovation 3.4 Select ways of celebrating and encouraging innovation 3.5 Encourage and support evaluation of innovative ideas
4. Share and evaluate innovative ideas and work environment	4.1 Share relevant information, knowledge and skills on innovative practices with stakeholders 4.2 Provide and encourage formal and informal learning opportunities to develop skills required for innovation 4.3 Create opportunities where individuals can learn from the experience of others 4.4 Seek and respond to suggestions, improvements and innovations from all team members

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Interprets and evaluates information that may deal with complex ideas related to issues both within and outside a given workplace context
Writing	<ul style="list-style-type: none"> Develops information for others using language to suit the context and audience
Oral communication	<ul style="list-style-type: none"> Presents ideas and concepts to a range of audiences using structure and language to suit the audience Uses active listening and questioning to discuss and clarify information and to confirm understanding
Self-management	<ul style="list-style-type: none"> Takes responsibility for implementing practices and procedures to achieve organisational objectives in innovation according to role

SKILL	DESCRIPTION
	<ul style="list-style-type: none">requirementsAccepts responsibility for planning and implementing tasks and practices to achieve organisational goals, negotiating key aspects with others and taking into account current capabilities and needs
Initiative and enterprise	<ul style="list-style-type: none">Develops new and innovative ideas through exploration, evaluation, analysis and critical thinking
Teamwork	<ul style="list-style-type: none">Uses required communication techniques to build rapport and foster strong relationships with co-workers in a range of work contextsUses inclusive and collaborative techniques to share, promote and convey complex information about new ideas and systems within the workplaceFacilitates a climate where people feel comfortable suggesting and discussing improvements and new ideas
Problem Solving	<ul style="list-style-type: none">Uses problem solving processes to identify, assess and respond to challenges and risks around innovation

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBINN501 Establish systems that support innovation
- BSBINN502 Build and sustain an innovative work environment.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSTR501 Establish innovative work environments

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- establish at least two different procedures and practices that foster innovation in areas of work practice, including at least three of the following:
 - collaborative work arrangements
 - building team capacity to contribute to innovation
 - providing formal and informal learning opportunities
 - evaluating ideas of innovation in work environment
 - celebrating and encouraging innovation
 - consulting with relevant stakeholders
 - changing physical work environment, including designing, fitting-out and decorating workspaces
 - communicating and sharing of ideas and feedback.

In the course of the above, the candidate must:

- reinforce the value of innovation to the vision and objectives of the organisation
- model behaviour, including:
 - being receptive to ideas
 - giving constructive advice
 - establishing and maintaining relationships based on mutual respect and trust
 - taking considered risks that provide opportunities for innovation
- support innovation and collaboration of ideas to make improvements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- concepts and theories of innovation

- context for innovation in the workplace, including:
 - core business values
 - overall objectives
 - broader environmental context
 - value and benefit of innovative ideas and projects
- factors and tools that motivate individuals
- creative thinking and innovative work practices
- ways of celebrating and promoting innovation in the workplace
- approaches to management and leadership and how they support and hinder innovation
- challenges and barriers to innovation and ways of overcoming them, including:
 - rewarding and celebrating innovation
 - coaching and learning
 - modelling behaviour and managing the physical environment.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- relevant legislation and codes of practice
- relevant organisational policies and procedures
- workplace equipment and resources.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBSUS411 Implement and monitor environmentally sustainable work practices

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to analyse and implement improvements to the environmental sustainability of work practices and monitor their effectiveness.

The unit applies to individuals with responsibility for the practices of a specific work area or who lead a work group or team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Sustainability

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish sustainable work contexts	1.1 Identify and assess organisational compliance against environmental legislation, regulations and standards 1.2 Collect data on environmental efficiency in organisational systems and processes 1.3 Analyse data on environmental efficiency and current purchasing strategies and identify areas for improvement 1.4 Consult stakeholders and external data sources on sustainability best practice 1.5 Develop efficiency targets and methods to monitor outcomes
2. Implement sustainable	2.1 Identify and source tools to set efficiency targets

ELEMENT	PERFORMANCE CRITERIA
work practices	2.2 Implement and integrate efficiency targets with other operational activities 2.3 Support team members to identify possible areas for improved resource efficiency in work areas 2.4 Seek and act on feedback from stakeholders on implementation
3. Monitor performance of sustainable work practices	3.1 Assess outcomes using monitoring method developed 3.2 Document and communicate outcomes to key personnel and stakeholders 3.3 Identify changes required to targets and tools from strategies and improvement plans 3.4 Promote successful strategies in development of new efficiency targets

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	<ul style="list-style-type: none"> Analyses numerical information to measure usage and calculates metric measurements, quantities and ratios and financial data using appropriate tools
Oral communication	<ul style="list-style-type: none"> Presents information and seeks advice using structure and language appropriate to audience Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Reading	<ul style="list-style-type: none"> Identifies and analyses texts to determine legislative and regulatory requirements relevant to work area Reviews reported information to evaluate workplace strategies and improvement practices
Writing	<ul style="list-style-type: none"> Documents findings of investigations from written and oral sources according to organisational requirements Provides updates about progress using formats and language appropriate to the audience and context
Initiative and Enterprise	<ul style="list-style-type: none"> Identifies and follows legislative requirements and organisational policies and procedures associated with own role
Teamwork	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to seek or share information

Skill	Description
	<ul style="list-style-type: none"> Collaborates and consults with a range of stakeholders to achieve shared understanding of individual roles in meeting objectives
Planning and organising	<ul style="list-style-type: none"> Develops plans to manage routine and non-routine tasks for own work group with an awareness of how they contribute to the broader organisation Uses systematic, analytical processes to set environmental targets, gather relevant information, identify and evaluate alternative approaches Evaluates outcomes of decisions to identify opportunities for improvement
Technology	<ul style="list-style-type: none"> Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Supersedes and is equivalent to BSBSUS401 Implement and monitor environmentally sustainable work practices.

Supersedes but is not equivalent to:

- BSBSUS402 Implement an environmental management plan
- BSBSUS403 Measure, monitor and reduce carbon emissions
- BSBSUS404 Assess, implement, monitor and report on waste management
- BSBSUS405 Assess, monitor and reduce water use
- BSBSUS406 Identify and apply sustainability rating tools.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSUS411 Implement and monitor environmentally sustainable work practices

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- implement and monitor at least three environmentally sustainable work practices.

In the course of the above, the candidate must:

- identify current procedures, practices and compliance requirements in relation to environmental and resource sustainability in the workplace
- engage and consult with relevant stakeholders to develop and implement sustainability improvements, encourage feedback and to report on outcomes
- plan and organise work group activities to:
 - measure current resource usage
 - evaluate alternative solutions to workplace environmental issues
 - resolve workplace sustainability issues and generate ideas for improvements
 - evaluate and implement strategies to improve resource usage
 - comply with environmental requirements
- apply continuous improvement approaches to enhance organisation's sustainability performance
- apply change management techniques to support sustainability performance.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- compliance requirements for the work area with reference to legislation, regulations, codes of practice and workplace procedures that relate to environmental and sustainability issues
- relevant internal and external sources of information for the development of efficiency targets
- benchmarks for environmental and resource sustainability relevant to organisation

- Australian and international standards for corporate social sustainability
- continuous improvement approaches for workplace practices
- resources for monitoring sustainable work practices including:
 - questionnaires and surveys
 - visual calculations
 - supply records and invoices
 - previous internal and external audit documents
- organisational systems and procedures that relate to environmental and resource sustainability improvements, including:
 - supply chain, procurement and costing strategies
 - quality assurance
 - recommendation development and seeking approvals
 - sales strategies and operations.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- environmental sustainability legislation, regulations, standards and codes
- workplace reference materials for environmental sustainability and practices.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBSUS511 Develop workplace policies and procedures for sustainability

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to develop and implement workplace sustainability policies and to modify the policy to suit changed circumstances.

The unit applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces. These individuals also engage with a range of relevant stakeholders and specialists.

'Sustainability' in this unit refers to a broad approach that focuses on the minimisation of an organisation's social, economic and environmental impact, as well as proactive value creation in these areas.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Business Competence – Sustainability

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare workplace sustainability policies	1.1 Establish scope and objectives of workplace sustainability policies 1.2 Gather information for development of sustainability policies 1.3 Analyse information and consultation insights 1.4 Develop and document sustainability policies according to organisational processes

ELEMENT	PERFORMANCE CRITERIA
	1.5 Incorporate implementation and continuous improvement processes into sustainability policies
2. Implement workplace sustainability policies	2.1 Present workplace sustainability policies and implementation processes to key stakeholders 2.2 Identify and source resources required to implement sustainability policies 2.3 Support implementation of workplace sustainability policies 2.4 Track continuous improvements in sustainability approaches using recording systems
3. Review implementation of workplace sustainability policies	3.1 Document outcomes and provide feedback to key personnel and stakeholders 3.2 Identify trends requiring remedial action to promote continuous improvement of performance 3.3 Modify sustainability policies to incorporate improvements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	<ul style="list-style-type: none"> Interprets and uses mathematical equations to calculate numerical information relating to time durations and costs
Oral communication	<ul style="list-style-type: none"> Presents information and seeks advice using language appropriate to audience Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Reading	<ul style="list-style-type: none"> Identifies, analyses and evaluates complex textual information to determine legislative and regulatory requirements, trends and outcomes
Writing	<ul style="list-style-type: none"> Researches, plans and prepares documentation using format and language appropriate to context, organisational requirements and audience
Initiative and enterprise	<ul style="list-style-type: none"> Develops, monitors and modifies organisational policies and procedures according to legislative requirements and organisation goals
Teamwork	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to seek or share information Plays a lead role in consulting and negotiating positive outcomes with

Skill	Description
	a range of stakeholders
Planning and organising	<ul style="list-style-type: none">Plans, organises and implements work activities of self and others that ensure compliance with organisational policies and procedures, and legislative requirementsSequences and schedules complex activities, monitors implementation, and manages relevant communicationUses systematic, analytical processes in relatively complex, situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteriaEvaluates outcomes of decisions to identify opportunities for improvement

Unit Mapping Information

Supersedes and is equivalent to BSBSUS501 Develop workplace policy and procedures for sustainability.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBSUS511 Develop workplace policies and procedures for sustainability

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and implement workplace policies and procedures for sustainability on at least one occasion, including:
 - implementing sustainability policy and procedures into wider organisational policies and procedures
 - consulting and communicating with relevant stakeholders to generate engagement with sustainability policy development, implementation and continuous improvement.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- Australian and international standards relating to corporate sustainability
- environmental and sustainability legislation, regulations and codes of practice applicable to organisation
- internal and external sources of information and their use in planning and developing organisational sustainability policies and procedures
- elements required for the development of organisational sustainability policies and processes including:
 - agreed outcomes of the policy and procedures
 - policy timeframes and costs
 - performance indicators
 - activities to be undertaken
 - assigned responsibilities
 - record keeping, review and improvement processes
 - common sustainability issues with organisational systems and procedures

- typical barriers to implementing policies and procedures in an organisation and possible strategies to address them.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- corporate sustainability legislation, regulations, standards and codes
- organisational documentation on sustainability and sustainable practices.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBTEC201 Use business software applications

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to select and use software and organise electronic information and data.

The unit applies to those who use a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Digital Competence - Technology Use

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Select and prepare to use technology	1.1 Identify task purpose, audience, format and presentation requirements, and clarify with relevant personnel, where required 1.2 Select relevant technology and software applications to achieve requirements of the task 1.3 Adjust workspace, furniture and equipment to suit own ergonomic requirements
2. Input and process information or data	2.1 Identify and open application, according to task and organisational requirements 2.2 Enter information or data into application according to organisational requirements

ELEMENT	PERFORMANCE CRITERIA
	2.3 Ensure information or data is checked and amended according to organisational and task requirements 2.4 Format information or data using appropriate application functions according to organisational and task requirements 2.5 Use relevant help functions to overcome simple issues
3. Finalise and store document	3.1 Review and edit final information or data, and prepare for storage in accordance with organisational and task requirements 3.2 Name and store document and exit application

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none">Recognises and interprets information from familiar sources to determine job role and task requirements
Writing	<ul style="list-style-type: none">Produces and amends files to meet task and organisational requirementsCompletes required documentation using organisational formats

Unit Mapping Information

Supersedes and is equivalent to:

- BSBITU211 Produce digital text documents
- BSBITU212 Create and use spreadsheets
- BSBWOR204 Use business technology.

Supersedes but is not equivalent to BSBCUE301 Use multiple information systems.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBTEC201 Use business software applications

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- select and use at least three business software applications on two occasions each.

In the course of the above, the candidate must:

- select and use technology safely and according to organisational requirements
- identify and address faults according to requirements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key features of:
 - organisation's work health and safety requirements relevant to own role
 - organisation's requirements for file naming and storage
 - applications used for organising electronic information and data.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace equipment and resources
- electronic files, information and data
- workplace documentation.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBTEC301 Design and produce business documents

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to design and produce various business documents. It includes selecting and using a range of functions on a variety of computer applications.

The unit applies to those who possess fundamental skills in computer operations. They may exercise discretion and judgement using appropriate theoretical knowledge of document design and production to provide technical advice and support to a team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Digital Competence - Technology Use

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Select and prepare resources	1.1 Select and use technology and software applications to produce required business documents 1.2 Select layout and style of publication according to information and organisational requirements 1.3 Use basic design principles and ensure document design is consistent with organisational requirements 1.4 Discuss and clarify format and style with required stakeholder
2. Design document	2.1 Identify, open and create files according to task and organisational requirements 2.2 Design document and ensure efficient entry of information

ELEMENT	PERFORMANCE CRITERIA
	2.3 Use a range of functions to ensure consistency of design and layout
3. Produce document	3.1 Complete document production according to organisational policies, procedures and requirements 3.2 Check document produced to ensure it meets task requirements for style and layout 3.3 Store document appropriately and save document 3.4 Use help function to overcome basic difficulties with document design and production, where required
4. Finalise document	4.1 Proofread document for readability, accuracy and consistency of language, style and layout prior to final output 4.2 Modify document according to task requirements 4.3 Name and store document in accordance with organisational requirements and exit application 4.4 Present document according to task requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none">Recognises and interprets textual information from a range of sources to determine and adhere to requirements
Writing	<ul style="list-style-type: none">Develops documents using required format, accurate spelling and grammar and terminology specific to requirementsOrganises content to support purposes and audience of material, using clear and logical language
Self-management	<ul style="list-style-type: none">Recognises and follows explicit and implicit protocols and meets expectations associated with own role

Unit Mapping Information

Supersedes and is equivalent to:

- BSBITU306 Design and produce business documents
- BSBITU313 Design and produce digital text documents.

Supersedes but is not equivalent to:

- BSBINT305 Prepare business documents for the international trade of goods
- BSBITU309 Produce desktop published documents.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBTEC301 Design and produce business documents

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- design, produce and finalise four different types of business documents, using at least two different software applications.

In the course of the above, the candidate must:

- comply with organisational policies and procedures for producing business documents
- adhere to task requirements when producing documents including:
 - applying basic design principles
 - applying consistent formatting
 - using appropriate styles
 - using correct layouts
 - proofreading
- use required data storage options.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- technology required to produce document
- key functions and features of contemporary computer applications
- organisational policies and procedures
- organisational requirements for document design, including style guide.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace equipment and resources
- relevant software applications
- style guide
- organisational policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBTEC302 Design and produce spreadsheets

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to develop spreadsheets through the use of spreadsheet applications.

The unit applies to individuals employed in a range of environments who tend to be personally responsible for designing and working with spreadsheets under minimal supervision. These individuals are generally required to have intermediate knowledge and understanding of a number of spreadsheet applications.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Digital Competence - Technology Use

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Select and prepare resources	1.1 Identify task purpose and audience 1.2 Identify task requirements according to data entry, storage, output, timeline and presentation format 1.3 Select most appropriate application to produce spreadsheet, according to available resources and organisational policies and procedures
2. Plan spreadsheet design	2.1 Design spreadsheet design to suit purpose, audience and information requirements of task 2.2 Confirm spreadsheet is designed to enhance readability and appearance, and is in accordance with organisational and task

ELEMENT	PERFORMANCE CRITERIA
	requirements 2.3 Use available application functions and confirm consistency of design and layout, adhering to organisational and task requirements
3. Create spreadsheet	3.1 Enter data, check and amend to maintain consistency of design and layout, in accordance with organisational and task requirements 3.2 Format spreadsheet using application functions, according to organisational policies and procedures and presentation requirements 3.3 Consult with relevant stakeholders and confirm formulae are tested and output meets task requirements 3.4 Use required help functions and action issues as required
4. Produce charts	4.1 Select chart type and design that offers analysis of numerical data, and meets organisational and task requirements 4.2 Create charts using required data range in spreadsheet 4.3 Modify chart type and layout using formatting features, adhering to organisational and task requirements
5. Finalise and present spreadsheets	5.1 Review and edit final spreadsheet and accompanying charts, and prepare for delivery according to task requirements 5.2 Deliver document to required stakeholders according to organisational requirements, policies and procedures 5.3 Name and store spreadsheet according to organisational requirements and exit application

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Recognises and interprets numerical and textual information to determine organisational and task requirements
Writing	<ul style="list-style-type: none"> Inputs numerical and key reporting information when creating and finalising spreadsheets Uses format, layout, style guides and standard naming conventions to organise data according to purpose and audience
Numeracy	<ul style="list-style-type: none"> Uses mathematical equations to create simple formulae and validate numerical data

SKILL	DESCRIPTION
Teamwork	<ul style="list-style-type: none">• Collaborates with others to achieve joint outcomes

Unit Mapping Information

Supersedes and is equivalent to BSBITU314 Design and produce spreadsheets.

Supersedes but is not equivalent to BSBITU311 Use simple relational databases.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBTEC302 Design and produce spreadsheets

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- plan, design, produce and finalise a spreadsheet on at least four occasions.

In the course of the above, the candidate must:

- produce spreadsheet documents that align to document purpose and appropriate to target audience
- design spreadsheets using:
 - formulas and functions with:
 - addition, subtraction, division, multiplication
 - brackets
- design spreadsheets that address a range of data and organisational requirements
- use software functions to create spreadsheets that adhere to organisational requirements relating to style and presentation
- use relevant help functions to rectify document issues
- produce spreadsheet document in appropriate format for review, including ability to create and modify intermediate-level charts that analyse the dataset.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key elements of formatting of spreadsheets appropriate to workplace documents, including the ability to calculate:
 - sum totals
 - averages
 - counts of values
- key features of spreadsheet applications, both cloud-based and non-cloud based

- key features of organisational guidelines on spreadsheet design and use
- organisational requirements for ergonomics, work periods and breaks, and sustainability in relation to spreadsheet production.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- industry software/applications for producing spreadsheets
- digital device user information
- relevant legislation and codes of practice
- relevant organisational policies and procedures
- workplace documentation and resources, including style guide.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBTEC303 Create electronic presentations

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to design and produce electronic presentations using various applications and platforms.

The unit applies to individuals employed in a range of work environments who design electronic presentations. They may work as individuals providing administrative support within an enterprise, or may be responsible for production of their own electronic presentations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Digital Competence - Technology Use

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to create presentation	1.1 Organise personal work environment according to ergonomic requirements 1.2 Identify purpose, audience and mode of presentation in consultation with content author or relevant stakeholder 1.3 Identify organisational and task requirements 1.4 Select required application to produce presentation, according to available resources and organisational policies and procedures
2. Create presentation	2.1 Plan presentation, notes and handouts according to organisational and task requirements and image and style requirements

ELEMENT	PERFORMANCE CRITERIA
	2.2 Use application functions for consistency of design and layout 2.3 Balance presentation features for visual impact and emphasis 2.4 Use application features and customise presentation as required 2.5 Prepare presentation according to organisational requirements 2.6 Use relevant help functions to overcome issues relating to presentation creation, where required
3. Finalise presentation	3.1 Check presentation for spelling and consistency in presentation features and style, according to task requirements 3.2 Prepare presentation materials for delivery according to presenter or audience requirements 3.3 Name and store presentation appropriately, according to organisational requirements and exit application

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Evaluates and integrates information and ideas to construct meaning in an effort to design and create a presentation
Writing	<ul style="list-style-type: none"> Communicates relationships between ideas and information in a style appropriate to audience and purpose in accordance with organisational and task requirements
Planning and organising	<ul style="list-style-type: none"> Plans and implements routine tasks and workload making limited decisions on sequencing and timing
Teamwork	<ul style="list-style-type: none"> Collaborates with others to achieve joint outcomes

Unit Mapping Information

Supersedes and is equivalent to BSBITU312 Create electronic presentations.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBTEC303 Create electronic presentations

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- on three occasions prepare, create and finalise an electronic presentation.

In the course of the above, the candidate must:

- follow relevant ergonomic requirements and organisational policies and procedures
- adhere to task requirements and organisational policies and procedures relating to:
 - following designated timelines
 - consistency of design and layout
 - editing and style requirements
- use relevant help functions to rectify presentation issues
- produce presentation in appropriate format
- store presentation in accordance with organisation policies and procedures relating to data security.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- design features and their effect on the readability and appearance of electronic presentations
- key functions of relevant applications for producing electronic presentations
- organisational requirements for ergonomics
- key features of organisational style and presentation guide.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace equipment and materials
- relevant digital applications
- examples of electronic presentations
- relevant organisational policies and procedures
- relevant workplace documentation and resources including style guide.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBTWK201 Work effectively with others

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to work cooperatively with others and deal effectively with issues, problems and conflict.

The unit applies to individuals who perform a range of routine tasks in a team environment and use a basic knowledge of teamwork in a defined context, under direct supervision or with limited individual responsibility.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Teamwork and Relationships

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Develop effective workplace relationships	1.1 Identify individual responsibilities in relation to workgroup members 1.2 Clarify individual and workgroup responsibilities with work team 1.3 Participate in informal meetings and information sharing with workgroup 1.4 Request and apply feedback from supervisor on individual practices
2. Improve workgroup processes	2.1 Support team members to meet workgroup goals 2.2 Contribute to workgroup goals and tasks according to organisational requirements

ELEMENT	PERFORMANCE CRITERIA
	2.3 Share work-related information with workgroup according to organisational policies and procedures 2.4 Plan strategies for team performance improvement with workgroup
3. Resolve issues, problems and conflict	3.1 Identify advantages of differences in values and beliefs between workgroup members 3.2 Respond to any linguistic and cultural differences in communication styles according to legislation, organisational policies and procedures and ethical standards 3.3 Identify potential workgroup issues, problems and conflicts encountered in the workplace 3.4 Seek assistance from supervisor to address problems and conflicts that arise 3.5 Suggest possible ways of dealing with identified workplace issues

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Identifies and interprets information to determine task requirements
Writing	<ul style="list-style-type: none"> Completes required documentation using organisational formats Composes simple documents for others to read
Oral Communication	<ul style="list-style-type: none"> Presents information and seeks advice using language and features appropriate to audience Participates in discussions using listening and questioning to elicit views of others and to clarify or confirm understanding
Initiative and enterprise	<ul style="list-style-type: none"> Identifies responsibilities of own role and follows explicit and implicit organisational protocols and procedures
Teamwork	<ul style="list-style-type: none"> Selects and uses appropriate communication practices when seeking or sharing information Establishes and builds rapport and relationships with others to foster a culture of respect and cooperation in communications Listens to the ideas of others and considers their needs
Planning and organising	<ul style="list-style-type: none"> Plans and organises work commitments to ensure deadlines and objectives are met

Unit Mapping Information

Supersedes and is equivalent to BSBWOR203 Work effectively with others.

Supersedes and is not equivalent to BSBFLM312 Contribute to team effectiveness.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBTWK201 Work effectively with others

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- work with a group to achieve an objective on at least two occasions and address at least one identified problem or conflict on each occasion.

In the course of the above, the candidate must:

- distinguish individual responsibilities from workgroup responsibilities
- demonstrate the ability to:
 - support team members
 - communicate according to the cultural and linguistic requirements of the individual
 - act on constructive feedback
 - use communication channels to share information
 - cooperate and contribute to team goals
 - identify improvement opportunities
- identify problems and conflicts and address them according to organisational and ethical policies and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational and ethical standards, policies and procedures that relate to own work role
- team responsibilities and duties and their relationship to individual responsibilities and duties
- organisational policies and procedures relating to workplace discrimination and bullying
- personal values and beliefs including their importance in the development of relationships
- communication channels used to communicate in work teams including:
 - team meetings

- one-on-one interactions with individual team members
- emails
- instant messaging
- calls
- key problems and conflicts arising in workgroup contexts
- methods of resolving team problems including referral to relevant organisational personnel
- conflict resolution techniques.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace discrimination and bullying legislation
- organisational and ethical standards, policies and procedures for working with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBTWK503 Manage meetings

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.

The unit applies to individuals employed in a range of work environments who are required to organise and manage meetings within their workplace. These individuals may work as senior administrative staff or may be individuals with responsibility for conducting and chairing meetings in the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Teamwork and Relationships

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for meetings	1.1 Develop agenda according to meeting purpose 1.2 Establish and verify meeting requirements with relevant individuals 1.3 Contact and confirm meeting with participants according to organisational procedures 1.4 Provide meeting papers to participants according to task requirements
2. Conduct meetings	2.1 Chair meetings according to organisational requirements, agreed conventions for type of meeting and legal and ethical

ELEMENT	PERFORMANCE CRITERIA
	requirements 2.2 Promote participation, discussion, problem solving and resolution of issues 2.3 Brief minute-taker on method for recording meeting notes
3. Follow up meetings	3.1 Review meeting minutes and edit, as required 3.2 Distribute and store minutes and other follow-up documentation within designated timelines, and according to organisational requirements 3.3 Report outcomes of meetings, as required, within designated timelines

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> Identifies and interprets information from complex texts including organisational policies and procedures
Writing	<ul style="list-style-type: none"> Addresses the context, purpose and audience when generating a range of texts Prepares notes using appropriate structure, and accurate spelling, grammar and punctuation Edits and corrects own work to ensure accuracy
Oral Communication	<ul style="list-style-type: none"> Participates in verbal exchanges using appropriate style, tone and vocabulary for audience, context and purpose Listens for specific information during meetings Asks questions and listens to responses to clarify understanding
Numeracy	<ul style="list-style-type: none"> Identifies and interprets numerical information related to timeframes
Enterprise and initiative	<ul style="list-style-type: none"> Identifies and responds to both explicit and implicit organisational procedures and protocols and legislative and regulatory requirements
Planning and organising	<ul style="list-style-type: none"> Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints Recognises and takes responsibility for addressing predictable problems in familiar work contexts

Unit Mapping Information

Supersedes and is equivalent to BSBADM502 Manage meetings.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBTWK503 Manage meetings

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage a meeting on at least two occasions.

In the course of the above, the candidate must:

- apply conventions and procedures for meetings including:
 - developing and distributing agendas and papers
 - identifying and inviting meeting participants
 - organising and confirming meeting arrangements
 - conducting meeting
 - completing meeting-follow up actions
- follow relevant organisational policies and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- meeting terminology, structures and arrangements
- responsibilities of the chairperson and key features of group dynamics in relation to managing meetings
- key features of options for meetings including face-to-face and virtual meetings
- methods for recording meeting notes including relevant organisational requirements and conventions for type of meeting
- organisational procedures and policies regarding meetings, chairing and minutes including identifying organisational formats for minutes and agendas.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational policies and procedures for managing meetings
- computers and relevant software.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBWHS211 Contribute to the health and safety of self and others

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to work in a manner that is healthy and safe in relation to self and others, and to assist in responding to incidents. It covers following work health and safety (WHS) policies, procedures, instructions and requirements; and participating in WHS consultative processes.

The unit applies to those who require a basic knowledge of WHS to carry out own work in a defined context, under direct supervision or with some individual responsibility, in a range of industry and workplace contexts.

NOTES

1. The terms ‘occupational health and safety’ (OHS) and ‘work health and safety’ (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where *model WHS laws* have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.
2. The *model WHS laws* include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
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ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Operate safely in own work environment	1.1 Identify organisational WHS policies and procedures that apply to own work setting 1.2 Carry out work tasks according to WHS instructions 1.3 Carry out pre-start systems and equipment checks under supervision and according to organisational policies and procedures 1.4 Participate in responding to incidents according to organisational policies and procedures
2. Operate safely within requirements of own role	2.1 Identify individuals and/or parties to whom queries and concerns about safety in the workplace should be directed 2.2 Identify existing and potential hazards relating to own role, and record and report them according to organisational policies and procedures 2.3 Identify and contribute to implementing WHS instructions and organisational policies and procedures specific to own work area 2.4 Identify and report incidents and injuries to required personnel according to organisational policies and procedures
3. Participate in WHS consultative processes	3.1 Contribute to workplace meetings, inspections, and other WHS consultative activities 3.2 Identify existing and potential WHS hazards and report them to designated persons according to organisational policies and procedures 3.3 Participate in actions to minimise or eliminate workplace hazards and to reduce risks

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Identifies and interprets short and simple information in relation to WHS and incidents
Writing	<ul style="list-style-type: none"> Uses structure and language appropriate to audience and context when giving factual information

Skill	Description
Oral Communication	<ul style="list-style-type: none">• Uses language and non-verbal communication appropriate to audience and context in descriptions, opinions and explanations• Extracts meaning and main ideas from verbal descriptions, opinions and explanations
Navigate the world of work	<ul style="list-style-type: none">• Follows WHS legislative requirements under supervision and with assistance• Follows protocols and procedures relating to own role• Seeks assistance from others when WHS issues are beyond scope of immediate responsibilities
Get the work done	<ul style="list-style-type: none">• Plans, organises and implements routine tasks in order to optimise health and safety• Selects and implements actions from predetermined procedures

Unit Mapping Information

Supersedes and is equivalent to BSBWHS201 Contribute to health and safety of self and others.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWHS211 Contribute to the health and safety of self and others

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, and to:

- actively participate in two different work activities that contribute to the health and safety of self and others
- identify and report at least one hazard to designated personnel.

During the above, the candidate must follow required procedures and instructions relating to work health and safety (WHS) and incidents.

Knowledge Evidence

The candidate must demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit. This includes knowledge of:

- organisational safety policies, procedures, instructions and requirements relating to own work role in relation to:
 - checking systems and equipment
 - conducting routine work operations
 - personal protective equipment (PPE)
 - recording existing and potential WHS issues
 - responding to and reporting incidents and injuries
 - responding to fires and incidents
- meaning of commonly used hazard signs and safety symbols
- duty holder responsibilities, as specified in WHS laws, including:
 - self and co-workers
 - persons conducting a business or undertaking (PCBUs)
 - officers
 - others in the workplace

- distinction between hazards and risks
- WHS hazards that may be present in the workplace, including the harm they can cause and how this harm occurs
- process of hazard identification and risk control.

Assessment Conditions

Assessment must comply with WHS laws, and WHS legal responsibilities and duty of care required for this unit. It must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities undertaken by individuals carrying out WHS duties in the workplace, and must include access to:

- organisational policies, standard operating procedures, and work instructions covered in the knowledge evidence
- WHS laws relevant to performance evidence requirements
- opportunities for interaction with others
- workplace equipment and resources required for the performance evidence.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBWHS311 Assist with maintaining workplace safety

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to assist with implementing and monitoring an organisation's work health and safety (WHS) policies, procedures and programs as part of a small work team.

The unit applies to individuals who have roles in assisting with maintaining workplace safety in an organisation. Individuals closely monitor aspects of work associated with the safe delivery of products and services, and they contribute to influencing safety in the workplace.

NOTES

1. The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where *model WHS laws* have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.

2. The *model WHS laws* include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the</i>	<i>Performance criteria describe the performance needed to</i>

ELEMENT	PERFORMANCE CRITERIA
<i>essential outcomes.</i>	<i>demonstrate achievement of the element.</i>
1. Assist with incorporating WHS policies and procedures into work team processes	1.1 Identify health and safety requirements of work team according to applicable WHS laws 1.2 Assist with explaining organisational WHS policies, procedures, programs and legislative requirements to required personnel 1.3 Assist with explaining hazard identification and risk assessment outcomes to required personnel
2. Contribute to consultative arrangements for managing WHS	2.1 Assist with implementing consultative processes designed to engage work team in managing WHS 2.2 Respond to WHS issues in a timely manner and according to organisational policies and procedures for issue resolution 2.3 Encourage others to participate in arrangements for managing WHS 2.4 Assist in engaging with required personnel to identify and implement improvements in response to WHS feedback
3. Contribute to organisational procedures for providing WHS training	3.1 Identify WHS training needs of the work team and report to relevant stakeholders 3.2 Identify strategies and opportunities for developing work team's WHS competence and report to relevant stakeholders 3.3 Provide assistance to work team members to support the effective development of their WHS competence
4. Participate in identifying hazards, and assessing and controlling risks for the work area	4.1 Identify hazards in the work area and report to relevant stakeholders according to organisational policies and procedures, and WHS legislative requirements 4.2 Assist with implementing processes designed to control risks using the hierarchy of control measures according to organisational procedures and WHS legislative requirements 4.3 Identify and document inadequacies in existing risk control measures according to organisational policies and procedures, the hierarchy of control measures and WHS legislative requirements 4.4 Report inadequacies in existing risk control measures to relevant stakeholders 4.5 Complete and maintain WHS incident records in the work area according to organisational procedures and WHS legislative requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Description
Reading	<ul style="list-style-type: none">• Interprets WHS legislative and organisational documentation• Applies appropriate strategies to construct meaning from WHS legislative and organisational documentation
Writing	<ul style="list-style-type: none">• Documents WHS information using required format and industry specific vocabulary
Oral communication	<ul style="list-style-type: none">• Presents information using language and non-verbal communication appropriate to audience and context• Uses questioning and active listening to confirm understanding
Navigate the world of work	<ul style="list-style-type: none">• Follows WHS policies, procedures and legislative requirements relevant to own role• Keeps up to date with changes to WHS laws relevant to own role
Interact with others	<ul style="list-style-type: none">• Selects appropriate communication protocols and conventions to provide information to others• Collaborates with others to achieve joint outcomes• Plays an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion• Provides feedback to others in forms with which they can engage and respond
Get the work done	<ul style="list-style-type: none">• Sequences and schedules activities, monitors implementation and manages relevant communication• Initiates standard procedures when responding to issues raised through consultation• Uses feedback to participate in the identification and implementation of opportunities to improve arrangements for managing WHS issues

Unit Mapping Information

Supersedes and is equivalent to BSBWHS301 Maintain workplace safety.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWHS311 Assist with maintaining workplace safety

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, and to:

- assist with implementing and monitoring at least three different organisational work health and safety (WHS) policies or procedures into a work team's processes.

During the above, the candidate must:

- assist with implementing and monitoring consultation about each policy or procedure according to legislative and organisational requirements
- identify opportunities to encourage work team to contribute to implementing improvements to each policy or procedure based on feedback received through consultation
- complete WHS documentation.

Knowledge Evidence

The candidate must demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit. This includes knowledge of:

- characteristics and composition of the work team
- procedures related to the following:
 - identifying hazards
 - assessing and controlling risks to health and safety, including the hierarchy of control measures
- organisational WHS policies and procedures, including those relating to:
 - risk management
 - fire
 - emergencies
 - evacuation
 - incident investigation

- reporting
- relevant legislation, regulations and codes of practice from all levels of government that impact on business operations, including those relating to:
 - WHS and environmental issues
 - equal opportunity
 - industrial relations
 - anti-discrimination
- WHS aspects of other organisational systems and procedures.

Assessment Conditions

Assessment must comply with WHS laws, and WHS legal responsibilities and duty of care required for this unit. It must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities undertaken by individuals carrying out WHS duties in the workplace, and include access to:

- safety processes relevant to the area of work
- organisational policies and procedures, standard operating procedures and plans
- standards, WHS laws and licensing requirements
- opportunities for interaction with others
- workplace equipment and resources required for the performance evidence.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBWHS411 Implement and monitor WHS policies, procedures and programs

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to implement and monitor an organisation's work health and safety (WHS) policies, procedures and programs in the relevant work area in order to meet legislative requirements.

The unit applies to those with supervisory responsibilities in a work area who have a broad knowledge of WHS policies and contribute well-developed skills in creating solutions to problems through analysis and evaluation of information from a variety of sources. They provide supervision and guidance to others and have limited responsibility for the output of others.

NOTES

1. The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where *model WHS laws* have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.
2. The *model WHS laws* include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Provide information to work team about WHS policies and procedures	1.1 Identify and communicate relevant provisions about WHS laws to work team 1.2 Provide information about organisation's WHS policies, procedures and programs, and ensure it is readily accessible to work team 1.3 Communicate information about identified hazards and outcomes of risk assessment and control to work team
2. Implement and monitor work team consultative arrangements for managing WHS	2.1 Communicate importance of consultation mechanisms in managing WHS risks to work team 2.2 Apply consultation mechanisms to facilitate work team participation in managing work area hazards, according to organisational policies and procedures 2.3 Contribute to managing issues raised through consultation mechanisms, according to organisational consultation procedures and WHS legislative requirements 2.4 Communicate outcomes of consultation about WHS issues to work team
3. Implement and monitor organisational procedures for providing WHS training to work team	3.1 Identify and document team WHS training needs according to organisational requirements and WHS laws 3.2 Make arrangements to meet WHS training needs of team members in consultation with relevant stakeholders 3.3 Provide workplace learning opportunities to facilitate team and individual achievement of identified WHS training needs
4. Implement and monitor organisational procedures and legal requirements for identifying hazards, and assessing and controlling risks	4.1 Identify and report on hazards in work area according to organisational policies and procedures, and WHS legislative requirements 4.2 Contribute to managing and implementing hazard reports according to organisational policies and procedures, and WHS legislative requirements 4.3 Implement procedures to control risks using the hierarchy of control measures according to organisational policies and procedures, and WHS legislative requirements 4.4 Identify and report inadequacies in existing risk controls according to the hierarchy of control measures, and WHS legislative requirements 4.5 Monitor outcomes of reports on inadequacies, as required, to ensure prompt organisational response

ELEMENTS	PERFORMANCE CRITERIA
5. Implement and monitor organisational procedures for maintaining WHS records	<p>5.1 Complete and maintain WHS incident records of occupational injury and disease in work area according to organisational policies and procedures, and WHS legislative requirements</p> <p>5.2 Use aggregate information and data from work area records to meet organisational recordkeeping requirements</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Interprets and analyses WHS laws and organisational texts
Writing	<ul style="list-style-type: none"> Documents organisational WHS policies, procedures and programs according to WHS laws, using structure, layout and language suitable for audience Records WHS issues and actions taken according to reporting requirements Prepares and maintains required records using appropriate structure and vocabulary
Oral communication	<ul style="list-style-type: none"> Provides WHS organisational information and advice using structure and language suitable for audience Uses questioning and active listening to clarify understanding
Navigate the world of work	<ul style="list-style-type: none"> Adheres to legal and regulatory responsibilities, and organisational policies and procedures in relation to own WHS role and responsibilities Keeps up to date on changes to WHS laws, and related organisational policies and procedures relevant to own role
Interact with others	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols to facilitate consultation and provide feedback Initiates and contributes to facilitating consultative role: responding, explaining, clarifying and expanding on ideas and information as required Collaborates with others to achieve individual team member and team outcomes
Get the work done	<ul style="list-style-type: none"> Uses combination of logical planning and intuitive understanding of context to identify relevant information and risks, and to identify and evaluate alternative strategies Uses decision-making processes: sets and clarifies goals, gathers

Skill	Description
	<p>information, and identifies and evaluates choices against a set of criteria</p> <ul style="list-style-type: none">• Takes responsibility for reporting WHS risk control inadequacies• Uses processes to monitor implementation of WHS organisational procedures

Unit Mapping Information

Supersedes and is equivalent to BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWHS411 Implement and monitor WHS policies, procedures and programs

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, and to:

- implement and monitor the work health and safety (WHS) policies, procedures and programs for one work area in an organisation.

During the above, the candidate must:

- explain relevant WHS information clearly and accurately to work team
- provide work team with access to WHS policies, procedures and programs in appropriate structure and language
- implement and monitor procedures, according to WHS legislative and organisational requirements, for:
 - consultation on and communication about WHS hazards and risks
 - WHS training needs and learning opportunities
 - WHS records
 - using WHS aggregate data relating to hazards and risk control.

Knowledge Evidence

The candidate must demonstrate the knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit. This includes knowledge of:

- key provisions of commonwealth and state/territory WHS laws that apply to the business, and procedures for their application in the work area
- organisational policies and procedures for:
 - consulting during WHS issue management
 - identifying hazards and managing risks, including using aggregate information and work area data
 - incident response, investigation and reporting

- legal responsibilities and duties of managers, supervisors, persons conducting a business or undertaking (PCBUs) and workers in relation to WHS risk management in the workplace
- procedures for assessing implications of near misses in relation to incidents, injuries and illnesses in the work area
- effective consultation mechanisms in managing health and safety risks in the workplace
- features of effective workplace learning opportunities, including coaching and mentoring assistance that facilitates team and individual achievement of WHS training needs
- key principles and components of the hierarchy of control measures
- procedures for applying the hierarchy of control measures in own work area.

Assessment Conditions

Assessment must comply with WHS laws, legal responsibilities and duty of care required for this unit. It must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities undertaken by individuals carrying out WHS duties in the workplace, and must include access to:

- actual workplace or simulated environment
- workplace equipment and resources
- examples of documents about workplace safety, hazard identification and risk assessment
- WHS laws and organisational documentation required to demonstrate the performance evidence
- opportunities for interaction with others.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBWHS521 Ensure a safe workplace for a work area

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to establish, maintain and evaluate an organisation's work health and safety (WHS) policies, procedures and programs in a work area to ensure a safe workplace, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.

The unit applies to those working in a range of contexts who have, or are likely to have, responsibility for WHS as part of their broader management role. It is relevant for people with obligations under WHS laws, for example persons conducting a business or undertaking (PCBUs) or officers, as defined by WHS laws.

NOTES

1. The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where *model WHS laws* have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.

2. The *model WHS laws* include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Regulation, Licensing and Risk – Work Health and Safety

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
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ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish a WHS management system in a work area	<p>1.1 Locate, adapt, adopt and communicate WHS policies that define the organisation's commitment to complying with WHS laws</p> <p>1.2 Identify duty holders and define WHS responsibilities for all workplace personnel in the work area according to WHS laws, policies, procedures and programs</p> <p>1.3 Identify and approve financial and human resources required by the WHS management system (WHSMS) according to organisational procedures</p>
2. Establish and maintain effective and compliant consultative arrangements for managing WHS in a work area	<p>2.1 Work with required personnel to set up and maintain consultative arrangements according to required WHS laws</p> <p>2.2 Resolve issues raised through participation and consultation arrangements according to required WHS laws and organisational protocols</p> <p>2.3 Provide information about consultation and participation outcomes to required personnel according to organisational policies and procedures</p>
3. Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks in work area	<p>3.1 Develop procedures for ongoing hazard identification, and assessment and control of associated risks</p> <p>3.2 Include hazard identification at the planning, design and evaluation stages of any workplace change to ensure that new hazards are not created by proposed changes and existing hazards are controlled</p> <p>3.3 Develop and maintain procedures for selecting and implementing risk controls according to the hierarchy of control measures and WHS legislative requirements</p> <p>3.4 Identify inadequacies in existing risk controls according to the hierarchy of control measures and WHS legislative requirements, and promptly provide resources to enable implementation of new measures</p> <p>3.5 Identify requirements for expert WHS advice, and request this advice as required, according to organisational procedures</p>
4. Evaluate and maintain a work area WHS management system	4.1 Develop and provide a WHS induction and training program for required personnel in a work area as part of

ELEMENTS	PERFORMANCE CRITERIA
(WHSMS)	<p>organisation's training program</p> <p>4.2 Use a system for WHS recordkeeping to allow identification of patterns of occupational injury and disease in the organisation, and to maintain a record of WHS decisions made, including reasons for decisions</p> <p>4.3 Measure and evaluate the WHSMS according to organisation's quality systems framework</p> <p>4.4 Develop and implement improvements to WHSMS to achieve organisational WHS objectives according to organisational procedures</p> <p>4.5 Ensure compliance with WHS legislative framework to achieve, as a minimum, WHS legal requirements</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none"> Organises, evaluates and critiques ideas and information from WHS laws, policies, procedures and programs
Writing	<ul style="list-style-type: none"> Produces WHS policies, procedures and programs using appropriate vocabulary, grammatical structure and conventions Records WHS decisions according to organisational requirements
Oral communication	<ul style="list-style-type: none"> Presents and seeks information from others using structure and language suitable for the audience Provides information about WHS policies and procedures and on resolution of WHS issues, varying the level of technical vocabulary to suit the audience
Numeracy	<ul style="list-style-type: none"> Selects from, and applies, an expanding range of mathematical and problem-solving strategies in identifying financial and human resources required to support WHS requirements
Navigate the world of work	<ul style="list-style-type: none"> Monitors adherence to legal and regulatory rights and responsibilities for self and others in relation to WHS Develops, implements and reviews WHS-related policies, procedures and processes according to legislative and organisational requirements
Interact with others	<ul style="list-style-type: none"> Plays a lead role in situations requiring effective collaboration, demonstrating the ability to guide discussions and negotiate

Skill	Description
	<p>agreeable outcomes</p> <ul style="list-style-type: none">• Provides feedback to others in forms they can understand and use
Get the work done	<ul style="list-style-type: none">• Develops plans or processes to manage relatively complex WHS management tasks, with an awareness of how they contribute to operational and strategic goals• Uses systematic and analytical processes, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria• Considers whether, and how, others should be involved, using consultative or collaborative processes as an integral part of the decision-making process• Uses digital systems and tools to enter, store and retrieve relevant information

Unit Mapping Information

Supersedes and is equivalent to BSBWHS501 Ensure a safe workplace.

Links

Companion Volume Implementation Guides are available from VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWHS521 Ensure a safe workplace for a work area

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 5.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, and to:

- establish, implement, maintain and evaluate one work health and safety management system (WHSMS) for a work area of an organisation that complies with WHS laws, and organisational policies and procedures.

During the above, the candidate must:

- establish, implement, maintain and evaluate effective and compliant consultative arrangements for managing WHS, including:
 - identifying duty holders
 - identifying and approving required resources
 - developing and implementing a training program
- establish, implement, maintain and evaluate procedures for effectively identifying hazards, and assessing and controlling risks using the hierarchy of control measures.
-

Knowledge Evidence

The candidate must demonstrate the knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit. This includes knowledge of:

- details of relevant WHS laws relating to ensuring a safe workplace
- WHS organisational policies, procedures, programs and practices required for the performance evidence
- hazard identification and risk-management processes
- key principles, uses and components of the hierarchy of control measures and procedures for applying it in the workplace
- organisational and WHS legislative reporting requirements.
-

Assessment Conditions

Assessment must comply with WHS laws, legal responsibilities and duty of care required for this unit. It must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities undertaken by individuals carrying out WHS duties in the workplace, and must include access to:

- organisational WHS policies and procedures required to demonstrate the performance evidence
- WHS laws required to demonstrate the performance evidence
- case studies and, where possible, real situations
- opportunities for interaction with others.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guides are available from VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBWRT311 Write simple documents

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to plan, draft and finalise a simple document.

The unit applies to individuals who administer a broad range of competencies in various work contexts and may exercise some discretion and judgement to produce a range of simple documents.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Written Communication

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan simple document	1.1 Determine audience, purpose and requirements for document according to organisation policies and procedures 1.2 Determine required format, style and structure for document 1.3 Establish method of communication 1.4 Establish key points for inclusion
2. Draft simple document	2.1 Develop draft document to communicate key points according to purpose and requirements for document 2.2 Check that draft meets document purposes and requirements 2.3 Obtain and include additional required information
3. Finalise simple	3.1 Ensure draft is proofread, where appropriate, by supervisor or

ELEMENT	PERFORMANCE CRITERIA
document	colleague 3.2 Make and proofread necessary changes

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none">Interprets a variety of text to determine and confirm task requirementsProofreads document checking for grammar, spelling, structure, and suitability of style and format for audience
Oral Communication	<ul style="list-style-type: none">Uses listening and questioning skills to seek additional information or confirmation of task completion
Self-management	<ul style="list-style-type: none">Follows accepted communication practices and protocols when seeking information or feedback from othersTakes responsibility for planning, sequencing and prioritising tasks to achieve required outcomes
Technology	<ul style="list-style-type: none">Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to BSBWRT301 Write simple documents.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWRT311 Write simple documents

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- plan, draft and finalise three different simple documents that accurately convey the required basic information in a format suitable for the intended audience and purpose according to organisational policies and procedures for document production.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- processes for checking:
 - basic readability, grammar, spelling, sentence and paragraph sequencing and structure, and punctuation
 - suitability of document for audience, purpose, and format
- organisational policies and procedures relating to written communication
- written communication methods, including:
 - general emails
 - procedures
 - business letters
 - meeting agendas
- different formats, styles and structures for documents.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- office equipment and resources to assist in the production of documents

- organisational policies and procedures
- examples of documents to review.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBXCM301 Engage in workplace communication

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal form) in the workplace within an industry.

This unit applies to a wide range of workers, but has a specific focus on the communication skills required for workers with limited responsibility for others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan workplace communication	1.1 Establish audience and purpose of workplace communication 1.2 Identify information needs and communication requirements of intended recipients of workplace communication 1.3 Establish methods of communication available to convey message or information based on work context

	<p>1.4 Select appropriate method(s) of communication to convey messages or information</p> <p>1.5 Plan content of message or communication</p>
2. Undertake routine communication	<p>2.1 Communicate message or information according to organisational requirements and in a manner that is respectful and clear in meaning</p> <p>2.2 Adjust communication methods to enable effective communication with those from diverse backgrounds as required</p> <p>2.3 Receive workplace information and instructions, and interpret and clarify as needed</p> <p>2.4 Respond to communications according to requirements of the message</p> <p>2.5 Identify and report any communication challenges to appropriate person</p>
3. Participate in workplace communication	<p>3.1 Clearly contribute ideas and information to workplace discussions</p> <p>3.2 Support others to communicate in workplace discussions through courteous and professional behaviour</p> <p>3.3 Use active listening and questioning techniques to clarify issues in a group situation</p> <p>3.4 Seek feedback from others on effectiveness of communication</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Navigate the world of work	<ul style="list-style-type: none"> Understands nature and purpose of own role and associated responsibilities and how it contributes to organisational goals and outcomes
Get the work done	<ul style="list-style-type: none"> Uses problem-solving skills to identify and analyse issues or barriers, consider options and develop responses and opportunities for improvement Uses digital technology to find, record or communicate basic information

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBXCM301 Engage in workplace communication

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including on at least one occasion, evidence of the ability to:

- identify the most appropriate method of communication for the intended audience
- prepare written material that is clear in meaning and format according to organisational requirements
- demonstrate active listening and questioning techniques in a workplace discussion
- communicate information and ideas verbally in a workplace discussion, considering the needs of those from diverse backgrounds
- identify and report any communication challenges to superiors
- seek feedback from others on effectiveness of communication
-

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- legislative requirements relevant to workplace communication
- organisational requirements relevant to workplace communication (including digital form):
 - ethical behaviour guidelines from state or federal governments
 - workplace policies
 - codes of conduct
 - organisational reputation and culture
- techniques to resolve communication challenges

- methods and techniques to participate in workplace discussions, including active listening, questioning and providing feedback
- key principles of cross-cultural communication and communication with individuals with special needs or disabilities
- communication methods suited to audience and workplace requirement:
 - verbal means: telephones, mobile devices, video conference
 - written means: email, SMS, social media
 - Internet of Things (IoT)
- communication challenges relevant to performance evidence:
 - conflicts with clients or team members
 - potential risks or safety hazards
 - unethical or inappropriate communication
- key relevant features of:
 - different communication styles
 - different communication methods
 - relevant cross cultural communication techniques.

Assessment Conditions

Mandatory conditions for assessment include:

- A safe working or simulated environment

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBXCM401 Apply communication strategies in the workplace

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to facilitate and apply communication strategies in the workplace within any industry.

This unit has a specific focus on the communication skills required for supervisor level workers with responsibility for other workers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare for communication	1.1 Identify work activities requiring communication 1.2 Establish communication requirements for identified work activities 1.3 Identify communication roles for self and others to complete activity

Elements	Performance Criteria
	1.4 Seek assistance or clarification regarding communication objectives as required 1.5 Select appropriate method of communicating information internally and externally based on organisational requirements
2. Use communication strategies to provide work instruction	2.1 Use appropriate presentation methods to communicate information or instruction based on the requirements of audience 2.2 Use appropriate method of communication to communicate information or instruction based on the requirements of audience 2.3 Negotiate expected work requirements with others and clarify that instructions have been understood
3. Facilitate workplace communication	3.1 Use interpersonal skills to build relationships with team members and clients and facilitate respectful interaction 3.2 Facilitate respectful communication amongst others, considering the needs of those from diverse backgrounds 3.3 Use problem solving and decision making skills to resolve any communication challenges 3.4 Obtain confirmation on outcomes of communication challenges to ensure issues have been resolved
4. Monitor and support team communication	4.1 Ensure all communication is consistent with legislative and organisational requirements 4.2 Provide performance feedback and additional support to others when required 4.3 Seek feedback and assistance from others to improve own communication techniques 4.4 Collate and report any important information and unresolved issues to relevant superiors

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
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Skill	Description
Writing	<ul style="list-style-type: none">Develops written texts using appropriate grammar, spelling and punctuation in relevant organisational formats
Navigate the world of work	<ul style="list-style-type: none">Understands responsibilities and complies with legislative, regulatory and organisational requirements
Get the work done	<ul style="list-style-type: none">Uses problem-solving skills to identify and analyse issues or barriers, consider options and develop responses and opportunities for improvementUses digital technology to find, record or communicate basic information

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBXCM401 Apply communication strategies in the workplace

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including evidence of the ability to:

- identify the communication requirements for a work activity and assign roles to others to fulfil those requirements
- select appropriate communication method for relevant audience and according to organisational requirements
- articulate to others their roles in fulfilling the communication requirements and negotiate roles in response to feedback
- present and convey information to others in a way that they can understand and demonstrate that the needs of all recipients, including those from diverse backgrounds have been considered
- demonstrate problem solving techniques to negotiate and resolve communication challenges
- evaluate the communication process and identify areas for improvement, reporting to relevant supervisors as required.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- legislative requirements relevant to workplace communication
- organisational requirements relevant to workplace communication (including digital form):
 - policies and protocols
 - codes of conduct

- organisational reputation and culture
- techniques to resolve communication challenges
- methods and techniques to participate in workplace discussions, including active listening, questioning and providing feedback
- key principles of cross-cultural communication and communication with individuals with special needs or disabilities
- presentation methods to present and convey workplace information or instructions:
 - formal presentation using visual aids and prompts
 - informal team meeting or instructional briefing
 - written work instruction for a process or procedure
- communication methods suited to audience and workplace requirement:
 - verbal means: telephones, mobiles, video conference
 - written means: emails, SMS, social media
- communication challenges relevant to performance evidence:
 - conflicts with clients or team members
 - potential risks or safety hazards
 - unethical or inappropriate communication
 - use of visual prompts and presentations
 - communication that falls outside of workplace policy
- key relevant features of:
 - different communication styles
 - different communication methods
 - cross cultural communication techniques.

Assessment Conditions

Mandatory conditions for assessment include:

- A safe working or simulated environment

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBXCM501 Lead communication in the workplace

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to lead communication in the workplace within any industry.

This unit has a specific focus on the communication skills required for team leaders with responsibility for other workers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Establish communication protocols	1.1 Analyse internal and external information needs relevant to workplace 1.2 Develop or structure communication protocol(s) to meet organisational information needs and goals 1.3 Identify ways to adapt communication protocols to suit various

	contexts 1.4 Prepare materials to support and/or implement communication protocols
2. Coordinate effective communication	2.1 Direct others to communicate according to organisational requirements and goals 2.2 Explain complex information to positively influence others 2.3 Motivate others to communicate respectfully, considering the needs of all, including those from diverse backgrounds 2.4 Identify and address any communication challenges to remove barriers to understanding
3. Present and negotiate persuasively	3.1 Identify and use a variety of communication styles relevant to varying audiences 3.2 Present information in a succinct, clear and persuasive manner 3.3 Evaluate differences in perspective and critically examine outcomes 3.4 Negotiate towards a final outcome with a focus on key outcomes 3.5 Confirm and implement outcomes of negotiation or communication using appropriate methods
4. Review communication practices	4.1 Provide mentoring to others to assist them in achieving communication goals 4.2 Obtain feedback from a variety of sources to manage the outcomes of communications and negotiations 4.3 Identify and document areas for improvement in communication for team or organisational practices 4.4 Implement plans to improve communication processes

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Writing	<ul style="list-style-type: none">Utilises sophisticated writing skills to summarise information from various sources and distinguish significant information from minor references
Navigate the	<ul style="list-style-type: none">Seeks to improve organisational policies and procedures to better meet organisational goals

Skill	Description
world of work	
Get the work done	<ul style="list-style-type: none">• Evaluates effectiveness of communication channels, systems and processes to inform decisions and implement improvements• Uses digital technology to find, record or communicate basic information

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBXCM501 Lead communication in the workplace

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and range of conditions of this unit, including on at least occasion, evidence of the ability to:

- collate research on internal and external communication needs
- develop and implement communication protocols in accordance with organisational requirements
- present information in a persuasive and professional manner
- apply negotiation techniques to reach desired outcomes
- address communication challenges for continuous improvement.
-

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- legislative requirements relevant to workplace communication
- organisational requirements relevant to workplace communication (including digital form):
 - workplace policies
 - codes of conduct
 - organisational reputation and culture
- techniques to resolve communication challenges
- methods to mentor and coach others
- key principles of cross-cultural communication and communication with individuals with special needs or disabilities

- communication protocols relevant to organisational information needs:
 - internal and external communication guides
 - risk based/emergency communication guides
 - style/formatting of communication guides
 - processes for allocation of responsibilities for standard communication
- communication challenges relevant to performance evidence:
 - conflicts with clients or team members
 - potential risks or safety hazards
 - unethical or inappropriate communication
 - appropriately framing organisational messaging
- key relevant features of:
 - different communication styles
 - different communication methods
 - relevant cross cultural communication techniques
 - negotiation and conflict resolution techniques.

Assessment Conditions

Mandatory conditions for assessment include:

- A safe working or simulated environment

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

BSBXTW301 Work in a team

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 5.0. Version created to rectify typographical error
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to work effectively as part of permanent or project based teams in a workplace within an industry.

This unit applies to a wide range of workers, but has a specific focus on the teamwork skills required for workers with limited responsibility for others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify individual work tasks within a team	1.1 Identify own responsibilities according to organisational policies and procedures 1.2 Identify own role and task requirements within team 1.3 Articulate team structure and roles of other team members 1.4 Plan and prioritise own tasks according to given time frames and

	team requirements
2. Contribute effectively to team goals	<p>2.1 Identify team goals and own responsibilities relevant to achieving team goals</p> <p>2.2 Contribute ideas and information in team planning discussions</p> <p>2.3 Share knowledge and skills with team members to enable effective teamwork and seek or offer support as required</p>
3. Work effectively with team members	<p>3.1 Communicate clearly and respectfully with team members, considering the needs of those from diverse backgrounds and roles</p> <p>3.2 Collaborate effectively with team members, including those who are working remotely on workplace issues</p> <p>3.3 Seek and provide assistance and feedback to team members where appropriate</p>
4. Communicate effectively with team leaders	<p>4.1 Receive and confirm understanding of task instructions or directions</p> <p>4.2 Communicate personal commitments in a timely manner</p> <p>4.3 Identify and report any issues preventing the completion of workplace tasks, according to organisational requirements</p> <p>4.4 Seek and act upon feedback to improve personal performance and/or behaviour</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Interact with others	<ul style="list-style-type: none"> • Uses appropriate communication practices when communicating with others • Cooperates and collaborates with team members
Get the work done	<ul style="list-style-type: none"> • Plans and implements routine tasks and workload making limited decisions on sequencing, timing and collaboration, seeking assistance in setting priorities • Uses digital technology to find, record or communicate information

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guides are available from VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBXTW301 Work in a team

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 5.0. Version created to rectify typographical error
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including on at least one occasion, evidence of the ability to:

- identify individual and team roles and responsibilities
- plan assigned tasks according to priorities and deadlines, and in accordance with organisational requirements
- contribute to achievement of team goals
- share knowledge, ideas and problems with team members
- act on feedback in a constructive manner
- collaborate with a remote team member on a workplace issue.
-

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- organisational requirements relevant to working in a workplace team:
 - workplace policies
 - codes of conduct
 - organisational reputation and culture
- typical compositions of workplace teams, and the roles and responsibilities of team members within organisations
- techniques for giving and receiving feedback in a constructive manner
- methods to support team members
- key principles of cross-cultural communication and communication with individuals with special needs or disabilities

- methods and tools to work with others remotely:
 - collaboration via phone or mobile
 - collaboration via video conference
 - collaboration via other digital tools or software
- issues that may impact team performance and outcomes
- techniques to collaborate effectively with those working remotely.
-

Assessment Conditions

Mandatory conditions for assessment include:

- A safe working or simulated environment

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guides are available from VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

CHCCDE002 Develop and implement community programs

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p>

Application

This unit describes the skills and knowledge required to develop community programs to ensure maximum participation.

This unit applies to workers in both health and community sectors and/or a community development work context. Workers at this level will be part of a professional team and have the responsibility of supervision of others.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|-------------------------------|--|
| 1. Develop program parameters | <p>1.1 Analyse issues of wide community concern to develop an agency position and to ascertain the priority for new program</p> <p>1.2 Undertake appropriate work to ascertain support, capacity for a coordinated effort and factors which will effect provision of services</p> <p>1.3 Undertake research to identify key people, priorities to be addressed, possible strategies and options for action</p> <p>1.4 Identify measures and evidence of program plan</p> |
|-------------------------------|--|

success and possible risks

1.5 Develop appropriate plans via participation of relevant communities and stakeholders

2. Design programs with the community

2.1 Develop a program plan which reflects identified parameters and incorporates an evaluation of a range of program options within organisation policy

2.2 Engage stakeholder participation to determine preferred program options particularly in areas of high priority or with targeted communities

2.3 Seek help from participating agencies for implementation arrangements

2.4 Develop and implement promotion and marketing strategies

2.5 Develop and maintain systems and resources for administrative support of community programs

2.6 Identify and seek resources

3. Implement programs

3.1 Conduct and evaluate pilots and make adjustments to ensure the program achieves its objectives

3.2 Implement and monitor in accordance to the plan

4. Evaluate programs

4.1 Evaluate program design and outcomes according to criteria and specifications identified in the program plan

4.2 Use results of evaluation for revision and ongoing development

4.3 Involve interested and/or relevant people in program evaluation

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCCDE002 Develop and implement community programs

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- developed, implemented and evaluated at least 1 community program

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- relevant legislation and public policies
- social, community and youth issues
- contemporary economics and politics and their impact on community development
- traditional community development approaches:
 - needs-based
 - gap-based
- principles and practices of contemporary community development approaches and techniques for mobilisation in relation to:
 - asset-based (ABCD)
 - rights-based
- social movements
- sociology fundamentals, including:
 - commonly accepted social theories
 - social inequality

- sociology of class
- sociology of gender, including impacts of culture on gender dynamics

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

CHCCDE010 Develop and lead community engagement strategies to enhance participation

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p> <p>Significant changes to knowledge evidence</p>

Application

This unit describes the skills and knowledge required to apply advanced community engagement skills to increase participation in the community development environment.

The high level engagement skills described in this unit apply to a range of workplace contexts involving skill development, application and evaluation of engagement strategies to ensure effective community participation in relevant projects and activities.

This unit applies to workers in both health and community sectors and/or a community development work context. Workers at this level will be part of a professional team and have the responsibility of supervision of others.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

Elements define the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

ELEMENT

PERFORMANCE CRITERIA

1. Develop an effective community engagement plan

- 1.1 Document the purpose and scope of the community engagement
- 1.2 Identify and document relevant stakeholders and individuals who should be involved in the engagement process
- 1.3 Analyse and determine the level of impact that stakeholders have in any decisions and the level of public participation required
- 1.4 Specify the engagement tools and methods to be used within specified timeframes and considering any specific barriers to participation
- 1.5 Identify and document evaluation mechanisms
- 1.6 Develop a budget proposal
- 1.7 Present the completed plan to management and the community for revision and endorsement

2. Implement the engagement plan

- 2.1 Organise the participation activity according to the plan
- 2.2 Proactively identify and address the specific prioritises of individuals who are disengaged
- 2.3 Promote participation to the relevant stakeholders using appropriate communication methods
- 2.4 Undertake the engagement activity using relevant tools and techniques
- 2.5 Encourage all group members to contribute their ideas constructively and respectfully during group discussions
- 2.6 Routinely use strategies that enhance effective group interactions and communication
- 2.7 Respond to questions in a manner consistent with organisation standards
- 2.8 Document the participation feedback from participants
- 2.9 Conduct an evaluation of the participation activities

3. Evaluate and review the outcomes and effectiveness of

- 3.1 Review the engagement activities in comparison with the plan objectives

ELEMENT

the participation plan

PERFORMANCE CRITERIA

3.2 Document the outcomes and evaluation feedback

3.3 Report this information to relevant stakeholders

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCCDE010 Develop and lead community engagement strategies to enhance participation

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p> <p>Significant changes to knowledge evidence</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- developed 1 engagement plan
- facilitated at least 3 group discussions, including:
 - used a range of group facilitation strategies to enhance interactions between group members and to gather relevant feedback
 - provided feedback to the group regarding outcomes

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- communication styles and techniques
- group facilitation processes and mechanisms for group support
- principles of effective community engagement and participation
- traditional and contemporary models of engagement
- community engagement techniques including online tools and use of social media
- methods of research
- sustainability
- empowerment; community control and hegemony

- capacity building
- asset based community development
- methods of engagement and participation
- evaluation and review
- building and maintaining partnerships
- social capital
- reporting mechanisms
- reengagement strategies for individuals who are disengaged

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

CHCCDE011 Implement community development strategies

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p> <p>Significant changes to knowledge evidence</p>

Application

This unit describes the skills and knowledge required to work with individuals, groups and the community to identify issues and develop cooperative processes to facilitate change.

This unit applies to workers in both health and community sectors and/or a community development work context. Workers at this level will be part of a professional team and have the responsibility of supervision of others.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Work with individuals and groups to identify issues

1.1 Use appropriate interpersonal skills with individuals and groups to ensure that their story is heard and understood and to test that there is common understanding

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|--|--|
| | 1.2 Respond to individual and group concerns in a manner which shows respect and a commitment to assist in their resolution |
| | 1.3 Proactively provide appropriate referrals to assist in the resolution of issues |
| | 1.4 Identify and address barriers to moving private concerns into public action |
| | 1.5 Identify individual and community strengths, talents and abilities that can address the community priority |
| 2. Work with groups to establish cooperative processes | 2.1 Identify relevant models of work that may address group priorities and strengths |
| | 2.2 Identify and establish mechanisms and actions to address group priorities and strengths |
| | 2.3 Organise a range of opportunities to facilitate community participation |
| | 2.4 Establish common goals and coordinate strategies for a cooperative group process |
| | 2.5 Engage key stakeholders in planning, implementing and evaluating strategies for community empowerment and action |
| | 2.6 Adhere to organisation's reporting requirements |
| 3. Support group processes and skills development | 3.1 Identify strengths and assets and access available resources to facilitate successful group and community work strategies and activities |
| | 3.2 Participate in facilitation of effective group meetings and enhance outcomes |
| | 3.3 Support and maintain group processes to facilitate achievement of identified outcomes by the group |
| | 3.4 Monitor effectiveness of group processes and provide information to the group to enable improvement and change |

ELEMENT**PERFORMANCE CRITERIA**

4. Reflect on practice

4.1 Reflect on own practice

4.2 Regularly participate in a review mechanism as a commitment to upgrading skills and knowledge

4.3 Work with the group to regularly undertake review mechanisms

4.4 Work with the group to reflect on group practice and processes

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCCDE011 Implement community development strategies

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p> <p>Significant changes to knowledge evidence</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- conducted research and analysis of at least 1 community priority and identified the structures and systems contributing to the concern
- engaged collaboratively with at least 1 community group to develop strategies to address their priorities
- supported at least 3 activities to facilitate community participation
- developed and maintained public processes to address common issues

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- relevant legislation and public policies
- community processes and protocols
- funding sources and their policies and strategies for encouraging community input and participation
- principles and practices of community development work
- traditional community development approaches:
 - needs-based

- gap-based
- principles and practices of contemporary community development approaches and techniques for mobilisation in relation to:
 - asset-based (ABCD)
 - rights-based
- representation, lobbying and advocacy
- power and conflict management
- Principles of networking and the role of partnerships
- policies and processes for data collection and analysis
- key methods of information dissemination and the benefits of use
- general and cultural issues relating to specific client community groups
- group processes

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modeling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

CHCEDU002 Plan health promotion and community intervention

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minimal changes to the elements and performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p>

Application

This unit describes the skills and knowledge required to plan health promotion and community intervention.

This unit applies to workers in both health and community sectors. Workers at this level will be part of a professional team and under the guidance of a supervisor.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Identify key issues in preventative health care

1.1 Use social research methods to analyse population health trends, demographic, social and epidemiological information and data

1.2 Identify key issues in preventative health for the community from data obtained

1.3 Identify current responses to preventative health care

1.4 Apply preventative health care strategies to develop

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

solutions to community issues

1.5 Define target populations and determine consultation processes

1.6 Examine policy and funding contexts and issues

2. Work within the educational framework of health promotion

2.1 Integrate preventative health care perspective into community development and capacity building

2.2 Select and apply relevant strategies to health promotion in the community

2.3 Identify and plan required partnerships with stakeholders

2.4 Engage key stakeholders as focus group

2.5 Identify a range of techniques to engage community in health promotion activities

2.6 Define most appropriate methods for information dissemination to target population

2.7 Access and implement key resources for health promotion activities

3. Formalise plan of health promotion activities

3.1 Define key deliverables of health promotion/community intervention plan

3.2 Define timeline for health promotion/community intervention plan, noting key deliverables

3.3 Define contingencies if applicable

3.4 Allocate budget resources to key deliverables of plan

3.5 Develop an evaluation strategy

3.6 Write plan in line with organisational policies

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and

employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCEDU002 Plan health promotion and community intervention

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minimal changes to the elements and performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- developed 2 health promotion and/or community intervention plans by:
 - using social research methods and epidemiological data to analyse health trends
 - interpreting data and identified key preventative health issues and target audiences
 - developing and applying a range of preventative health strategies to plan appropriate health promotion within the community

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- current and historical approaches to preventative health care
- various social research methods and how data relating to health issues is collected and potentially used
- primary health care principles
- a range of health promotion resources and strategies useful to the job role
- the range of obstacles to the uptake of delivered health promotion, including:
 - culture/religion
 - age
 - language
- the funding and policy environment in which the health promotion activities are taking place

- community engagement
- information dissemination

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used the following conditions must have been met for this unit:

- use of suitable facilities, equipment and resources, including:
 - health promotion resources
 - health data, including epidemiological data
- modelling of industry operating conditions

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

CHCEDU008 Share health information

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minimal changes to the elements and performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p>

Application

This unit describes the skills and knowledge required to share health information in a community health context.

This unit applies to workers in both health and community sectors. Workers at this level will be part of a professional team and under the guidance of a supervisor.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Identify health information requirements

1.1 Obtain information from key stakeholders regarding community health priorities

1.2 Hold discussions with key stakeholders and community stakeholders

1.3 Assess and document levels of current health information in the community according to organisation guidelines

1.4 Identify gaps in available health information

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.5 Determine and prioritise community health information needs

1.6 Determine best delivery method of health information

1.7 Assess costs of various delivery methods

2. Develop health information in an appropriate context

2.1 Prepare and assemble resources in consultation with key people and community stakeholders

2.2 Develop health information using techniques appropriate to the target audience

2.3 Focus test health information with appropriate audience

3. Implement sharing of health information

3.1 Negotiate with key stakeholders and target audience to determine method, location, time and place for sharing health information

3.2 Develop promotional plan for health information delivery

3.3 Deliver health information in a clear, non-judgemental and concise manner

3.4 Obtain feedback from the audience to determine whether information is correctly understood

4. Evaluate presentation of health information

4.1 Review progress and/or outcome against community needs, in consultation with key stakeholders

4.2 Suggest improvements to the methodology of sharing health information

4.3 Implement changes to methodology in consultation with key stakeholders according to evaluation

Foundation Skills

The Foundation Skills describe those required skills (such as language, literacy, numeracy

and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCEDU008 Share health information

Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minimal changes to the elements and performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- identified the health information requirements in consultation with key stakeholders of 2 target audience
- researched different methods of delivery, including the effectiveness and the costs
- developed, delivered and evaluated health information for at least 2 different health issues, delivery methods and target audiences in consultation with target audience and other key stakeholders

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- local community health plans
- community sector networks
- evidence based practise
- diversity
- inclusivity
- organisation policies of program development
- organisation policies of information dissemination
- legal and ethical issues for informational dissemination
- collection and interpretation of health data
- health promotion strategies and techniques relevant to the job role

- evaluation models and techniques relevant to the presentation of health information
- information and resource sources

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

CHCMGT004 Secure and manage funding

Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. New Unit.

Application

This unit describes the skills and knowledge required to secure and manage funding for an organisation, program or project.

Workers may be responsible for determining the amount of funding required, identifying funding sources, developing funding proposals and managing ongoing compliance with funding agreements. This role would typically be undertaken by a senior worker or manager.

This unit applies to a range of health and community service contexts and relates to both government and non-government funding and tenders.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria specify the performance needed to demonstrate achievement of the element

1. Identify funding requirements and context

- 1.1 Identify scope and purpose of funding
- 1.2 Calculate funding requirements, including budget, current funding arrangements and future projections
- 1.3 Identify potential avenues and sources of funding
- 1.4 Research and gather information on all potential funding avenues and sources

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria specify the performance needed to demonstrate achievement of the element

1.5 Determine if funding requirements are feasible and sustainable

2. Develop a funding submission

2.1 Determine funding source requirements

2.2 Prepare funding submission in accordance with funding source requirements

2.3 Determine optimum method of presenting proposal to identified funding sources

2.4 Seek legal, taxation and regulatory advice when required and ensure submission is checked by appropriate persons to ensure it meets compliance requirements

2.5 Establish how deliverables and outcomes will be evaluated and measured

3. Present proposal and negotiate with funding sources

3.1 Present proposal to funding sources using appropriate presentation methods and techniques

3.2 Negotiate with funding source representatives to clarify terms and conditions of funding agreement

3.3 Evaluate submission to identify strengths and weaknesses to inform subsequent submissions

4. Manage funding agreement

4.1 Finalise funding agreement documentation and circulate to all parties

4.2 Establish procedures to monitor ongoing compliance and reporting requirements in accordance with funding agreement

4.3 Maintain ongoing relations with funding source to ensure mutual satisfaction with funding arrangement

5. Evaluate funding agreement

5.1 Evaluate project outcomes against predetermined measures

5.2 Identify lessons learned and opportunities for continuous improvement

5.3 Identify opportunities for future funding

ELEMENT

Elements define the essential outcomes

PERFORMANCE CRITERIA

Performance criteria specify the performance needed to demonstrate achievement of the element

arrangements as appropriate

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCMGT004 Secure and manage funding

Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. New Unit.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- identified at least 3 potential sources of funding
- determined the feasibility and sustainability of 3 sources of funding
- developed 1 funding proposals in accordance with funding source requirements

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- funding environment
- organisation funding strategy
- government tender processes
- private and corporate grants and funding
- compliance issues
- appropriate sources and avenues for funding
- types of funding, including:
 - ongoing
 - one-off
 - in kind contributions
 - co-payments
- channels where funding and grant opportunities are publicised
- funding issues and challenges
- relationship between funding and strategic direction or organisation

- feasibility and sustainability principles
- budgets and budget pitfalls
- negotiation techniques

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including access to funding information, documentation, technology
- modelling of industry operation conditions

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry

Modification History

Release 1.

Supersedes and equivalent to CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry.

The unit of competency was updated to the Standards for Training Packages 2012.

This version first released with CPC Construction, Plumbing and Services Training Package Version 4.0.

Application

This unit specifies the outcomes required to carry out work health and safety (WHS) requirements through safe work practices in all on- or off-site construction workplaces.

It requires the performance of work in a safe manner through awareness of risks and work requirements, and the planning and performance of safe work practices with concern for personal safety and the safety of others.

The unit covers fundamental WHS requirements necessary to undertake work tasks within any sector in the construction industry. It includes the identification of hazardous materials, including asbestos, and compliance with legislated work safety practices. It does not cover removal of asbestos, which is a licensed activity.

It applies to workers in the construction industry.

This unit also relates directly to the general construction induction training requirements of the Model Work Health and Safety Regulations 2011 and relevant occupational health and safety regulations for Victoria and for Western Australia. Achievement of *CPCCWHS1001 Prepare to work safely in the construction industry* covers these induction training requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Identify and assess risks.	<p>1.1 Identify, assess and report hazards in the work area to designated personnel.</p> <p>1.2 Report safety risks in the work area based on identified hazards, to designated personnel.</p> <p>1.3 Follow safe work practices, duty of care requirements and safe work instructions for controlling risks.</p> <p>1.4 Contribute to WHS, hazard, accident or incident reports in accordance with workplace procedures, Australian government and state or territory WHS legislation, and relevant information.</p>
2. Identify hazardous materials and other hazards on work sites.	<p>2.1 Correctly identify and, if appropriate, handle and use hazardous materials on a work site in accordance with legislative requirements, and workplace policies and procedures.</p> <p>2.2 Apply measures for controlling risks and construction hazards effectively and immediately.</p> <p>2.3 Use appropriate signs and symbols to secure hazardous materials that have safety implications for self and other workers, immediately they are identified.</p> <p>2.4 Identify asbestos-containing materials on a work site and report to designated personnel.</p>
3. Plan and prepare for safe work practices.	<p>3.1 Identify, wear, correctly fit, use and store correct personal protective equipment and clothing for each area of construction work in accordance with workplace procedures</p> <p>3.2 Select tools, equipment and materials, and organise tasks in conjunction with other personnel on site and in accordance with workplace procedures.</p> <p>3.3 Determine required barricades and signage, and erect at the appropriate site location.</p> <p>3.4 Apply material safety data sheets (MSDSs), job safety analyses (JSAs) and safe work method statements (SWMSs) relevant to the work to be performed.</p>
4. Apply safe work practices.	<p>4.1 Carry out tasks in a manner that is safe for operators, other personnel and the general community, in accordance with legislative requirements, and workplace policies and procedures.</p> <p>4.2 Use plant and equipment guards in accordance with manufacturers' specifications, work site regulations and Australian Standards.</p> <p>4.3 Follow procedures and report hazards, incidents and injuries</p>

	<p>to relevant authorities.</p> <p>4.4 Recognise and do not use prohibited tools and equipment in areas containing identified asbestos.</p> <p>4.5 Identify and follow requirements of work site safety signs and symbols.</p> <p>4.6 Clear and maintain work site area to prevent and protect self and others from incidents and accidents, and to meet environmental requirements.</p>
5. Follow emergency procedures.	<p>5.1 Identify designated personnel in the event of an emergency for communication purposes.</p> <p>5.2 Follow safe workplace procedures for dealing with accidents, fire and other emergencies, including identification and use, if appropriate, of fire equipment within scope of own responsibilities.</p> <p>5.3 Describe, practice and effectively carry out emergency response and evacuation procedures when required.</p> <p>5.4 Carry out emergency first aid treatment of minor injuries and, as soon as possible, accurately report treatment details to designated personnel.</p>

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>

Assessment Requirements for CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry

Modification History

Release 1.

Supersedes and equivalent to CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry.

The unit of competency was updated to the Standards for Training Packages 2012.

This version first released with CPC Construction, Plumbing and Services Training Package Version 4.0.

Performance Evidence

To demonstrate competency in this unit, a person must apply WHS requirements, policies and procedures on three separate and different occasions in the construction industry.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- jurisdictional work health and safety (WHS) and environmental legislation and regulations
- workplace requirements for undertaking all aspects of applying WHS requirements, policies and procedures in the construction industry including interpreting work orders and reporting problems
- procedures and policies for identifying and reporting hazards, safety risks and hazardous materials, including asbestos, in the workplace
- procedures for following safe practices when dealing with hazards and hazardous materials, and controlling risks associated with them
- use of appropriate protective equipment and clothing, choice of tools, use of barricades and signage, and the necessity of following relevant safety procedures as indicated
- methods of safely performing tasks in accordance with legislative requirements and workplace policies and procedures
- procedures for reporting hazards, incidents and injuries
- necessity for keeping work site clear of risks to prevent accidents and to meet environmental requirements
- policies and procedures to be followed in an accident, fire or other type of emergency.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- appropriate documents, materials, tools, equipment and personal protective equipment currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>

CPPDSM4028 Identify and analyse risks and opportunities in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4028A Identify and analyse risks and opportunities in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to identify and analyse potential threats and opportunities to ensure safe and effective property operations. It requires the ability to assess property systems and assets to determine the level of risk exposure and identify areas of opportunity for property operations.

The unit supports workers in the property industry involved in identifying and analysing potential threats and opportunities to ensure safe and effective property operations. It applies to real estate agents, property managers, strata managers, Nationwide House Energy Rating Scheme (NatHERS) assessors, home sustainability assessors and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Identify risks and opportunities.	<p>1.1. Information on actual and potential <i>risks</i> and <i>opportunities</i> is collected and assessed for currency, accuracy and relevance.</p> <p>1.2. Structured plan for identifying and assessing likelihood of risk and opportunity is developed.</p> <p>1.3. Limitations in identifying and assessing risks and opportunities are recognised, and assistance is sought as required.</p>
2. Analyse risks and opportunities.	<p>2.1. Identified risks and opportunities are analysed for validity and reliability.</p> <p>2.2. Assessment criteria for measuring level of potential or existing risk or opportunity, together with an assessment of consequences, are developed according to terms of reference.</p> <p>2.3. Gaps in assessment methodology are identified and appropriate actions implemented.</p> <p>2.4. Valid and relevant data is analysed against assessment criteria to determine level of potential risk or opportunity.</p>
3. Document findings.	<p>3.1. Risk and opportunity assessment findings are documented.</p> <p>3.2. Feedback on findings is actively sought to ensure accuracy and relevance of information.</p> <p>3.3. Findings are updated as required and incorporated into risk and opportunity assessment plan for future management decision making.</p> <p>3.4. Information is securely maintained with due regard to confidentiality.</p>

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	<ul style="list-style-type: none">• maintain current knowledge of routine risk identification and reporting procedures.
Numeracy skills to:	<ul style="list-style-type: none">• interpret routine graphical and statistical information to analyse occurrence of risks in the property industry.
Oral communication skills to:	<ul style="list-style-type: none">• ask questions to clarify scope of own responsibility with regard to identifying and reporting risks and opportunities.
Reading skills to:	<ul style="list-style-type: none">• read and interpret routine workplace documents on own responsibility for identifying and reporting risks.
Writing skills to:	<ul style="list-style-type: none">• prepare routine documentation, including emails, memos and letters, to report risks and opportunities.
Technology skills to:	<ul style="list-style-type: none">• use business technology to access online information about routine risks and opportunities in the property industry.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<i>Risks</i> must include at least three of the following:	<ul style="list-style-type: none">• deliberate, natural, accidental or perceived risks• industry special risks• loss of goodwill, reputation or credibility• loss of profits• loss, disclosure, destruction or compromise of asset• equipment malfunction• work health and safety (WHS)• public liability• trade practices issues.
<i>Opportunities</i> must include at least four of the following:	<ul style="list-style-type: none">• adding value• aggregation of assets• altering existing property or facility• change in use, ownership, appearance and perception of property or facility• changing style of investment

- creating something new
- use of bankers and financiers.

Unit Mapping Information

CPPDSM4028A Identify and analyse risks and opportunities in the property industry

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPDSM4028 Identify and analyse risks and opportunities in the property industry

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4028A Identify and analyse risks and opportunities in the property industry.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also identify and analyse potential risks and opportunities to ensure safe and effective property operations.

The person must demonstrate this performance by identifying and analysing three potential risks and three potential opportunities relating to the operations of one property-related organisation. The findings of this work must be documented in a form suitable for presentation to senior managers in the organisation.

In doing the above, the person must:

- assess level of potential risk or opportunity against agreed assessment criteria
- establish terms of reference and develop effective action plan and structure for analysis and assessment
- apply knowledge of organisation's practices, ethical standards, and legislative requirements associated with identifying and analysing potential risks and opportunities to ensure safe and effective property operations
- obtain information from a range of sources and consultative processes to ensure accurate understanding of operating environment
- review and prepare findings relating to risks and opportunities in a format suitable for presentation.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- client and organisational confidentiality requirements
- concept of litigation
- insurance policies, codes and operations
- mechanisms to obtain and analyse feedback on findings of risk and opportunity analysis
- principles and techniques for identifying and measuring risks and opportunities
- key requirements of federal, state or territory legislation and local government regulations relating to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - work health and safety (WHS)
 - property sales, leasing and management
- property industry code of conduct and professional standards
- risk and opportunity assessment techniques and processes.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - computer system with internet, email and printing facilities
- specifications:
 - organisation's policies and procedures for identifying and assessing risks
 - procedures for identifying and analysing risks and opportunities
- relationship with team members and supervisor:
 - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPDSM4031 Arrange lease of space

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4031A Arrange lease of space.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to arrange and formalise lease arrangements for the use of space. It requires the ability to determine lease requirements, coordinate lease documentation, and formalise and review lease processes.

The unit supports workers in the property industry who are involved in arranging and formalising lease arrangements for the use of space. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

text is used, further information is detailed in the range of conditions.

1. Establish lease requirements.
 - 1.1. **Space** lease requirements are determined.
 - 1.2. **Client needs** are confirmed and clarified using appropriate interpersonal techniques.
 - 1.3. Lease terms and conditions are identified.
 - 1.4. Retention strategies are devised and marketed to selected tenants.
 - 1.5. Situations requiring specialist advice are identified and assistance is sought as required.
2. Arrange lease agreement.
 - 2.1. **Lease agreement** is arranged.
 - 2.2. Accurate and relevant exchange of information with legal advisers is facilitated using appropriate interpersonal techniques.
 - 2.3. Lease documentation is reviewed to ensure it is accurate and meets client, legal and organisational requirements.
 - 2.4. Necessary amendments to documents are arranged prior to lease execution.
3. Formalise lease arrangements.
 - 3.1. Lease arrangements are implemented and standard lease documentation is completed.
 - 3.2. Lease documentation is stamped and registered.
 - 3.3. Copies of lease contracts are distributed to contracting parties to confirm respective obligations.
 - 3.4. Agents are appointed to facilitate completion of leasing arrangements.
 - 3.5. Lease records and relevant information are securely stored.
4. Review lease arrangements.
 - 4.1. Lease arrangements and documentation are reviewed.
 - 4.2. Variations to lease requirements are identified and negotiated with contracting parties, and amendments are made according to client, legislative and organisational requirements.
 - 4.3. Lease arrangements are monitored.

- 4.4. Business equipment and technology are used to maintain and securely store relevant documentation.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	<ul style="list-style-type: none"> maintain current knowledge of leasing procedures.
Numeracy skills to:	<ul style="list-style-type: none"> perform routine calculations associated with preparing lease documentation.
Oral communication skills to:	<ul style="list-style-type: none"> ask questions to clarify space requirements with potential tenants.
Reading skills to:	<ul style="list-style-type: none"> read and interpret standard lease documentation.
Technology skills to:	<ul style="list-style-type: none"> use business technology to prepare, store and retrieve lease documentation.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<i>Space</i> must include at least one of the following:	<ul style="list-style-type: none"> buildings car parking facilities land lettable areas properties.
<i>Client needs</i> must include at least two of the following:	<ul style="list-style-type: none"> developing fit-out guidelines for builders facilitating transaction by separately meeting with fit-out and legal advisers managing fit-outs to preserve building services observing building rules.
<i>Lease agreements</i> must	<ul style="list-style-type: none"> acceptance and consideration agreement to lease

include:

- building rules
- existing partitioned space
- fit-outs
- heads of agreement
- lessee and lessor obligations
- letters of intent
- negotiations containing offers.

Unit Mapping Information

CPPDSM4031A Arrange lease of space

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPDSM4031 Arrange lease of space

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4031A Arrange lease of space.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also arrange and formalise a lease for the use of three of the following different spaces:

- building
- car park
- facility
- land
- lettable area
- property.

For each of the above spaces, the person must:

- determine requirements for lease of space through an accurate assessment of client needs and identification of lease terms and conditions
- devise and market retention strategies to selected tenants
- implement lease arrangements, including appointing an agent to facilitate the completion of lease arrangements
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with the lease of space
- monitor lease arrangements against lease agreement requirements, and safely and securely maintain associated documentation
- organise the preparation of lease documentation, reviewing it for accuracy and arranging necessary amendments.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- common lease terms and conditions
- contract law applied to property leasing
- government duties and taxes as applied to lease documentation
- legal operations for lease preparation
- limitations of own work role, responsibilities and professional abilities
- organisational and professional procedures, ethical practices, and business standards relating to arranging leases
- key requirements of federal, state or territory legislation and local government regulations relating to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - privacy
 - property sales, leasing and management
 - work health and safety (WHS)
- types of property leases
- WHS issues and requirements relating to arranging lease of spaces.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - computer system with internet, email and printing facilities
- specifications:
 - organisational leasing policies and procedures
 - organisational tenant retention strategies
 - standard leasing documentation
- physical conditions:
 - spaces to lease and associated client requirements
 - potential tenants
- relationship with team members and supervisor:
 - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPDSM4047 Implement and monitor procurement process

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4047A Implement and monitor procurement process.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to implement and monitor purchasing processes for goods and services. It requires the ability to follow procurement procedures, determine and arrange appropriate suppliers, and check that final procurement meets client objectives.

The unit supports workers in the property industry who are involved in implementing and monitoring purchasing processes for goods and services. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

- | | |
|--|--|
| 1. Determine procurement requirements. | 1.1. Procurement requirements and objectives are identified.
1.2. Information on procurement requirements is gathered and reviewed to determine appropriate <i>procurement process</i> and timelines.
1.3. Factors likely to affect procurement objectives are identified.
1.4. Own limitations of authority are identified and appropriate approvals gained as required. |
| 2. Monitor procurement process. | 2.1. Procurement process is systematically monitored and variations to supply are identified.
2.2. Effective communication channels are used to ensure accurate communication flow with suppliers.
2.3. Expenditure and resource usage are monitored to ensure procurement objectives are achieved within budget parameters.
2.4. Reliable methods of monitoring procurement are used to ensure efficient use of time and resources. |
| 3. Finalise procurement process. | 3.1. Purchase of goods and services is completed within designated timeframes.
3.2. Inspection is arranged to confirm procurement meets required quality standards and procurement objectives.
3.3. Defects or variances to procurement objectives are identified and prompt remedial action is taken.
3.4. Procurement system and records, and reports on procurement process, are maintained using business equipment and technology. |

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	<ul style="list-style-type: none">• maintain current knowledge of procurement procedures.
Oral communication skills to:	<ul style="list-style-type: none">• discuss and confirm procurement arrangements with suppliers.
Reading skills to:	<ul style="list-style-type: none">• interpret procurement documentation.
Writing skills to:	<ul style="list-style-type: none">• complete standards forms and prepare complex written reports on defects or variations to goods or services ordered through procurement process.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<i>Procurement process</i> must include at least two of the following:	<ul style="list-style-type: none">• open tendering• request for proposal• request for quotation• restricted tendering• single source• two stage tendering.
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Unit Mapping Information

CPPDSM4047A Implement and monitor procurement process

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPDSM4047 Implement and monitor procurement process

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4047A Implement and monitor procurement process.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also implement and monitor purchasing processes for two different goods or services relating to managing a building or facility.

Each product or service must be procured using a different procurement method selected from the following:

- open tendering
- request for proposal
- request for quotation
- restricted tendering
- single source
- two-stage tendering.

In doing the above, the person must:

- review procurement objectives and relevant information to determine procurement processes, and source appropriate authority or delegations for procurement
- finalise procurement process within agreed timeframes, using business equipment and technology to maintain records and reports
- apply knowledge of organisation's practices, ethical standards, and legislative requirements associated with implementing and monitoring purchasing processes for goods and services
- use effective oral and written communication to effectively monitor the implementation of the procurement process against budget parameters.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- benefits and risks associated with, and procedures for, the following procurement processes:
 - open tendering
 - request for proposal
 - request for quotation
 - restricted tendering
 - single source
 - two-stage tendering
- best practice procurement principles
- implications of warranties, guarantees and exclusions relating to goods and services
- key principles of procurement, including:
 - accountability and recording
 - ethics and fair dealing
 - open and effective competition
 - planning and professionalism
 - value for money
- limitations of own work role, responsibilities and professional abilities
- key requirements of federal, state or territory legislation and local government regulations relating to:
 - anti-discrimination
 - consumer protection
 - environmental issues
 - equal employment opportunity (EEO)
 - financial probity
 - franchise and business structures
 - industrial relations
 - work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - computer system with internet, email and printing facilities
- specifications:
 - details of goods or services to be procured
 - organisational procurement policies and procedures
 - organisational procurement process checklist
 - guides on procurement processes and procedures

- relationship with team members and supervisor:
 - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPDSM4055 Maintain asset management system

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4055A Maintain asset management system.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to provide advice to set up a system of asset control that applies to all property assets. It requires the ability to classify assets in line with organisational requirements.

The unit supports workers in the property industry who are involved in developing and implementing maintenance programs for all types of managed properties. It applies to real estate agents, property managers, strata managers and facility managers.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised

text is used, further information is detailed in the range of conditions.

- | | |
|---|---|
| 1. Determine system requirements. | 1.1. Asset management system requirements are determined.
1.2. Opportunities are given to colleagues and clients to contribute to identifying system requirements.
1.3. Recommendations on system requirements are presented in required format, style and structure using relevant business equipment and technology. |
| 2. Classify assets. | 2.1. Assets are identified and classified.
2.2. Assets are recorded according to Australian accounting standards and legislative requirements.
2.3. Level of security and disclosure of financial statements are determined.
2.4. Reliable processes for classifying and recording assets are used, making efficient use of business technology and available time and resources. |
| 3. Monitor and report on asset management system. | 3.1. System effectiveness is monitored and evaluated.
3.2. Feedback from client and colleagues is used to identify and develop improved systems.
3.3. Existing technology is assessed against newly available technology to determine needs and priorities.
3.4. Asset information is securely maintained with due regard to client confidentiality. |

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	<ul style="list-style-type: none"> maintain current knowledge of asset management systems and processes.
Numeracy skills to:	<ul style="list-style-type: none"> interpret graphical and statistical data on asset management system performance.
Oral communication	<ul style="list-style-type: none"> discuss and confirm asset management requirements with team

- skills to: members.
- Reading skills to: • interpret business documentation on asset management system needs.
- Writing skills to: • prepare complex written reports on asset management system requirements.
- Technology skills to: • use business technology to operate computerised asset management systems.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

- Asset management system*** must be either: • computer-based
• manual.
- Assets*** must include at least one of the following: • intangible assets:
• goodwill
• human capital
• intellectual property
• tangible assets:
• buildings
• business and marketing contracts
• equipment
• furniture
• goodwill
• land
• property
• vehicles.
- Asset information*** must include at least two of the following: • historical data
• insurance
• key personnel
• lines of responsibility
• maintenance schedules
• operating environment of organisation, including financial markets, competitors, core business activities, functions and stakeholders
• property management reports
• register of assets

- reports and relevant documentation
- residual life of assets.

Unit Mapping Information

CPPDSM4055A Maintain asset management system

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPDSM4055 Maintain asset management system

Modification History

Release 1.

Replaces superseded equivalent CPPDSM4055A Maintain asset management system.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also set up a system that applies to all property assets of a department or organisation operating in the property industry. The system established can be manual, or it can be a computerised system using commercially available software.

In doing the above, the person must:

- determine the department or organisation's asset system requirements through consultation and analysis of business and operational plans
- classify and record assets using Australian accounting standards
- apply knowledge of legislative requirements and department or organisation's practices and ethical standards associated with setting up a system of control that applies to all property assets
- monitor and report on effectiveness of the asset management system.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- difference between tangible and intangible assets
- asset management principles
- asset management software systems, including their types, sources of information, and functions
- department or organisation's asset management policies and procedures
- key provisions of ISO 55000 Asset management - Overview, principles and terminology
- limitations of own work role, responsibilities and professional abilities in relation to maintaining an asset management system

- key financial record-keeping standards, practices and codes
- required asset financial record-keeping manuals
- relevant Australian standards and legislation, including Australian accounting standards
- key requirements of federal, state or territory legislation and local government regulations relating to asset management, including:
 - environmental issues
 - financial probity
 - property sales, leasing and management
 - work health and safety (WHS).

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - computer system with internet, email and printing facilities
- specifications:
 - asset classification in Australian accounting standards
 - baseline data on assets of department or organisation
 - organisation's asset management policies and procedures
 - guides on best practice in asset management for property-related organisations
 - ISO 55000 Asset management - Overview, principles and terminology
- materials:
 - asset management software
- relationship with team members and supervisor:
 - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPDSM5027 Provide facilities and amenities for property users

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5027A Provide facilities and amenities for property users.

This version first released with CPP Property Services Training Package Version 5.

Application

This unit of competency specifies the outcomes required to provide facilities, amenities and associated services for property users. It requires the ability to establish the need for facilities and amenities; and coordinate the planning, implementation and review of services.

The unit supports the work of those involved in providing facilities and amenities and associated services for property users. It applies to real estate agents, strata community managers, and stock and station agents.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States and Territories. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Competency Field

Strata community management

Unit Sector

Property services

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

essential outcomes.	demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Determine requirements for facilities and amenities.	<p>1.1. <i>Facility and amenity</i> requirements are identified in consultation with <i>property users</i> and other relevant people using appropriate research and survey techniques.</p> <p>1.2. Client needs are accurately assessed and clarified using appropriate consultative processes.</p> <p>1.3. Relevant documentation and legislative requirements are reviewed to ensure facilities and amenities comply with requirements.</p> <p>1.4. Situations requiring specialist advice are identified and assistance is sought as required.</p>
2. Plan for provision of facilities and amenities.	<p>2.1. Provision of facilities and amenities is planned.</p> <p>2.2. Project strategies, objectives and timelines are negotiated and agreed in consultation with client.</p> <p>2.3. Monitoring and reporting arrangements for project activities are established and documented.</p> <p>2.4. Financial, physical and human resource requirements are identified and arranged according to project plan.</p> <p>2.5. Risk management plan to identify, assess and control risks is prepared and incorporated into project plan.</p> <p>2.6. Relevant approvals are obtained within designated timeframe.</p>
3. Coordinate implementation of facilities and amenities.	<p>3.1. Facilities and amenities are implemented according to agreed project plan.</p> <p>3.2. Equipment and services are provided.</p> <p>3.3. Contingency arrangements for implementing facilities, and amenities are identified and activities planned to maximise quality outcomes.</p> <p>3.4. Expenditure and resource usage are monitored and controlled to ensure objectives are achieved within specified budgetary parameters.</p> <p>3.5. Regular reports on progress and outcomes are provided to relevant people according to project plan.</p>

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| 4. Review effectiveness of facilities and amenities. | 4.1. Systematic review processes and established <i>evaluation methods</i> are used to assess effectiveness of facilities and amenities.
4.2. Feedback from users is used to confirm quality of facilities and amenities, and to identify areas for future improvement.
4.3. Identified non-conformances and non-compliances are documented and referred for action.
4.4. Evaluation results and recommendations for improvements to processes are prepared in required format, style and structure, and presented to relevant people within agreed timeframes.
4.5. Business equipment and technology are used to maintain relevant documentation. |
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Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	<ul style="list-style-type: none"> evaluate information from a variety of sources to select appropriate amenities and facilities for property users.
Numeracy skills to:	<ul style="list-style-type: none"> check complex statistical and graphical information on use of facilities and amenities.
Oral communication skills to:	<ul style="list-style-type: none"> ask questions to determine property user preferences for facilities and amenities use language and concepts appropriate to cultural differences.
Reading skills to:	<ul style="list-style-type: none"> evaluate written reports on property users' needs for facilities and amenities.
Writing skills to:	<ul style="list-style-type: none"> prepare specifications for facilities and amenities.
Digital literacy skills to:	<ul style="list-style-type: none"> access online information on trends in property users' preferences for facilities and amenities.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Facilities and amenities

must include at least two of the following:

- access controls
- business support
- car parking and bicycle storage
- child care
- common areas
- communications facilities
- gymnasium
- firefighting and other essential service equipment
- lifts and escalators
- meeting places
- minding services
- postal facilities
- public address systems
- recreation and entertainment facilities
- recycling facilities
- security facilities
- storage facilities
- swimming pool
- waste management facilities
- wi-fi and internet access.

Property users must include:

- occupiers
- owners
- service providers
- tenants
- visitors.

Evaluation methods must include:

- qualitative methods
- quantitative methods.

Unit Mapping Information

CPPDSM5027A Provide facilities and amenities for property users

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPDSM5027 Provide facilities and amenities for property users

Modification History

Release 1.

Replaces superseded equivalent CPPDSM5027A Provide facilities and amenities for property users.

This version first released with CPP Property Services Training Package Version 5.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also provide facilities, amenities and associated services for property users; planning and coordinating the provision; and reviewing the operations of one of the following properties:

- commercial building
- educational institution
- hospital or health centre
- industrial complex
- industrial estate
- public building
- shopping centre
- strata scheme.

The above property may be a new facility or amenity, or the upgrade of an existing facility or amenity for its users.

In doing the above, the person must:

- coordinate the implementation of facilities and amenities, ensuring equipment and services meet manufacturer and supplier specifications, and expenditure and resource use are monitored against budgets
- evaluate effectiveness of facilities and amenities and feedback from users and recommend improvements to processes

- identify requirements for facilities and amenities by consulting with property users and reviewing documentation
- apply knowledge of organisation's practices, ethical standards and legislative requirements associated with providing facilities, amenities and associated services for property users
- plan the provision of facilities and amenities, incorporating strategies for monitoring and reporting, risk management, resource needs, and gaining necessary approvals.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- demographics of property users
- evaluation methods for assessing effectiveness of building facilities and amenities
- facilities and amenities for different types of properties and user groups
- planning methods and techniques
- product information on facilities and amenities
- public liability and insurance issues associated with installing facilities and amenities
- risk management strategies relating to facilities and amenities
- techniques for consulting with property users
- techniques for determining property users' requirements for facilities and amenities
- warranties, guarantees and service contracts for facilities and amenities
- work health and safety (WHS) issues associated with installing and using facilities and amenities.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- equipment:
 - computer system with internet, email and printing facilities
- specifications:
 - specialist advice on facilities and amenities for different types of properties and user groups
 - building drawings and plans
 - workplace policies and procedures on consulting with property users
- supervisor:
 - member of a work team in a property industry context.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the *Standards for Registered Training Organisations* (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPSSI5040 Source, collate and interpret spatial data

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 12.0.

This unit supersedes and is equivalent to CPPSIS5040 Interpret and collate spatial data.

Application

This unit specifies the skills and knowledge required to source, interpret and collate spatial data to meet task requirements. The unit includes accessing, querying and interpreting spatial data from various sources to test and determine its relevance and compatibility with task requirements. It also includes the use of geographic information system (GIS) software.

This unit is suitable for skilled surveying technicians and skilled spatial information system (SIS) technicians who use a broad range of cognitive, technical and communication skills to select and apply methods and technologies to analyse information and provide solutions to sometimes complex surveying/spatial information problems.

Surveying and spatial information skills are applied in a range of industry contexts, including town planning, civil construction, mining, engineering, health, agriculture and defence.

All work must be carried out to comply with workplace procedures, in accordance with relevant state/territory regulations that govern surveying, work as well as work health and safety (WHS) legislation and regulations that apply to the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Surveying and Spatial Information Services

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

- 1 Source spatial data.
 - 1.1 Clarify spatial data requirements for task in consultation with appropriate persons.
 - 1.2 Comply with legislative and organisational requirements for accessing and manipulating spatial data according to data privacy, copyright and licensing.
 - 1.3 Retrieve spatial datasets from data storage and other relevant sources according to task and organisational requirements.
- 2 Collate spatial data.
 - 2.1 Select appropriate format and data storage option for spatial data according to task and organisational requirements.
 - 2.2 Translate data into appropriate format for storage and collate to meet project requirements.
- 3 Interpret spatial data.
 - 3.1 Verify data for integrity and relevance according to task requirements.
 - 3.2 Query data using software application according to task requirements.
 - 3.3 Seek and analyse feedback to identify improvements and adjust to meet task requirements.
 - 3.4 Identify and resolve irregularities in the data using industry-accepted methods.
- 4 Document and present results.
 - 4.1 Record the results of the querying process to meet task requirements.
 - 4.2 Present the spatial data in a map or summary table.
 - 4.3 Store spatial data and complete documentation according to organisational requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPSIS5040 Interpret and collate spatial data.

Links

Companion volumes to this training package are available at the VETNet website -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPSSI5040 Source, collate and interpret spatial data

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 12.0.

This unit supersedes and is equivalent to CPPSIS5040 Interpret and collate spatial data.

Performance Evidence

To demonstrate competency a candidate must meet the elements and performance criteria of this unit by interpreting and collating spatial data that meets task requirements for two different projects. For each project the candidate must:

- source data from different suppliers
- focus on a different theme, such as social, economic, health or environmental
- document and present the summarised data to meet the task requirements.

Knowledge Evidence

To be competent in this unit a candidate must demonstrate knowledge of:

- industry-accepted sources of spatial data
- key features of coordinate reference systems
- industry-accepted standards and methods for assessing and verifying spatial datasets and dataset sources
- legislative requirements for accessing, storing and archiving digital spatial data, including data privacy, copyright and licensing
- purpose and use of metadata
- types of spatial data storage technologies
- techniques for querying databases.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting where these skills and knowledge would be performed.

Candidates must have access to:

- computer with appropriate software
- organisational policies and procedures relating to data privacy, copyright and licensing.

Links

Companion volumes to this training package are available at the VETNet website -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPWMT3001 Identify and segregate waste

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes and is equivalent to CPPWMT3005A Identify and segregate waste.

Application

This unit specifies the skills and knowledge required to identify waste types and segregate according to waste pathways. It includes inspecting waste to identify and segregate waste types and managing hazardous and non-conforming wastes. It also includes monitoring waste storage containers or areas to ensure adequate available storage capacity, secure waste containment and quality control.

A person who achieves this unit of competency is expected to take responsibility for completing these tasks with a high degree of self-direction.

No licensing, legislative or certification requirements apply to this unit of competency at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Waste management

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

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| 1 Prepare to identify and segregate waste. | 1.1 | Review job schedule to confirm work activities for identifying and segregating waste and clarify issues with relevant persons. |
| | 1.2 | Review workplace policies and procedures and work health and safety (WHS) requirements for waste identification and segregation and apply to work tasks. |

- 1.3 Identify and obtain plant and equipment required for waste segregation and check to confirm they are fit for purpose.
 - 1.4 Set up segregation containers or areas and check to confirm suitability and capacity to meet segregation requirements.
 - 1.5 Select, check and use personal protective equipment appropriate for work activities.
 - 1.6 Identify hazards and risks associated with work activities and implement required controls according to workplace WHS requirements.
 - 1.7 Review and follow safety data sheets (SDSs) for hazardous waste to be segregated.
- 2 Inspect and identify waste types.
 - 2.1 Inspect waste following workplace procedures.
 - 2.2 Identify and record waste types including hazardous and non-hazardous waste.
 - 2.3 Identify and record non-conforming waste types according to workplace requirements.
- 3 Segregate waste.
 - 3.1 Segregate waste according to waste types and workplace requirements.
 - 3.2 Manage hazardous and non-hazardous waste following workplace procedures and SDS.
 - 3.3 Place segregated waste into fit-for-purpose containers or areas.
 - 3.4 Monitor waste containment to ensure adequate available storage.
 - 3.5 Label segregated waste following workplace procedures.
 - 3.6 Inspect segregated waste to confirm compliance with quality requirements and report identified problems.
- 4 Finalise work tasks
 - 4.1 Record quality inspection results detailing any corrective

and complete
documentation.

actions taken.

- 4.2 Complete documentation according to workplace and regulatory requirements.
- 4.3 Clean and maintain work site and equipment used according to workplace requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- numeracy skills to estimate waste volumes [cubic metre (m³)] and weights [gram (g), kilogram (kg), tonne (t)] during segregation.

Unit Mapping Information

Supersedes and is equivalent to CPPWMT3005A Identify and segregate waste.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPWMT3001 Identify and segregate waste

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes and is equivalent to CPPWMT3005A Identify and segregate waste.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- identifying and segregating waste on two separate occasions
- on each occasion, identifying two waste types from the list below:
 - construction waste
 - hazardous materials
 - liquids
 - medical
 - organics
 - quarantine
 - recyclables.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- legislative and procedural requirements applicable to waste identification and segregation and relevant to the workplace:
 - commonwealth, state and territory legislation and regulations in the state or territory of operation, including work health and safety (WHS)
 - classifications of dangerous goods and hazardous substances
 - environmental protection
- methods for checking suitability and capacity of waste containers and storage areas for segregated waste
- physical properties of waste:
 - density
 - quality
 - shape
 - size

- volume
- weight
- resource recovery options
- types of equipment used to segregate waste
- types of non-conforming waste relevant to operational requirements of workplace
- typical hazards encountered when identifying and segregating waste
- waste types:
 - construction waste
 - hazardous materials
 - liquids
 - medical
 - organics
 - quarantine
 - recyclables
- workplace policies and procedures relevant to identifying and segregating waste:
 - documentation and reporting
 - waste containment and labelling
 - WHS:
 - emergency response
 - hazard identification, risk assessment and control, using the hierarchy of control
 - injury, dangerous occurrence and incident reporting
 - personal protective equipment.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to workplace policies and procedures, job schedules and documentation, waste types and equipment required to achieve the performance evidence.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPWMT3002 Conduct waste resource recovery

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes but is not equivalent to:

- CPPWMT3014A Manually sort waste.
- CPPWMT3019A Prepare waste for re-use.
- CPPWMT3046A Conduct resource recovery.

Application

This unit specifies the skills and knowledge required to recover resources from waste streams. It includes sorting waste according to waste pathways, identifying and segregating waste products able to be re-used, collating waste resources using mechanical separation technologies, and storing and monitoring recovered resources to maintain quality and product integrity.

A person who achieves this unit of competency is expected to take responsibility for completing these tasks with a high degree of self-direction.

This unit forms part of the licensing requirements for operating plant and equipment used in waste management. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil.

Unit Sector

Waste management

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

1 Prepare to recover waste resources.

1.1 Review job schedule to confirm work activities for waste resource recovery and clarify issues with relevant persons.

- 1.2 Review workplace policies and procedures and work health and safety (WHS) requirements for waste recovery and apply to work tasks.
 - 1.3 Select, check and use personal protective equipment appropriate for work activities.
 - 1.4 Identify hazards and risks associated with work activities and implement required controls according to WHS requirements.
 - 1.5 Set up waste sorting areas according to workplace requirements.
 - 1.6 Conduct pre-start and basic maintenance checks, following manufacturer instructions, of plant and equipment required to sort and separate waste.
- 2 Identify and separate resources from waste.
 - 2.1 Identify and segregate waste according to waste pathways and identify waste products able to be recovered.
 - 2.2 Operate plant and equipment to sort and collate waste resources according to waste types.
 - 2.3 Place separated waste into fit-for-purpose containers or areas according to workplace requirements.
 - 2.4 Monitor waste containment to ensure adequate available storage.
- 3 Store and monitor waste product and calculate charges.
 - 3.1 Store recovered waste products ensuring quality is maintained and contamination prevented.
 - 3.2 Monitor containment to ensure integrity of waste containers.
 - 3.3 Calculate waste product charges according to workplace requirements.
- 4 Finalise resource recovery and complete
 - 4.1 Shut down and secure plant and equipment following manufacturer instructions.

- documentation.
- 4.2 Dispose of waste products not claimed within designated holding period according to workplace requirements.
 - 4.3 Complete recovery documentation according to workplace requirements.
 - 4.4 Clean and maintain sorting site, plant and equipment according to workplace requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes but is not equivalent to:

- CPPWMT3014A Manually sort waste.
- CPPWMT3019A Prepare waste for re-use.
- CPPWMT3046A Conduct resource recovery.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPWMT3002 Conduct waste resource recovery

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes but is not equivalent to:

- CPPWMT3014A Manually sort waste.
- CPPWMT3019A Prepare waste for re-use.
- CPPWMT3046A Conduct resource recovery.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting waste resource recovery operations on two separate occasions.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- circular economy and objectives to maximise value from resources in the economy
 - legislative and procedural requirements applicable to waste resource recovery and relevant to the workplace:
 - commonwealth, state and territory legislation and regulations in the state or territory of operation including work health and safety (WHS)
 - environmental protection
- procedures for setting up sorting sites
- resource recovery options
- techniques for collating waste resources using mechanical separation technologies
- types of facilities that process recovered resources:
 - material recovery facilities
 - alternative waste treatment facilities
 - recycling facilities
 - garden organics processing facilities
- types of materials that can be recovered from waste and re-used or processed by recycling, composting and waste-to-energy generation
- types of non-conforming waste relevant to operational requirements of workplace:
 - contaminated waste
 - inferior quality and unacceptable waste streams

- typical hazards encountered when sorting and separating waste
- waste hierarchy and the importance of waste avoidance and resource recovery
- waste types and pathways
- workplace policies and procedures for conducting waste resource recovery:
 - documentation and reporting
 - WHS:
 - hazard identification, risk assessment and control using the hierarchy of control
 - injury, dangerous occurrence and incident reporting
 - personal protective equipment.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to workplace policies and procedures, job schedules, documentation, waste, plant and equipment required to achieve the performance evidence.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPWMT3009 Place, compact and cover waste at landfill sites

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes but is not equivalent to:

- CPPWMT3020A Place and compact waste.
- CPPWMT3021A Cover waste.

Application

This unit specifies the skills and knowledge required to operate plant and equipment to place and compact waste at a landfill site, cover the waste to minimise environmental impact and contamination, and improve landfill efficiency. It includes using compaction techniques and placing and compacting waste according to the stage of batter development. It also includes placing a cover which conforms to regulatory requirements.

A person who achieves this unit of competency is expected to take responsibility for completing these tasks with a high degree of self-direction.

This unit forms part of the licensing requirements for operating plant and equipment used in waste management. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil.

Unit Sector

Waste management

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

1 Prepare to place, compact and cover waste.

1.1 Review job schedule to confirm work activities for placing, compacting and covering waste in landfill and clarify issues with relevant persons.

1.2 Review workplace policies and procedures and work health and safety (WHS) requirements for placing,

- compacting and covering waste at landfill site and apply to work tasks.
- 1.3 Assess landfill cell to confirm batter structure, capacity and waste placement, and cover requirements to meet regulatory requirements.
 - 1.4 Select and access required plant and equipment to place, compact and cover waste.
 - 1.5 Organise suitable material to cover waste according to workplace and regulatory requirements.
 - 1.6 Select, check and use personal protective equipment appropriate for work activities.
 - 1.7 Identify hazards and risks associated with work activities and implement required controls according to workplace WHS requirements.
- 2 Conduct pre-operational checks of plant and equipment.
 - 2.1 Conduct pre-start and basic maintenance checks of plant and associated equipment following manufacturer instructions.
 - 2.2 Test operational equipment to confirm correct functioning following manufacturer instructions.
- 3 Operate plant to place and compact waste.
 - 3.1 Advise relevant persons of impending plant operation to ensure safety and readiness for operation.
 - 3.2 Start, operate and drive plant to select and place waste according to workplace and regulatory requirements.
 - 3.3 Monitor work area continually and maintain communication with others while operating plant to ensure safety of people and property.
 - 3.4 Monitor gauges and warning devices to ensure optimal and continuous plant operation and identify potential hazards.
 - 3.5 Use compaction techniques to ensure area is compacted according to workplace requirements.

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| 4 Cover waste. | 4.1 Place cover over waste according to workplace and regulatory requirements. |
| | 4.2 Check waste cover to ensure it conforms to regulatory requirements and implement corrective actions as required. |
| 5 Finalise work tasks and complete documentation. | 5.1 Park and shut down plant in a safe location to avoid damage to plant, obstruction of surrounding site activity and unauthorised use. |
| | 5.2 Clean plant and associated equipment to remove debris and contamination and ensure readiness for future operation according to workplace requirements. |
| | 5.3 Complete documentation according to workplace and regulatory requirements. |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes but is not equivalent to:

- CPPWMT3020A Place and compact waste.
- CPPWMT3021A Cover waste.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPWMT3009 Place, compact and cover waste at landfill sites

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes but is not equivalent to:

- CPPWMT3020A Place and compact waste.
- CPPWMT3021A Cover waste.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by placing, compacting and covering waste at a landfill site on two separate occasions.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- legislative and procedural requirements applicable to placing, compacting and covering waste at landfill sites and relevant to workplace operations:
 - commonwealth, state and territory legislation and regulations in the state or territory of operation including work health and safety (WHS)
 - classifications of dangerous goods and hazardous substances
 - environmental protection
- pre-start, start-up, shutdown, isolation and maintenance procedures for plant used to place, compact and cover waste at landfill sites
- techniques used to cover waste in a landfill cell to reduce the impact on the environment and improve landfill efficiency
- techniques used to compact waste in a landfill cell
- types of plant and equipment used to place, compact and cover waste at landfill sites
- typical hazards associated with placing, compacting and covering waste at landfill sites
- waste batter cover materials and types
- workplace policies and procedures for placing, compacting and covering waste at landfill sites:
 - documentation and reporting
 - plant and equipment operation and maintenance
 - WHS:
 - emergency response

- hazard identification, risk assessment and control using the hierarchy of control
- injury, dangerous occurrence and incident response and reporting
- personal protective equipment
- signalling techniques and communication processes required to maintain safety while operating plant.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to workplace policies and procedures, job schedules and documentation, plant, equipment, waste and landfill cell required to achieve the performance evidence.

Links

Companion volumes to this training package are available at the VETNet website -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPWMT3010 Maintain waste landfill sites

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes and is equivalent to CPPWMT3023A Maintain waste disposal sites.

Application

This unit specifies the skills and knowledge required to maintain waste landfill sites. It includes implementing maintenance schedules to repair and maintain access roads and drainage and maintain landfill cells. It also includes maintaining the surrounds, which involves basic gardening and minor repairs to drains, fences, gates and signage.

A person who achieves this unit of competency is expected to take responsibility for completing these tasks with a high degree of self-direction.

This unit forms part of the licensing requirements for operating plant and equipment used in waste management. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

Nil.

Unit Sector

Waste management

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

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| 1 Prepare to maintain waste landfill site. | 1.1 Review maintenance schedules to confirm work activities for maintaining waste landfill site and clarify issues with relevant persons. |
| | 1.2 Review workplace policies and procedures and work health and safety (WHS) requirements for maintaining waste landfill site and apply to work tasks. |
| | 1.3 Inspect site to identify and record maintenance required |

to meet workplace and regulatory requirements.

- 1.4 Plan and organise plant, equipment, tools and landscape materials required to complete maintenance tasks according to maintenance schedules and workplace requirements.
 - 1.5 Select, check and use personal protective equipment appropriate for work activities.
 - 1.6 Identify hazards and risks associated with work activities and implement required controls according to workplace WHS requirements.
- 2 . Maintain access roads.
 - 2.1 Check and operate plant and equipment to carry out maintenance activities following manufacturer instructions and workplace requirements.
 - 2.2 Repair damage to access roads caused by normal wear.
 - 2.3 Maintain road drainage to maximise removal of excess water.
 - 2.4 Spray access roads with water to suppress dust.
 - 2.5 Monitor condition of access roads to meet workplace requirements.
- 3 Maintain landfill and site surrounds.
 - 3.1 Identify eroded batter and implement required actions to prevent further erosion.
 - 3.2 Detect vermin infestation and manage pests according to workplace requirements.
 - 3.3 Trim, clear or replace vegetation according to workplace requirements.
 - 3.4 Clear drains to prevent build-up of silt or blockages.
 - 3.5 Clear litter screens, fences, gates and barriers to remove litter and debris and to maintain a safe and clean environment.
 - 3.6 Conduct or organise required repairs to fences, gates and barriers to ensure integrity of form and prevent unauthorised entry to site.

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| | 3.7 | Ensure site signage is clearly visible and meets workplace and regulatory requirements. |
| 4 | Finalise work tasks and complete documentation. | |
| | 4.1 | Park and shut down plant and store tools, equipment and materials in a safe location to avoid damage, unauthorised use and obstruction of surrounding site activity. |
| | 4.2 | Clean plant, equipment and tools to remove debris and contamination and ensure readiness for future operation according to workplace requirements. |
| | 4.3 | Secure site from unauthorised access and scavenging. |
| | 4.4 | Complete maintenance records according to workplace and regulatory requirements. |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CPPWMT3023A Maintain waste disposal sites.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPWMT3010 Maintain waste landfill sites

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes and is equivalent to CPPWMT3023A Maintain waste disposal sites.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by implementing one complete maintenance schedule for a waste landfill site over a defined period.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- legislative and procedural requirements applicable to maintaining waste landfill sites:
 - commonwealth, state and territory legislation and regulations in the state or territory of operation, including work health and safety (WHS)
 - environmental protection
 - licence requirements
- basic construction methods used to repair fences, gates and barriers
- basic drainage-clearing techniques
- basic methods used to repair roads
- environmental management techniques to maintain landfill cells and prevent impact on the environment
- fire risk mitigation techniques, including fire breaks
- importance of litter control at waste disposal sites
- methods for monitoring waste landfill sites to identify required maintenance and potential non-compliance with licence and regulatory requirements
- pre-start, start-up, shutdown, isolation and maintenance procedures for plant and equipment used to maintain waste landfill sites
- security procedures to prevent unauthorised access to waste disposal sites
- types of vermin infestations encountered at waste disposal sites and their potential impact on the environment and site
- types of plant and equipment used to maintain waste landfill sites
- typical hazards and risks associated with maintaining waste landfill sites
- workplace policies and procedures for maintaining waste landfill sites:

- maintenance schedules and reporting
- plant and equipment operation and maintenance
- maintenance tools and materials
- WHS:
 - dangerous goods and hazardous substances
 - emergency response
 - hazard identification, risk assessment and control using the hierarchy of control
 - injury, dangerous occurrence and incident reporting
 - personal protective equipment
- signalling techniques and communication processes required to maintain safety while operating plant.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to workplace policies and procedures, maintenance schedules and documentation, plant, equipment, tools and materials and waste landfill site required to achieve the performance evidence.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPWMT4003 Implement waste management plans

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes and is equivalent to CPPWMT4007A Implement waste management plans.

Application

This unit specifies the skills and knowledge required to implement waste management plans. It includes allocating and organising resources to implement waste management objectives and manage hazards and risks, monitoring implementation to ensure compliance against procedures and required activities, and reviewing and updating plans to incorporate improvements.

A person who achieves this unit of competency is able to use specialised knowledge to complete routine and non-routine tasks and deal with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit of competency at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Waste management

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

- | | | |
|---|-----|--|
| 1 Organise and allocate resources to implement waste management plan. | 1.1 | Review waste management plan to clarify resource requirements and waste management objectives. |
| | 1.2 | Review workplace policies and procedures, legislation and regulations and apply requirements to waste management objectives. |

- | | | |
|---|---|--|
| | 1.3 | Organise equipment and personnel required to implement waste management plan according to workplace requirements. |
| | 1.4 | Manage waste management hazards and risks according to risk management strategy detailed in waste management plan. |
| | 1.5 | Plan and schedule specified activities to implement waste management plan. |
| 2 | Oversee waste management objectives and activities. | |
| | 2.1 | Supervise waste management activities to ensure compliance with waste management plan and apply contingency measures to respond to changing circumstances. |
| | 2.2 | Provide guidance and information to relevant persons to support efficiency and ensure waste management plan activities and objectives are achieved. |
| | 2.3 | Monitor progress against waste management objectives and take actions required to ensure activities are implemented in line with waste management plan. |
| 3 | Monitor implementation of waste management plan. | |
| | 3.1 | Review effectiveness of waste management plan in meeting waste management objectives. |
| | 3.2 | Seek feedback from relevant persons on effectiveness of waste management plan and identify improvements. |
| | 3.3 | Provide recommendations to update waste management plan to relevant persons. |

Foundation Skills

Unit Mapping Information

Supersedes and is equivalent to CPPWMT4007A Implement waste management plans.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPWMT4003 Implement waste management plans

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes and is equivalent to CPPWMT4007A Implement waste management plans.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by:

- • implementing a waste management plan that achieves waste management objectives involving two of the following:
 - carbon emissions reduction
 - traffic congestion reduction
 - waste avoidance
 - waste minimisation
 - waste recovery and recycling
- monitoring implementation of waste management plan over a defined period and making two recommendations to improve current plan.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- circular economy and objectives to maximise value from resources in the economy
- environmental issues in waste management
- features of waste management plans
- legislative and procedural requirements applicable to implementing waste management plans and relevant to the workplace:
 - commonwealth, state and territory legislation and regulations in the state or territory of operation, including work health and safety (WHS)
 - classifications of dangerous goods and hazardous substances
 - duty of care
 - environmental protection
 - local government by-laws
 - licence requirements
- scheduling techniques

- techniques for monitoring or reviewing waste management plans to identify improvements
- typical hazards and risks associated with waste management operations
- waste hierarchy
- waste types
- workplace policies and procedures for implementing waste management plans:
 - allocating equipment and personnel
 - client service
 - documentation and reporting
 - WHS:
 - hazard identification, risk assessment and control using the hierarchy of control
 - injury, dangerous occurrence and incident response and reporting
 - personal protective equipment.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to workplace policies and procedures, waste management plan, operational documentation and resources required to achieve the performance evidence.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPWMT4006 Monitor waste landfill sites

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes and is equivalent to CPPWMT4022A Monitor waste disposal sites.

Application

This unit specifies the skills and knowledge required to monitor waste landfill sites. It includes managing personnel, equipment and materials required to monitor site operations to ensure compliance with regulatory requirements. It also includes monitoring batters, landfill cells and drainage systems and organising sampling and testing to manage drainage contamination and odour, methane gas, groundwater and noise levels, and to ensure infrastructure is maintained in accordance with regulatory requirements.

A person who achieves this unit of competency is able to use specialised knowledge to complete routine and non-routine tasks and deal with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit of competency at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Waste management

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

- | | |
|---|--|
| 1 Prepare to monitor waste landfill site. | 1.1 Review workplace policies and procedures, legislation and regulations for maintaining landfill site and apply to monitoring activities |
| | 1.2 Plan monitoring activities to ensure work is completed within required timeframes and meets regulatory |

- requirements.
- 1.3 Schedule tests and equipment required to monitor drainage contamination and odour, methane gas, groundwater and noise levels according to workplace and regulatory requirements.
 - 1.4 Manage personnel, equipment and materials required to perform landfill site maintenance in consultation with relevant persons.
 - 1.5 Assess and manage hazards and risks associated with monitoring activities according to workplace requirements.
 - 1.6 Select, check and use personal protective equipment appropriate for work activities.
- 2 Monitor waste landfill and surrounding environment.
- 2.1 Check landfill cells to identify evidence of erosion, flooding, leachate pooling, odour and vermin.
 - 2.2 Check drainage system to assess drainage flow and characteristics and detect blockages.
 - 2.3 Ensure site signage complies with workplace and regulatory requirements.
 - 2.4 Organise and monitor tests according to operating licences and workplace requirements.
 - 2.5 Assess condition of fences, roads, signs and other infrastructure and identify required maintenance.
- 3 Finalise monitoring and report outcomes.
- 3.1 Document monitoring activities and test results, including identified site non-compliances, according to workplace and regulatory requirements.
 - 3.2 Implement required corrective actions to ensure landfill site continues to comply with workplace and regulatory requirements.
 - 3.3 Report monitoring outcomes according to workplace and regulatory requirements.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- numeracy skills to interpret measurement data for methane gas, groundwater and noise levels collected using graduated devices.

Unit Mapping Information

Supersedes and is equivalent to CPPWMT4022A Monitor waste disposal sites.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPWMT4006 Monitor waste landfill sites

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes and is equivalent to CPPWMT4022A Monitor waste disposal sites.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by monitoring a waste landfill site on two separate occasions.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- environmental management requirements as they apply to landfills:
 - signs of and techniques to minimise erosion
 - landfill and waste covering requirements
 - waste types and physical properties
- legislative and procedural requirements applicable to landfill sites and relevant to workplace operations:
 - commonwealth, state and territory legislation and regulations and industry standards, including work health and safety (WHS)
 - environmental protection
 - licensing requirements, including operating licence for landfill
- methods for monitoring landfill sites to identify required maintenance and potential non-compliance with environmental regulations
- physical properties of waste:
 - density
 - quality
 - shape
 - size
 - volume
 - weight
- types of tests conducted to monitor drainage contamination and odour, methane gas and noise levels and associated threshold levels

- types of vermin infestations encountered at landfill sites and their potential impact on the environment and site
- typical hazards and risks associated with monitoring landfill sites
- waste types
- workplace policies and procedures for monitoring landfill site:
 - maintenance and testing schedules and reporting
 - rosters for maintenance personnel
 - plant and equipment operation and maintenance
 - testing and sampling tools and materials
 - WHS:
 - emergency response
 - hazard identification, risk assessment and control using the hierarchy of control
 - injury, dangerous occurrence and incident response and reporting
 - personal protective equipment.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to workplace policies and procedures, landfill documentation, equipment, materials and waste landfill site required to achieve the performance evidence.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

CPPWMT4009 Conduct waste audits

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes but is not equivalent to:

- CPPWMT4001A Plan waste audits.
- CPPWMT4002A Carry out waste audits.
- CPPWMT4003A Review, evaluate and document waste assessment findings.
- CPPWMT4035A Undertake waste process audits.

Application

This unit specifies the skills and knowledge required to conduct waste audits to identify and quantify waste. It includes planning waste audit methods, setting up the audit area and isolating waste types to identify, sort, measure, weigh and record waste. It also includes collecting samples and evidence, completing documentation and reporting audit findings.

A person who achieves this unit of competency is able to use specialised knowledge to complete routine and non-routine tasks and deal with predictable and sometimes unpredictable problems.

No licensing, legislative or certification requirements apply to this unit of competency at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Waste management

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

1 Plan and prepare for waste audit.

1.1 Review waste audit documentation to confirm site characteristics and waste management objectives and clarify issues with relevant persons.

- 1.2 Document a waste audit plan incorporating an audit methodology which meets waste audit objectives.
 - 1.3 Review workplace policies and procedures, legislation and regulations and apply to waste audit plan to ensure compliance.
 - 1.4 Select and obtain documentation and equipment required for waste audit according to workplace requirements.
 - 1.5 Assess and manage hazards and risks associated with waste audit according to workplace work health and safety requirements.
 - 1.6 Obtain required approvals to proceed with waste audit according to workplace requirements.
 - 1.7 Select, check and use personal protective equipment appropriate for work activities.
- 2 Conduct waste audit.
 - 2.1 Set up audit area in consultation with relevant persons to ensure safe and accurate data collection.
 - 2.2 Isolate waste types to identify, sort, measure, weigh and record waste according to methodology detailed in audit plan.
 - 2.3 Collect required samples and evidence.
 - 2.4 Record audit details and check to ensure samples and evidence are sufficient to meet audit objectives.
- 3 Finalise and report waste audit outcomes.
 - 3.1 Restore audit site and dispose of waste according to workplace and regulatory requirements.
 - 3.2 Review and evaluate waste audit data and site assessment information to profile management of waste.
 - 3.3 Complete audit documentation and report findings according to workplace and regulatory requirements.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes but is not equivalent to:

- CPPWMT4001A Plan waste audits.
- CPPWMT4002A Carry out waste audits.
- CPPWMT4003A Review, evaluate and document waste assessment findings.
- CPPWMT4035A Undertake waste process audits.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPWMT4009 Conduct waste audits

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 10.0.

Supersedes but is not equivalent to:

- CPPWMT4001A Plan waste audits.
- CPPWMT4002A Carry out waste audits.
- CPPWMT4003A Review, evaluate and document waste assessment findings.
- CPPWMT4035A Undertake waste process audits.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by conducting two different waste audits.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- classifications of waste
- legislative and procedural requirements applicable to conducting waste audits and relevant to the workplace:
 - commonwealth, state and territory legislation and regulations and industry standards, including work health and safety (WHS)
 - classifications of dangerous goods and hazardous substances
 - environmental protection
 - privacy
- types of equipment used to audit waste, including photographic and recording equipment
- typical hazards and risks associated with waste audits
- waste audit objectives, methodologies and processes
- waste containment methods
- waste non-conformances
- waste types
- workplace policies and procedures for conducting waste audits:
 - documentation and reporting, including key features of waste audit records and documentation
 - equipment access and use

- WHS:
 - emergency response
 - hazard identification, risk assessment and control using the hierarchy of control
 - injury, dangerous occurrence and incident reporting
 - personal protective equipment.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or in a simulated workplace environment using realistic workplace conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to workplace policies and procedures, waste audit instructions and documentation, equipment and waste audit sites required to achieve the performance evidence.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

FNSACM311 Process and manage payments

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to process and allocate payments, including maintaining customer and payment details, addressing routine questions and issues about payments and actioning required adjustments.

The unit applies to those who may work as part of the finance or accounting team in organisations, or in customer facing roles.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Account management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare customer payments	1.1 Determine customer requirements 1.2 Confirm information required to allocate payments with customer 1.3 Allocate bank receipts and customer payments to customer account according to organisational policies and procedures 1.4 Investigate where payment details provided do not match expected payments and rectify where required 1.5 Issue payment receipts according to organisational policies and procedures
2. Address routine enquiries and issues	2.1 Respond to customer payment, billing and account queries according to organisational policies and procedures 2.2 Investigate concerns about incorrect payment allocation

ELEMENT	PERFORMANCE CRITERIA
	2.3 Update customer details as advised according to organisational policies and procedures
3. Action required adjustments	3.1 Apply discounts or late payment fees according to organisational policies and procedures, as required 3.2 Apply approved account, invoice or billing adjustments according to organisational policies and procedures as required 3.3 Escalate complex matters and customer complaints as required

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance

SKILL	DESCRIPTION
Numeracy	<ul style="list-style-type: none"> Accesses and checks numerical information embedded in a range of texts
Oral communication	<ul style="list-style-type: none"> Uses listening and questioning techniques to confirm understanding of requirements Uses clear, specific and culturally sensitive language to convey information Follows accepted communication practices and protocols, adjusting personal communication style in response to the values, beliefs and cultural expectations of different customers
Reading	<ul style="list-style-type: none"> Interprets and analyses textual information
Writing	<ul style="list-style-type: none"> Updates details in computer systems
Planning and organising	<ul style="list-style-type: none"> Plans, organises and implements tasks according to organisational requirements
Technology	<ul style="list-style-type: none"> Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSACM301 Administer financial accounts.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSACM311 Process and manage payments

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- process and manage at least six different payments to the correct accounts, and action at least one instance where the payment cannot be immediately allocated due to incorrect information provided.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies and procedures for:
 - processing and allocating payments received
 - managing routine customer queries
 - updating and maintaining financial and personal data
 - processing financial transactions
 - approving and processing account, invoice or billing adjustments
- escalating complex queries and customer complaints
- financial and computer system processes for accepting payments and looking up payment history and allocations.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational equipment, technology, software and consumables
- organisational policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

FNSORG501 Develop and manage a budget

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to collect and analyse information and apply sound accounting principles to the development and ongoing management of a budget for a small organisation or section of a large organisation.

It applies to individuals who use a range of specialist and managerial techniques to plan, monitor and control budgetary work.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Organisational skills

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan for and collect information for budget	1.1 Determine and confirm areas for which budget is being prepared with appropriate personnel, and identify, access and analyse data required for development of budget 1.2 Determine budget parameters with estimates based on research, consultation and negotiation with appropriate personnel 1.3 Consult relevant colleagues in budget planning process as required

ELEMENT	PERFORMANCE CRITERIA
2. Develop budget	<p>2.1 Draft budget based on analysis of all available information in accordance with organisational policy</p> <p>2.2 Identify and support income and expenditure estimates with reliable information and circulate draft budget for comment</p>
3. Finalise budget and allocate resources	<p>3.1 Provide final budget which incorporates agreed modifications to appropriate personnel</p> <p>3.2 Inform personnel affected by budget of its limits and goals in their work area and clarify financial management and reporting responsibilities</p> <p>3.3 Obtain agreement to budget priorities and allocate resources</p>
4. Monitor and control budget	<p>4.1 Check actual income and expenditure against budget at regular intervals, and prepare and present budget reports to appropriate personnel</p> <p>4.2 Identify and respond to deviations, take appropriate action and advise relevant personnel on budget status</p>
5. Complete financial and statistical reports	<p>5.1 Complete all required financial and statistical reports accurately within designated timelines</p> <p>5.2 Make appropriate recommendations about future financial planning</p> <p>5.3 Provide clearly presented and accurate reports to appropriate personnel</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 4.1, 4.2	<ul style="list-style-type: none"> Extracts, analyses and monitors complex textual information from a range of sources to determine relevance, accuracy and compliance with organisational policy
Writing	1.1, 1.3, 2.1, 2.2, 3.1, 3.2, 4.2, 5.1, 5.2, 5.3	<ul style="list-style-type: none"> Analyses and compiles numerical data and text information to convey specific information and recommendations accurately and effectively to others using clear and detailed language

		<ul style="list-style-type: none"> Demonstrates effective control of text types required by financial and statistical report conventions and documentation
Oral Communication	1.1 -1.3, 3.2, 3.3, 4.1, 4.2, 5.2	<ul style="list-style-type: none"> Participates in verbal exchanges of information, demonstrating control of a range of oral techniques to elicit the views and opinions of others and confirm understanding Clearly articulates requirements and outcomes using language, tone and pace appropriate to the audience and environment
Numeracy	1.1, 1.2, 2.1, 2.2, 3.1, 4.1, 4.2, 5.1, 5.3	<ul style="list-style-type: none"> Interprets, analyses and uses numerically expressed data to effectively prepare, monitor, amend and present accurate budgetary information
Navigate the world of work	2.1, 3.2, 5.1	<ul style="list-style-type: none"> Works independently and collectively in making decisions about budget requirements in accordance with organisational policy
Interact with others	1.1-1.3, 2.2, 3.1, 3.2, 4.1, 5.3	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols to gain and provide relevant budgetary information Plays a lead role in situations requiring effective collaborative skills, demonstrating high level negotiation skills and ability to gather information through consultation
Get the work done	1.1, 1.2, 2.1, 3.3, 4.1, 4.2, 5.1, 5.2	<ul style="list-style-type: none"> Accepts responsibility for planning and sequencing complex tasks and workload Applies systematic and analytical decision-making processes to make recommendations in complex and non-routine situations Uses digital technologies to access, extract and share relevant information to achieve required outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSORG501 Develop and manage a budget	FNSORG501A Develop and manage a budget	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSORG501 Develop and manage a budget

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- collect and accurately interpret relevant data to develop and finalise a budget
- consult effectively and negotiate outcomes with others on budgetary issues
- accurately complete financial and statistical reports related to budgeting.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the evidence requirements safely and effectively, the individual must:

- define basic accounting and financial services industry terminology
- outline types of data required to develop the budget
- explain accounting techniques relevant to budget preparation and maintenance
- describe budgeting techniques and tools
- describe organisational and industry policy and procedures related to budget development and management.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the organisational skills field of work and include access to:

- a range of common office equipment, technology, software and consumables
- an integrated financial software system and data.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

FSKNUM026 Read, interpret and use detailed plans, drawings and diagrams for work

Modification History

Release	Comments
Release 1	This version first released with FSK Foundation Skills Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to read, interpret and use detailed plans, drawings and diagrams for work. It includes extracting and interpreting information in plans and diagrams, undertaking workplace activities using plans and diagrams, and communicating information.

An individual performing these tasks works independently and uses support from a range of established resources.

This unit applies to individuals who use, or are preparing to use, numeracy skills to complete workplace activities. This includes existing workers and individuals preparing for employment through vocational education and training. This unit should be integrated and contextualised with vocational training to support achievement of vocational competency.

This unit is aligned to, but does not fully address, the Australian Core Skills Framework (ACSF) numeracy core skill indicators .09, .10 and .11 at level 4 in the workplace and employment domain of communication.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Numeracy

Elements and Performance Criteria

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Extract and interpret	1.1 Extract key features, including scales, embedded in a range of

Element	Performance Criteria
information in plans, drawings and diagrams	complex plans, drawings and diagrams 1.2 Interpret key features, including scales, embedded in a range of complex workplace plans, drawings and diagrams
2. Undertake workplace activities using plans, drawings and diagrams	2.1 Select mathematical problem solving strategies to undertake workplace task 2.2 Interpret specifications and views from a workplace plan, drawing or diagram, including interpreting scales and different perspectives 2.3 Develop work plan, method statement or other workplace project based on plan, drawing or diagram and verify information and requirements with appropriate personnel as required 2.4 Check and reflect on mathematics used, outcomes, and workplace implications using estimation and evaluation techniques
3. Communicate mathematical information	3.1 Use formal, informal and some specialised written mathematical representation about geometry and shape to document, interpret and communicate project or task processes, results and implications 3.2 Use formal, informal and some specialised mathematical language about geometry and shape to discuss and explain project or task processes, results and implications

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Mapping Information

Supersedes and is equivalent to FSKNUM26 Read, interpret and use detailed plans, drawings and diagrams for work.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=f572fe10-a855-4986-9295-3852c771f178>

Assessment Requirements for FSKNUM026 Read, interpret and use detailed plans, drawings and diagrams for work

Modification History

Release	Comments
Release 1	This version first released with FSK Foundation Skills Training Package Version 2.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identifying three different types of workplace plans, drawings and diagrams and their purposes
- extract and interpret the following key features embedded in complex workplace plans, drawings and diagrams:
 - scales
 - dimensions
 - tolerances
 - symbols
 - abbreviations
- perform mathematical processes to complete a complex workplace task, including:
 - determining the orientation of plans, maps and diagrams with site or object
 - using plans, drawings and/or diagrams to complete a work plan, method statement or other workplace project, including:
 - interpreting relevant information on plans, drawings and/or diagrams
 - calculating dimensions and measuring accurately using scales
 - interpreting different views.

In the course of the above the candidate must demonstrate use of relevant technology, applications or computer aided drawing software.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- features of plans, drawings and diagrams

- symbols and abbreviations used on plans, drawings and diagrams
- purpose and application of scales on plans, drawings and diagrams
- techniques to identify missing dimensions on plans, drawings and diagrams
- purpose and application of relevant geometric principles
- techniques to interpret different views of maps, plans and diagrams
- purpose and use of relevant technology such as drawing or graphing software
- estimation and assessment processes
- implications of calculations and results for workplace tasks
- specialised, formal and informal mathematical written and oral language and symbolism.
-

Assessment Conditions

Competency is to be assessed in the workplace, a workplace simulated environment or a vocational training context.

Assistive technologies can be utilised to assist with oral and written communication.

Skills must be demonstrated using complex texts and tasks that reflect those typically found in a workplace.

The following resources are to be made available:

- a calculator
- plans, drawings and diagrams utilised in the performance evidence
- own familiar support resources.

Assessors must:

- satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards, and
- have sound knowledge of the ACSF and performance features of the ACSF level being assessed, and
- have demonstrable expertise, knowledge and skills in the vocational contextualisation and assessment of the core skill, numeracy, and
- have completed the following or equivalent:
 - TAESS00009 Address Foundation Skills in Vocational Practice Skill Set; or
 - a higher level education qualification, such as:
 - TAE80113 Graduate Diploma of Adult Language, Literacy and Numeracy Practice (and its equivalent TAE70111); or
 - Bachelor of Education, Graduate Certificate or Graduate Diploma of Education, or higher. This may include qualifications relating to TESOL, adult education or vocational education.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=f572fe10-a855-4986-9295-3852c771f178>

HLTPOP006 Contribute to working with the community to identify health needs

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP302C</p>

Application

This unit describes the skills and knowledge required to work with a particular community in the assessment of their health needs.

This unit applies to work in a public health context and workers at this level will work under supervision and within defined guidelines.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

1. Assist in conducting a literature review

1.1 Identify aims of literature review and source relevant organisation reports and key documents with a focus on health needs

1.2 Consult key stakeholders from the community and

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

other relevant bodies for sources of information relevant to health needs

1.3 Identify and source information and data at local, State/Territory or regional level that may assist in defining and assessing the health needs of the community

1.4 Provide feedback to the work team or team leader on sources of information and assist with reviewing literature

2. Participate in a consultation process with the community

2.1 Contribute to discussions with key stakeholders regarding the health problem, its causes and appropriate interventions and solutions

2.2 Provide briefing materials throughout the consultation process to identify and clarify issues of interest and concern to stakeholders and own organisation

2.3 Provide feedback to the team leader or work team on the results of the consultation process

3. Contribute to activities that assist the community to identify their health needs

3.1 Contribute to activities that assist community to understand the factors contributing to the health issue or problem

3.2 Collect further information and data when needed for input into the analysis and presentation of results arising from the literature review and consultation processes

3.3 Collaborate with team and supervisor to recommend activities to stakeholders that would build the ongoing capacity of the community to understand and identify their health needs

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTPOP006 Contribute to working with the community to identify health needs

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP302C</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- assisted at least 1 community to identify their health needs, including:
 - participating in at least 2 consultation processes with a range of stakeholders
 - assisting in the review of literature from a range of sources
 - providing at least 2 recommendations to support the ongoing capacity of community to identify health needs.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal, ethical and organisation requirements relating to identifying community health needs, including:
 - relevant international charters and declarations and documents
 - national, State/Territory and local health policies, goals, targets and priorities relevant to the community
 - scope of own role and responsibilities

- equity issues in population health
- evidence-based practice
- quality assurance
- social change and advocacy processes
- privacy and confidentiality
- responsibility to help a community respond to needs they identify which might not necessarily coincide with stated priority health needs
- principles of capacity building
- community health needs: state, conditions or factors in the community which, if absent, prevent people from achieving the optimum of physical, mental and social wellbeing
- types of need:
 - normative need (based on expert opinion)
 - expressed need (based on inferences made from observation of use of health services)
 - comparative need (derived from examining the services provided in a similar population)
 - felt need (based on what members of the community say they need)
- activities that develop an understanding of the factors contributing to the health issue or problem of the community
- overview of the stages in population health project planning
- theory and practice of population health, including health promotion, and health protection and prevention of communicable and non-communicable diseases
- consultation and participation principles and techniques, including:
 - interviews
 - nominal group process
 - questionnaires
 - Delphi Method
 - focus groups
 - forums
 - meetings
- conflict resolution, mediation and problem solving techniques
- literature review processes and sources of information
- difference between and examples of qualitative and quantitative data
- communities and types of data relevant to the community, including:
 - demographic characteristics
 - patterns of behaviour
 - lifestyle.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTPOP013 Contribute to the implementation of a disaster plan

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Title change. Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP322C</p>

Application

This unit describes the skills and knowledge required to respond to a disaster as identified in an organisational disaster plan.

This unit applies to work in a public health context and workers at this level will work under supervision and within defined guidelines.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

1. Identify existing local disaster planning strategies

1.1 Identify local community organisations providing emergency services

1.2 Clarify disaster plan and/or strategies and disaster planning exercises for the community

ELEMENT	PERFORMANCE CRITERIA
<i>Elements define the essential outcomes.</i>	<i>Performance criteria specify the level of performance needed to demonstrate achievement of the element.</i>
2. Identify roles in the delivery of the disaster plan	2.1 Identify local disaster planning processes 2.2 Identify roles and responsibilities of the disaster planning coordinator and other persons and determine own role 2.3 Identify relevant State/Territory and local lead agency representatives and contacts as appropriate 2.4 Put in place appropriate joint planning
3. Promote role of community organisations in the delivery of the disaster plan	3.1 Identify and explain roles and responsibilities of community organisation 3.2 Undertake assessment of skills and possible training of community organisation representatives 3.3 Implement disaster plan in line with community and organisation requirements
4. Provide feedback on disaster plan	4.1 Assess the effectiveness of the disaster plan in consultation with stakeholders 4.2 Identify and document ways to improve the disaster plan 4.3 Provide supervisor or manager and disaster planning coordinator with information on the effectiveness of the disaster plan and suggested ways to improve

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTPOP013 Contribute to the implementation of a disaster plan

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Title change. Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP322C</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- implemented an existing disaster plan to respond to at least 2 different types of disasters, including collaborating with colleagues and other stakeholders to access effectiveness of implementation and identify and document improvements to the plan.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- types of disasters, including:
 - floods
 - cyclones
 - nuclear
 - fires
 - riots
 - earthquakes

- disaster plans and planning strategies and processes
- legal and organisational requirements relating to implementing a disaster plan, including:
 - local, state and territory agencies relevant to the implementation disaster plan
 - roles and responsibilities of key people
 - points of contact to assist with the implementation of disaster plan which are outside own area of responsibility
 - scope of own role and responsibilities
 - lines of communication and authority relevant to own role
- group facilitation, negotiation and problem solving techniques
- local networks and community organisations, including:
 - state or territory health departments
 - police and other emergency services
 - social security
 - local government
 - non-government organisations
 - service providers
 - community groups
- why community participation and control in decision-making is essential to all aspects of health work, and the role of the health worker in supporting the community in this process.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including disaster plans and equipment outlined in the plan
- modelling of standard industry operating conditions and contingencies.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTPOP018 Develop a plan of action to address land care issues in the community

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Merged HLTPOP311C/HLTPOP412C.</p> <p>Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence.</p>

Application

This unit describes the skills and knowledge required to develop a plan of action to address land care issues that could potentially impact on the health status of individuals and community members.

This unit applies to work in a public health context and workers at this level will demonstrate judgement and limited responsibility within defined guidelines.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

1. Develop a plan of action to address issues in relation to land care

1.1 Identify strategies to address land care issues that could potentially impact on the health status of individuals and community members

1.2 Identify and discuss potential strategies with the

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

organisation, community members and relevant others to determine priorities and the best course of action for the particular issues to be addressed

1.3 Develop a plan of action in relation to the identified strategies discussed

1.4 Identify and clarify roles and responsibilities of the organisation, self, the community and other key people and/or outside agencies in relation to the plan

2. Implement plan

2.1 Seek community support for the plan of action

2.2 Locate resource requirements needed to implement strategies in accordance with established procedures

2.3 Assist with implementation of the plan of action

2.4 Identify and implement follow-up procedures

3. Provide feedback on the implementation of the plan

3.1 Assess success of the plan against the plan of action in accordance with job role

3.2 Report strategies for improvement in accordance with organisation policy and procedure

3.3 Provide feedback to the organisation, community and relevant others

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTPOP018 Develop a plan of action to address land care issues in the community

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Merged HLTPOP311C/HLTPOP412C.</p> <p>Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence.</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- identified at least 2 potential land care issues in the community and developed and implemented a plan of action that includes strategies to deal with each issue, including identifying and communicating with stakeholders through the process.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and organisation requirements relating to land care issues, including:
 - organisation standards, policies and procedures, including:
 - manual handling
 - personal protective equipment
 - use of tools and equipment
 - scope of own role and responsibilities
 - approvals required and process of obtaining approvals
 - referral agencies and procedures
- environmental health strategies and priorities

- the relationship between land care issues and health
- land care issues and strategies to target the issues that relate, either directly or indirectly, to the possibility of disease transmission and/or health related complaints
- strategies to address specific land care issues, including:
 - necessary requirements to be adhered to when planting tall growing trees close to any power lines
 - ensuring that excessive vegetation growth around sewerage lagoons and in other areas of the community is controlled and maintained
 - planting and maintaining fruit and shade trees in the house yard and community and fruit and shade trees appropriate for the region
 - erecting shelters for shade in places where groups of people tend to gather for meetings or ceremonies
 - obtaining, planting and maintaining bush medicine in the community
 - planting and maintaining trees and shrubs to act as wind breaks against dust in the house yard, general community and outlying areas
 - developing the yard area to reduce the impact of overcrowding and problems with wind-blown dust
 - planting and maintaining appropriate trees around septic tanks to prevent cars from driving over them and collapsing drains or breaking lids.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies as well as using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTPOP019 Apply a population health framework

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP501C</p>

Application

This unit describes the skills and knowledge to support workers to understand and apply the underlying principles and philosophy that must be reflected in all areas of population health work.

This unit applies to work in a public health context and workers at this level will demonstrate judgement and autonomy within broad guidelines.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

1. Apply the principles of the population health approach to relevant work

1.1 Identify current and historic concepts of health and its determinants

1.2 Identify key principles involved in a population health approach

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

- | | |
|--|--|
| <p>1.3 Modify work approach to apply key principles of population health</p> | |
| <p>2. Select from a range of change action frameworks that underpin population health work</p> | <p>2.1 Identify relevant population health change action frameworks</p> <p>2.2 Match appropriate change action frameworks to population health tasks on the basis of theory and/or past evidence</p> <p>2.3 Apply a multi-disciplinary and multi-strategic approach in population health work</p> |
| <p>3. Collaborate with others</p> | <p>3.1 Identify and assess relevant local, state/territory and national organisations, networks, policies and initiatives supporting population health</p> <p>3.2 Identify and examine priority population health issues at the local, State/Territory, national and international levels</p> <p>3.3 Determine limitations on actions resulting from legislation and discuss with superiors, peers and other team members</p> <p>3.4 Collaborate with colleagues and clarify own role as part of a strategic approach to population health</p> |

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTPOP019 Apply a population health framework

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP501C</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- identified and researched at least 2 priority population health issues relating to a community and identified relevant population health change action frameworks that could be applied, including identifying and modifying at least 2 potential work practices to support strategies and address limitations.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- evidence-based practice
- national, State/Territory and local health policies, goals, targets and priorities and legislative frameworks relevant to the context of the work role
- a broad range of population health issues and priority areas in Australia
- key principles of population health, including:
 - population focus
 - preventive focus with stress on building individual and/or community's capacity to control health determinants for a better quality of life

- sensitivity to access and equity issues and health inequalities
- sensitivity to cultural differences
- health as a resource for everyday living
- health as a result of complex interaction among determinants
- health as a context for power relations with society
- shared responsibility of health
- educational-ecological approach
- evidence-based approach
- principles of equity and non-discriminatory practice
- models of health, including:
 - medical model
 - salutogenic model
 - social view of health
 - academic and professional
- change action frameworks of population health, including:
 - upstream investment (investment directed at root causes to maximise potential benefits)
 - increased accountability for health outcomes
 - re-orienting health sector
 - capacity building
 - working in partnerships (joint ventures, collaboration, alliances and coalitions)
 - employment of mechanisms to promote community participation
 - public policy development (legislation and regulation, resource allocation and incentives)
 - creation of supportive natural and built environments
 - addressing health inequalities and health inequalities approach
 - personal and social development through provision of information and education for health and enhancement of life skills
- range of population health strategies and application of best practice in population health
- relevant international charters and declarations and documents
- health determinants, including:
 - political factors
 - biological and genetic factors
 - physical environment
 - social factors (social gradient, stress, early life, social exclusion, work, unemployment, social support, addiction, food, transport and housing)
 - behavioural
 - cultural
 - quality of and access to health services
- theory and practice of population health, including health promotion, and health protection and prevention of communicable and non-communicable diseases

- types of organisations involved in population health in Australia
- organisation standards, policies and procedures.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies as well as using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTPOP020 Work with the community to identify health needs

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP502C</p>

Application

This unit describes the skills and knowledge required to enable particular communities to define and assess their own health needs.

This unit applies to work in a public health context and workers at this level will demonstrate judgement, sensitivity and autonomy within defined guidelines.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

1. Review literature

1.1 Clearly identify health problem and community being addressed

1.2 Identify and access relevant sources of literature and data

1.3 Review the literature and data to reveal the

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

established causes of the health problem, intervention programs and general information about the community

1.4 Critically appraise information accessed through literature review in terms of reliability and applicability

2. Collect other relevant data to further define community

2.1 Identify relevant types of data required to further define community

2.2 Collect required data that cannot be obtained through a literature search according to organisation procedures and ethical considerations

2.3 Document description of community in a manner that would provide sufficient information for purposes of evaluation and for examination of those considering duplicating interventions

3. Investigate the health problem as it occurs and is perceived within the community

3.1 Identify appropriate means of consulting with community regarding the health problem, its causes and appropriate interventions and solutions

3.2 Implement consultation with community and experts using allocated resources and according to organisation procedures and ethical considerations

3.3 Document results of consultation in a manner that supports planning, evaluating and duplicating interventions and according to organisation procedures and ethical considerations

4. Work with the community to define and prioritise their health needs

4.1 Clearly identify factors contributing to the health problem on the basis of findings from the literature review and other data collected and discuss with the community

4.2 Sort out, in a logical manner, factors that identify causal pathways defining health needs and discuss with the community

4.3 Recommend activities that would build the ongoing capacity of the community to identify their health needs to relevant stakeholders

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTPOP020 Work with the community to identify health needs

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP502C</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- facilitated at least 2 communities to identify, define and prioritise their own health needs including:
 - facilitating consultation between community and experts to identify and review literature and data to determine and understand causes and potential interventions
 - recommending at least 2 activities that would build the ongoing capacity of the community to identify their health needs.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and organisation requirements relating to identifying and assessing the health needs of a community, including:
 - ethical considerations
 - duty of care
 - equity issues in population health
 - evidence-based practice

- relevant international charters/declarations and documents
- national, State/Territory and local health policies, goals, targets and priorities
- organisation standards, policies and procedures, including scope of own role and responsibilities
- stakeholders or organisations for collaborative partnerships
- strategies and activities that build the ongoing capacity of the community to identify their health needs
- theory and practice of population health, including health promotion, and health protection and prevention of communicable and non-communicable diseases relating to identifying health needs
- principles and techniques of consultation and participation
- social change and advocacy processes
- difference between and examples of qualitative and quantitative data
- stages of health needs assessment
- types of needs, including:
 - normative need (based on expert opinion)
 - expressed need (based on inferences made from observation of use of health services)
 - comparative need (base on examining the services provided in a similar communities)
 - felt need (based on what members of the community say they need)
- sources of information and processes for critical appraisal of literature
- common health problems of a community and causal pathways, including the following components:
 - risk markers (identify the target group, outlines the characteristics associated with occurrence of problem but do not necessarily directly contribute to it)
 - risk factors (directly account for why the problem is occurring)
 - contributing factors (contribute to or account for the risk factors and could be sorted out into predisposing factors, enabling factors and reinforcing factors).

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies as well as using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTPOP023 Build capacity to promote health

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP505C</p>

Application

This unit describes the skills and knowledge required to build capacity to promote health among individuals, communities, organisations and coalitions. Work focuses on the ability to develop infrastructure, enhance sustainability and foster problem solving capabilities at an individual, team or organisation level.

This unit applies to work in a public health context and workers at this level will demonstrate judgement and autonomy within defined guidelines. Workers may be responsible for overseeing the outputs of others.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

1. Assess existing capacity for change

1.1 Examine the context within which the program sits and identify pre-existing capacities to support change

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

2. Clarify intended outcome

1.2 Assess own ability to influence and achieve change

2.1 Identify the key action areas of capacity building that are to be addressed

2.2 Set goals and objectives that are specific, measurable and achievable and in line with principles of effective capacity building

3. Select and implement appropriate capacity building strategy

3.1 Identify and select strategies in consultation with relevant stakeholders and community

3.2 Implement strategies according to relevant legislation, organisation policy or procedure and ethical considerations

4. Evaluate effectiveness of selected strategy

4.1 Monitor and document results of implementation of capacity building strategies

4.2 Evaluate success of capacity building strategies against goals using existing tools

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTPOP023 Build capacity to promote health

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP505C</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- developed, implemented, monitored and evaluated at least 3 separate strategies to build the capacity to promote health at each of the following levels:
 - individual
 - team
 - organisation.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- roles and responsibilities of relevant agencies, legal and organisational considerations relating to developed, implemented, monitored and evaluated strategies, including:
 - equity issues in population health
 - evidence-based practice
 - social change and advocacy processes
 - relevant international charters and/or declarations and documents

- national, State/Territory and local health policies, goals, targets and priorities
- organisation standards, policies and procedures, including scope of own role and responsibilities
- theory of capacity building and examples of current strategies
- dimensions of capacity building:
 - development of infrastructure
 - enhancement of program sustainability
 - fostering problem solving capabilities
- principles of effective capacity building practice, including:
 - respecting and valuing pre-existing capacities
 - developing mutual trust
 - being responsive to context within which capacity building program sits
 - avoiding pre-packaged ideas and strategies
- key action areas of capacity building, including:
 - organisational development
 - workforce development
 - resource allocation
 - partnerships
 - leadership
- examples of pre-existing capacities, including:
 - skills
 - structures
 - partnerships
 - resources.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies as well as using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTPOP024 Develop a disaster plan

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP523C</p>

Application

This unit describes the skills and knowledge required to develop a plan which sets out the roles and responsibilities of workers and others in the community, for responding to a disaster. This plan will be developed in consultation with other relevant agencies and key people.

This unit applies to work in a public health context and workers at this level are required to apply judgement within broad guidelines and take responsibility for their own outputs. Workers may be responsible for overseeing the outputs of others.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

1. Determine framework for creating a disaster plan

1.1 Identify and review existing disaster plans of the organisation

1.2 Identify and document government policies which

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

affect the organisation's response to a disaster

1.3 Identify legislative and statutory requirements impacting on the disaster plan

1.4 Consult with local, State/Territory and federal government agencies as required to identify and determine roles and responsibilities in the disaster plan

2. Identify and liaise with appropriate community organisations

2.1 Identify community organisations to be involved in a disaster plan and develop an information database

2.2 Establish contact through a variety of communication strategies

2.3 Identify restrictions to effective liaison and develop processes to promote communication with other agencies

2.4 Consult with identified community organisations to identify and determine roles and responsibilities in the disaster plan

3. Incorporate local requirements for disaster planning and relief into a plan

3.1 Collect information on local requirements and resources from key people and organisations

3.2 Identify and determine availability of resourcing requirements for a disaster plan response

3.3 Develop plan in accordance with organisation policy and relevant legislation requirements

3.4 Establish parameters for reviewing and evaluating plan

3.5 Develop a communications strategy to promote the disaster plan to local community, government and other agencies

3.6 Implement the communications strategy

4. Identify and train volunteers

4.1 Determine roles within the disaster plan performed by volunteers and clarify responsibilities involved

4.2 Invite individuals and organisations to take up roles as part of the disaster plan

4.3 Establish training requirements for volunteers to understand the disaster plan and perform their role

4.4 Develop a training program and schedule

ELEMENT

Elements define the essential outcomes.

PERFORMANCE CRITERIA

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

4.5 Deliver training to volunteers

4.6 Evaluate and adjust training in accordance with disaster plan modifications

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTPOP024 Develop a disaster plan

Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minor changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Minor changes to knowledge evidence.</p> <p>Supersedes HLTPOP523C</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- developed at least 1 disaster plan in consultation with key stakeholders to respond to at least 3 different types of disasters
- identified and delivered training requirements for volunteers involved in the implementation of the plan.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in the elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- types of disasters including:
 - floods
 - cyclones
 - nuclear
 - fires
 - riots
 - earthquakes

- disaster plans and planning strategies and processes
- community networks
- community views on disaster management
- existing community disaster plans
- legislation relating to disaster management
- local disaster planning processes and networks
- local resources, suppliers and tradespeople
- project development
- relevant Commonwealth, State/Territory and local government policies and guidelines
- policies, protocols and procedures of the organisation
- stakeholder consultation and participation principles and techniques
- local networks and community organisations, including:
 - State or Territory health departments
 - police and other emergency services
 - social security
 - local government
 - non-government organisations
 - service providers
 - community groups.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies as well as using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTPOP028 Monitor and maintain rubbish collection and disposal systems

Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to identify community processes for rubbish collection and disposal, and the strategies needed to monitor and maintain rubbish collection and disposal systems in the community.

This unit applies to work in a public health context and workers at this level will work under the guidance of a supervisor.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Monitor rubbish collection and disposal systems in the community.

- 1.1. Identify potential problems that can occur with rubbish collection and disposal systems used in the community.
- 1.2. Identify community processes for rubbish collection and disposal.
- 1.3. Identify relevant workplace health and safety requirements including the use of personal protective equipment.
- 1.4. Identify opportunities for preventative actions to be implemented to address problems with rubbish collection and disposal.

2. Maintain the rubbish collection and disposal system in the community.

- 2.1. Identify strategies within own role and responsibilities to prevent the transmission of diseases through rubbish collection and disposal.
- 2.2. Assist with the implementation of a rubbish collection and community disposal system work plan.
- 2.3. Report any difficulties or problems to supervisor in accordance with organisational policies and procedures.
- 2.4. Refer any problems or difficulties that are outside own area of responsibility or expertise to relevant people or agencies.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTPOP028 Monitor and maintain rubbish collection and disposal systems

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify at least two potential health risks or problems associated with rubbish collection and disposal systems and develop and implement a work plan that includes strategies to deal with each issue.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational requirements relating to rubbish collection and disposal work, including:
 - infection control
 - manual handling
 - personal protective equipment use
 - emergency management plans
 - chemical handling
 - Material Safety Data Sheets (MSDS)
 - reporting requirements
 - scope of own role and responsibilities
 - approvals required and process of obtaining approvals
 - referral agencies and procedures
- procedures for monitoring the integrity of the environment:
 - observing
 - reporting
- diseases transmitted through rubbish collection and disposal and strategies to prevent transmission
- community processes in relation to rubbish collection and disposal
 - recycling and re-using options
 - preventative systems
- definitions and sources of rubbish
- rubbish tip designs and environmental health considerations in terms of appropriate location of tip sites

- tip disposal methods and organisation of tip site
- bin designs and sizes
- relevant workplace health and safety standards and the use of personal protection equipment.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated work environment that reflects workplace conditions in a local government environment.

Assessment must ensure access to:

- plain English information about legal and ethical responsibilities applicable to job role
- organisational policies and procedures applicable to job role
- code of conduct applicable to job role.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

HLTPOP033 Identify pest control strategies

Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to monitor pest problems in the community that could potentially affect the health of householders and community members and identify appropriate methods of control.

This unit applies to work in a public health context and workers at this level will demonstrate judgement and limited responsibility within defined guidelines.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Identify potential pest problems in the community.

- 1.1. Monitor signs of pest problems in the household and community that could potentially pose a risk to people's health.
- 1.2. Identify environmental conditions contributing to problems.
- 1.3. Discuss potential problems with householders and community members to ascertain the nature and extent of problems.
- 1.4. Identify type of pest, activity level and location of harbourages.
- 1.5. Estimate density of infestation from available evidence of pest activity.
- 1.6. Report findings in accordance with organisational policy and procedures.

2. Identify strategies to assist with the control of pests in the community.

- 2.1. Seek information on strategies and methods to control different pests in the community.
- 2.2. Obtain information on advantages and disadvantages and any obstacles that may exist in relation to various methods.
- 2.3. Seek additional advice from key people and outside agencies.

- 3. Determine the best form of pest eradication or control methods for the community.
 - 3.1. Discuss potential strategies with the organisation, community and relevant others to determine the best course of action.
 - 3.2. Assess options to determine the most effective solutions for the identified problem.
 - 3.3. Assist in the development and implementation of a work plan in relation to the identified pest eradication or control strategies.
 - 3.4. Identify and action issues requiring referrals to key people and outside agencies.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to HLTPOP017 Identify pest control strategies.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTPOP033 Identify pest control strategies

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify at least two pest problems in the community that could potentially affect the health of householders and community members and develop and implement a work plan that includes appropriate strategies and methods of control.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational requirements relating to pest control and community needs, including:
 - national, State or Territory and local health policies, goals, targets and priorities relevant to identifying health needs
 - scope of own role and responsibilities
 - other key people or agency responsibilities
 - points of contact to assist with the implementation of strategies which are outside own area of responsibility
 - relevant workplace health and safety (WHS) standards
- common pests and rodents found in the area, including mosquitoes, ants, cockroaches and rodents, and the different stages of their lifecycle
- how to set traps
- the links between pests, including rodents and disease transmission
- understanding of the living and breeding places of different pests and the environmental conditions which encourage them to live and breed
- signs of pest and rodent problems
- environmental conditions contributing to pest problems, including:
 - pools of water lying under leaking taps
 - rubbish lying around the yard or community that could potentially become a breeding ground for pests
 - houses with broken or non-existent fly wire screens and doors
 - toilet vents that are not fly proofed
 - bins without tight fitting lids

- septic tanks that are not sealed, or lids broken
- toilets that are blocked or broken
- grass and reeds growing around and in sewage lagoons
- overflowing drains
- dead animals and faeces lying around
- dirty kitchen and food preparation surfaces
- dirty cupboards
- household rubbish that is not properly disposed of
- cracks or crevices in walls or ceilings
- environmental, chemical, biological prevention and control strategies and the advantages and disadvantages of each.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies.

Assessment must ensure access to:

- suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

ICTICT214 Operate application software packages

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to identify, select and operate commercial software packages, including a word-processing and a spreadsheet application package.

It applies to individuals who utilise different software applications within a small to large office environment to produce diverse documents.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to operate software packages	1.1 Set up workstation according to work health and safety standards and organisational requirements 1.2 Determine word-processing software task requirements 1.3 Determine spreadsheet software task requirements 1.4 Determine software application according to task requirements 1.5 Identify document purpose, audience and presentation requirements and clarify with required personnel
2. Use word-processing software	2.1 Identify document purpose, audience and presentation requirements and clarify with required personnel 2.2 Determine text-based business document style guide

ELEMENT	PERFORMANCE CRITERIA
	requirements 2.3 Finalise documents using software and technical functions and formatting according to task requirements 2.4 Name, save and print to a Portable Document Format (PDF) according to task requirements
3. Use spreadsheet software	3.1 Identify document purpose, audience and presentation requirements and clarify with personnel as required 3.2 Enter formulas and functions and customise spreadsheet settings according to task requirements 3.3 Name, save and print to PDF document according to task requirements
4. Use third application software package	4.1 Select software application package according to task requirements 4.2 Determine purpose, audience and presentation requirements 4.3 Use technical functions, other data and formatting to finalise document 4.4 Name, save and print to PDF document according to task requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	<ul style="list-style-type: none"> Adds, subtracts, multiplies and divides whole numbers and decimals, identifying and selecting formulas and functions to use Applies order of operations in calculations
Oral communication	<ul style="list-style-type: none"> Clarifies work requirements using required language, questioning and active listening techniques
Reading	<ul style="list-style-type: none"> Interprets textual information and determines organisational standards and job requirements Identifies and applies symbols, icons and text associated with applications software
Writing	<ul style="list-style-type: none"> Enters both written and verbally received information and data into a format applicable to software application Selects vocabulary, syntax, terminology, labelling and naming conventions applicable to program
Planning and	<ul style="list-style-type: none"> Plans routine tasks with goals and outcomes, taking some limited

Skill	Description
organising	responsibility in decisions regarding sequencing
Self-management	<ul style="list-style-type: none">Follows routine procedures in using digital technology and enters, stores and retrieves information directly applicable to own role
Technology	<ul style="list-style-type: none">Identifies and evaluates purposes, specific functions and key features of basic digital systems and toolsOperates digital systems and tools in completing routine tasks and adapting some functions

Unit Mapping Information

Supersedes and is equivalent to ICTICT203 Operate application software packages.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTICT214 Operate application software packages

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- produce three workplace documents using three different software packages including word processing, spreadsheets and one additional software application package on at least one occasion.

In the course of the above, the candidate must:

- apply workplace health and safety (WHS) principles and responsibilities
- follow organisational requirements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational application software packages
- technical terminology applicable to reading help files and responding to system help prompts
- industry standard business practices applicable to preparing reports using
- features and functions of commercial computing packages and of the industry standard software
- functions and features of Portable Document Formats (PDFs)
- import and export software functions
- document linking functions
- WHS principles and responsibilities
- purpose of input and output devices.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- required hardware device
- industry standard software
- documents detailing organisational style guide and policy
- data required in developing software application documents.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

MSMPMC321 Batch mix concrete

Modification History

Release 1. New unit. Supersedes and is equivalent to PMC552060 Batch mix concrete

Application

This unit describes the skills and knowledge required to batch mix concrete. It applies to concrete batching plants in the pre-mixed and manufactured concrete products sectors. It applies to wet and dry batching.

This unit applies to operators who are required to take responsibility for own outputs and follow established procedures to select, batch and load materials; operate and adjust batching and/or mixing equipment and discharge batched concrete. Operators are also required to work autonomously and apply their own judgement to interpret information; monitor processes; identify and address routine and non-routine problems and control hazards.

This unit applies to an individual working alone or as part of a team or group and in liaison with other shift team members, team leader and supervisor.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Operations

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine mix	1.1 Identify job requirements, standards and specifications

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
requirements	1.2 Select the correct type of materials 1.3 Calculate quantity of materials required 1.4 Identify any material handling problems and take the appropriate action 1.5 Update material records
2. Batch mix raw materials	2.1 Set up and operate batching and/or mixing equipment to specifications and procedures 2.2 Batch materials as required by specifications and procedures 2.3 Check that materials prepared match requirements 2.4 Use ancillary equipment as required according to procedures 2.5 Discharge batched concrete into delivery trucks or mixers
3. Monitor batch mixing process	3.1 Check and adjust settings 3.2 Make routine checks and recognise developing problems 3.3 Identify equipment in need of maintenance or repair 3.4 Take samples and interpret test results 3.5 Check the production process and product complies with the appropriate quality procedures 3.6 Complete all required records
4. Maintain batch mixing plant and area	4.1 Keep the area and equipment clean and in good order 4.2 Shut down equipment 4.3 Complete maintenance checklists
5. Rectify routine problems	5.1 Identify and rectify faults and equipment failure 5.2 Maintain records and log books of equipment operations 5.3 Identify non-routine problems and report to designated person
6. Control hazards	6.1 Identify batching hazards 6.2 Assess the risks arising from those hazards 6.3 Implement measures to control those risks

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Release 1. New unit. Supersedes and is equivalent to PMC552060 Batch mix concrete

Links

Companion Volume Implementation Guides are available at VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>

Assessment Requirements for MSMPMC321 Batch mix concrete

Modification History

Release 1. New unit. Supersedes and is equivalent to PMC552060 Batch mix concrete

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- batch mixed concrete on at least 1 occasion, including:
 - monitoring the following key variables to ensure product integrity and conformance to specification:
 - moisture content
 - sand content
 - particle size
 - quantity and mix of materials
 - equipment maintenance or repair needs
 - recognising possible causes of the following routine problems:
 - incorrect quantity of materials
 - contaminated materials and additives
 - wrong raw materials and additives
 - incorrect mixing time and technique
 - equipment faults, damage, failure.
 -

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- AS 1379: Specification and supply of concrete or equivalent
- sampling and testing procedures and schedule
- principles of batch mixing concrete
- batch mixing equipment and ancillary equipment, including:
 - functions, limitations
 - start-up, operation and shutdown processes
 - the potential effects of equipment operation in relation to quality of product
- the potential effects of variations in raw materials and processes in relation to quality of product
- routine problems and factors which may affect product quality or production output, their probable causes and relevant corrective actions
- batching hazards and:

- their possible causes
- potential consequences
- risk control procedures.
-

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - batching equipment and ancillary equipment
 - materials to be batched
 - specifications, procedures and job sheets
- modelling of industry operating conditions, including:
 - routine and non-routine problems.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume Implementation Guides are available at VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>

MSS024018 Perform sampling and testing of water

Modification History

Release 1. Updated unit code. Changes to performance criteria. Range of conditions removed. Assessment requirements amended. Equivalent outcome.

Application

This unit describes the skills and knowledge to sample natural, polluted and process water for both chemical and microbiological parameters and perform field measurements on them.

This unit applies to environmental technicians working in a range of industry sectors, including environmental services; clean water; natural resource management; water treatment, storm and wastewater management; environmental compliance, auditing and inspection; solid and hazardous waste management; site remediation; management of contaminated sites; geotechnical services and civil engineering.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Pre-requisite Unit

Nil

Competency Field

Sampling and testing

Unit Sector

Environmental

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | |
|--|--|
| 1 Confirm sampling and testing requirements | 1.1 Read the sampling plan to confirm the timing and frequency of sampling and the location, number and type of samples |
| | 1.2 Check that all sampling and testing procedures are in accordance with client or workplace requirements, standards and codes |

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | | |
|----------|-----------------------------------|---|
| 2 | Prepare for water sampling | <div style="padding-left: 20px;">2.1 Identify site and sampling hazards and safety requirements</div> <div style="padding-left: 20px;">2.2 Liaise with personnel to arrange site access, clearances and permits</div> <div style="padding-left: 20px;">2.3 Select sampling equipment and conditions to achieve representative samples and preserve sample integrity during collection, storage and transit</div> <div style="padding-left: 20px;">2.4 Ensure all reagents, solutions, standards and blanks are obtained and prepared ready for field use</div> <div style="padding-left: 20px;">2.5 Select field test equipment and instruments and check operation and calibration in accordance with procedures and manufacturer instructions</div> <div style="padding-left: 20px;">2.6 Assemble and check all sampling equipment, field test equipment, materials, containers and safety equipment</div> <div style="padding-left: 20px;">2.7 Arrange suitable transport to, from and around site</div> |
| 3 | Conduct sampling of water | <div style="padding-left: 20px;">3.1 Locate sampling sites and services at the site</div> <div style="padding-left: 20px;">3.2 Conduct representative sampling in accordance with sampling plan and defined procedures for field and laboratory testing</div> <div style="padding-left: 20px;">3.3 Ensure all controls, blanks and replicate samples are correctly integrated into the sampling process</div> <div style="padding-left: 20px;">3.4 Record all information and label samples in accordance with traceability requirements</div> <div style="padding-left: 20px;">3.5 Record environmental conditions and any atypical observations made during sampling that may impact on sample representativeness or integrity</div> <div style="padding-left: 20px;">3.6 Transport all samples back to base according to workplace procedures and codes</div> |

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
		3.7	Distribute samples or sub-samples to required destinations for testing, maintaining sample integrity, traceability and chain of custody requirements
4	Conduct field testing of water	4.1	Obtain sample or sub-sample for designated field test, or locate testing location for in-situ testing
		4.2	Check equipment and instrument set-up and reagents and calibrate to ensure safe operation and valid results
		4.3	Run quality control (QC) samples to check method validity
		4.4	Operate equipment and instruments in accordance with test method requirements
		4.5	Perform tests, procedures, observations on all samples, and standards in accordance with specified methods
		4.6	Record all field observations and results and ensure that they are accurately transferred to workplace information database
5	Maintain a safe work environment	5.1	Use defined safe work practices and personal protective equipment to ensure personal safety and that of others
		5.2	Minimise the generation of waste
		5.3	Rehabilitate sampling site to render it safe and minimise environmental impacts
		5.4	Clean all equipment, containers, work area and vehicles according to workplace procedures
		5.5	Check serviceability of all equipment before storage
		5.6	Safely collect all hazardous wastes for disposal

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS024006 Perform sampling and testing of water.

Links

The MSS Sustainability Companion Volume implementation Guides are available from VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

Assessment Requirements for MSS024018 Perform sampling and testing of water

Modification History

Release 1. Updated unit code. Changes to performance criteria. Range of conditions removed. Assessment requirements amended. Equivalent outcome.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- sampled natural, polluted or process water for both chemical and microbiological parameters
- conducted field tests of at least 2 water samples.

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- scientific terminology used in job role covering water chemistry, biology and microbiology
- hydrologic cycle
- fundamentals of aquatic chemistry, including:
 - physical and chemical properties of water
 - chemical equilibria in natural, polluted and process waters
 - biogeochemical processes in freshwater and marine systems
 - water analytical environmental chemistry
 - environmental contaminants in water (fate, transport and bioaccumulation)
- fundamentals of hydrobiology, including:
 - aquatic and benthic flora and fauna
 - aquatic microorganisms
 - marine, estuarine and freshwater ecosystems
 - stratification and eutrophication in water bodies
 - aquatic microbiology
- principles of representative sampling
- principles and procedures for random, systematic and stratified sampling, including consistency of sampling procedures
- laboratory and field test parameters and measurements
- preservation of the integrity of samples
- maintaining identification of samples relative to their source
- workplace and legal traceability requirements

- cost-effectiveness of sampling
- common characteristics of water to be sampled and likely contaminants
- links between quality control, quality assurance, quality management systems and sampling procedures
- workplace procedures dealing with legislative requirements for the handling, labelling and transport of hazardous goods
- hazards for role
- health and safety and site environmental management requirements
- importance of personal and environmental safe work procedures particularly at high risk sites
- field test equipment

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of facilities, equipment and resources, including:
 - vehicle transport, survey or test equipment, water sampling and monitoring equipment, camera, consumables
 - documentation, including work program, maps and field protocols, codes of practice, user manuals, workplace safety procedures and sampling, test or survey methods.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

The MSS Sustainability Companion Volume implementation Guides are available from VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

MSS025008 Monitor and evaluate noise

Modification History

Release 1. Supersedes and is equivalent to MSS025008A Monitor and evaluate noise

Application

This unit of competency covers the ability to monitor noise using handheld sound level meters and fixed noise monitoring stations with either data logging or telemetry. It includes the ability to perform noise surveys, process data and report results in accordance with workplace standards.

This unit of competency is applicable to environmental technicians in a range of industry sectors, such as environmental services (e.g. monitoring of environmental and/or occupational noise); environmental compliance, auditing and inspection; environmental management; and occupational hygiene.

While no specific licensing or certification requirements apply to this unit at the time of publication, environmental monitoring and management activities are governed by relevant legislation, regulations and/or external accreditation requirements. Local requirements should be checked.

Pre-requisite Unit

Nil

Competency Field

Monitoring

Unit Sector

Environmental

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 **Confirm noise monitoring**

1.1 Confirm the purpose for noise monitoring with supervisor.

requirements		1.2	Confirm locations, timing and frequency of monitoring from workplace or client's monitoring plan or other instructions.
		1.3	Check that all noise measurement procedures are in accordance with client or workplace requirements, relevant standards and codes.
2	Prepare for noise measurement	2.1	Identify site hazards and review workplace safety procedures.
		2.2	Liaise with relevant personnel to arrange site access and obtain all clearances and/or permits, as necessary.
		2.3	Select noise monitoring instruments and any ancillary equipment that are required for the particular task.
		2.4	Assemble all field test equipment and complete all pre-use and calibration checks in accordance with workplace procedures and manufacturer instructions.
		2.5	Stow all equipment for safe and secure transport.
		2.6	Arrange suitable transport to, from and around site, as required.
3	Perform noise measurement	3.1	Record significant site features, such as noise sources, their direction and approximate distance, relevant barriers, structures, noise sensitive areas and adjacent land uses.
		3.2	Select and record sampling sites and ensure that site conditions are conducive for valid and reliable noise measurement.
		3.3	Measure and record relevant site condition parameters and make any modifications to procedures, as appropriate.
		3.4	Check calibration of sound level meter, make any required adjustments and record results.
		3.5	Conduct noise measurements in accordance with workplace, regulatory and manufacturer procedures.

- 3.6 Ensure that background measurements are obtained at an appropriate time, under appropriate conditions and in accordance with workplace/regulatory procedures.
 - 3.7 Repeat and record calibration measurements at the conclusion of the measurement sequence in accordance with workplace/regulatory procedures.
 - 3.8 Collect and/or record all results and ensure that they are accurately transferred to workplace information database.
- 4 **Process and interpret noise data**
 - 4.1 Review test data noting atypical observations.
 - 4.2 Manipulate raw data to obtain corrected and adjusted data and ensure that calculated values are consistent with expectations.
 - 4.3 Estimate and document uncertainty of measurement in accordance with workplace procedures, if required.
 - 4.4 Interpret trends in data and/or results and report out-of-specification or atypical results promptly to appropriate personnel.
 - 4.5 Determine if obvious procedure or equipment problems have led to atypical data or results.
 - 4.6 Compare results with established noise standards, statutory noise limits or similar, if relevant.
 - 4.7 Record and report data and results in accordance with workplace requirement.
- 5 **Maintain a safe work environment**
 - 5.1 Use established safe work practices and personal protective equipment (PPE) to ensure personal safety and that of other personnel.
 - 5.2 Minimise the generation of wastes and environmental impacts.
 - 5.3 Care for and store equipment and materials as required.

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Legislation, regulations, standards, codes, workplace procedures and requirements include the latest version of one or more of:

- federal legislation such as the Environment Protection and Biodiversity Conservation Act, National Environmental Protection Measures
- state/territory government legislation and local government by-laws, policies, regulations and plans dealing with land use, acquisition, planning and protection, and environmental protection
- legislation, standards and codes of practice for work health and safety (WHS)
- Australian and international standards covering environmental noise (e.g. AS 1055 Acoustics - Description and measurement of environmental noise series); and sound level meters and sound calibrators (e.g. AS IEC 61672 Electroacoustics series, AS IEC 60942-2004 Electroacoustics - Sound calibrators)
- registration/licensing and/or accreditation requirements
- industry guidelines and manuals, such as Noise Measurement Manual (QLD EPA), A Guide to Measurement and Analysis of Noise (VIC EPA), Noise Guide for Local Government (NSW), established noise standards and statutory noise limits
- site plans, maps and specifications; methods and procedures for noise measurement to meet workplace, client and/or regulatory/certifying body requirements
- workplace documents, such as standard operating procedures (SOPs), work schedules, recording and reporting procedures, equipment manuals and warranties, supplier catalogue and handbooks, field notebooks or log books, and emergency and safety procedures.

Purpose of noise measurement includes

- assessing compliance with a statutory condition, such as a licence

one or more of:

- investigation of a noise complaint
- environmental impact assessment studies
- long-term monitoring programs
- occupational hygiene
- noise surveys.

Noise monitoring instruments and ancillary equipment include one or more of:

- type 1 and type 2 portable sound level meters
- integrating and non-integrating sound level meters
- noise dose meters
- sound level calibrators
- octave analysers
- statistical analysers, data loggers and recorders
- telemetry equipment
- sound monitoring stations
- microphones
- wind shields.

Ancillary equipment includes one or more of:

- meteorological instruments, such as thermometers, hygrometers, barometers and anemometers
- digital camera
- global positioning system (GPS) equipment
- maps and aerial photographs
- noise measurement and survey forms
- PPE

Meteorological measurements include one or more of:

- temperature
- relative humidity
- barometric pressure
- wind speed and direction

WHS and environmental management requirements include:

- compliance with relevant federal/state/territory WHS legislation at all times
- assuming that samples are potentially hazardous and applying standard precautions
- accessing and applying current industry understanding of infection control issued by the National Health and Medical Research Council (NHMRC) and state/territory Departments of Health, where relevant.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS025008A Monitor and evaluate noise

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

Assessment Requirements for MSS025008 Monitor and evaluate noise

Modification History

Release 1. Supersedes and is equivalent to MSS025008A Monitor and evaluate noise

Performance Evidence

Evidence of competence in this unit must satisfy all of the requirements of the elements and performance criteria, and include demonstration of:

- conducting at least two (2) noise surveys and evaluating the data
- planning and preparing for field activities, including researching and summarising site history, existing data and/or reports
- identifying and interpreting survey and data quality requirements, test methods, workplace procedures and statutory requirements accurately
- undertaking site reconnaissance and identifying safe and reliable noise monitoring locations according to defined criteria
- safely packaging and transporting supplies, equipment and instruments to and from the field
- setting up and calibrating handheld sound level meters to obtain verifiable results
- assembling, testing, operating and closing down a field-based, noise monitoring station
- performing automatic and manual noise measurements to obtain valid and reliable data
- identifying atypical results as out-of-normal range or an artefact
- identifying and rectifying basic instrument faults
- manipulating raw data to obtain corrected and adjusted data in the required format and calculating required noise parameters
- applying noise standards and/or statutory noise limits to evaluate noise data, if relevant
- providing accurate, complete records of noise measurements, field observations, data and results
- seeking advice when issues/problems are beyond scope of competence/responsibility
- working safely.

Knowledge Evidence

Must provide evidence that demonstrates knowledge of:

- scientific terminology, concepts and principles, such as:
 - sound and noise
 - frequency, pitch and wavelength
 - sound power and acoustic energy
 - sound levels, pressure and intensity
 - sound attenuation with distance

- measurement units (dBA and others)
- adding and subtracting sound levels
- physiology of hearing, perception of noise
- sources of noise, point sources and line sources
- types of noise, such as continuous, intermittent and impulsive
- typical noise levels
- frequency weighting curves
- function of key components and operating principles of sound level meters/noise measuring instruments, including response, sensitivity and range, hold circuits, integrating and averaging meters
- calibration of handheld sound level meters/noise measuring instruments
- effects on test results of modifying meter/instrument variables
- measurement methods, including techniques for:
 - measuring different noise types, including steady noise, discretely varying noise and impulsive noise
 - methods for measuring noise exposure, including equivalent continuous sound level (Leq)
- common sources of uncertainty in sound level measurement, including mishandling of equipment, meteorological conditions, effects of topography and built structures, reflected and absorbed sound, and background noise effects
- data processing techniques, such as:
 - frequency analysis and weighting networks (including at least A and Lin)
 - calculation of combined sound levels using graphical and mathematical equation techniques
 - statistical analysis, including LAeq, LA10, LA50 and LA90
 - time weighted exposure measurement (LAeqT)
 - characterisation of noise by octave band analysis
 - background noise calculations, background noise level (LA90)
 - day and night sound levels (LDN)
 - calculation of individual noise exposure
 - noise mapping
 - noise rating curves
- specific legislation, policies and codes of practice related to environmental noise measurement, noise standards and statutory noise limits
- procedures for maintaining, storing and transporting noise measurement equipment and instrumentation
- relevant hazards, health, safety and environment requirements, including field safety principles.

Assessment Conditions

- Judgement of competence must be based on holistic assessment of the evidence. Assessment methods must confirm consistency of performance over time, rather than a single assessment event.
- This unit of competency is to be assessed in the workplace, or a simulated workplace environment. A simulated workplace environment must reflect realistic operational workplace conditions that cover all aspects of workplace performance, including the environment, task skills, task management skills, contingency management skills and job role environment skills.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Knowledge evidence may be collected concurrently with performance evidence or through an independent process such as workbooks, written assessments or interviews (provided a record is kept in each case).
- Holistic assessment methods include:
 - review of noise measurements, results and calculations, survey records and/or site reports provided by the candidate
 - feedback from supervisors that the candidate consistently follows workplace procedures, works safely and provides reliable results within the agreed timeframe
 - oral and/or written questions to check the candidate's understanding of the principles of noise measurement, operation of sound level meters/noise measuring instruments and processing of data.
 - Access is required to all instruments, equipment, materials, workplace documentation, procedures, and specifications associated with this unit including, but not limited to:
 - noise measuring equipment, data loggers and telemetry equipment, vehicles, survey equipment, camera, consumables and manuals
 - work program, workplace procedures, codes of practice, site maps, site monitoring plans and test methods and field protocols.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with an organisation providing environmental monitoring, management or technology related services about performing the competency being assessed within the last twelve months.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>

NWPGEN017 Apply the risk management principles of the water industry standards, guidelines and legislation

Modification History

Release 1. This is the first release of this unit of competency in the NWP National Water Training Package.

Application

This unit involves the skills and knowledge required to apply the risk management principles of the water industry standards, guidelines and legislation.

It includes identifying relevant guidelines of the water industry, describing risk management principles for the control of contaminants in the water cycle, applying principles to work context and reviewing and evaluating water quality management principles. It also includes complying with risk management principles established in relevant guidelines for the water industry which contribute to the improved management of water supply systems and the reduction of water quality risks.

This unit supports the attainment of skills and knowledge required for those working in all roles in the water industry. Those undertaking this unit would work under appropriate supervision, while performing routine tasks in a range of contexts.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

General

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

- | | |
|---|--|
| 1 Identify relevant guidelines of the water industry | 1.1 Identify and follow relevant guidelines and legislative requirements

1.2 Identify the key features and elements or relevant water guidelines |
| 2 Identify risk management principles for control of contaminants in the water cycle | 2.1 Identify the main components of workplace water systems

2.2 Identify relevant risks and hazards utilising workplace risk management principles

2.3 Identify the general function of controlling contaminants in the water system with the use of multiple barrier principles |
| 3 Apply principles to work context | 3.1 Identify requirements for the workplace water quality management plan

3.2 Identify the links between the regulatory framework and work practices

3.3 Apply the principles to work practices

3.4 Follow workplace procedures for recording water quality incidents

3.5 Participate in continuous improvement of work practices to achieve water quality outcomes |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to NWPGEN001 Apply the risk management principles of the water industry standards, guidelines and legislation.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

Assessment Requirements for NWPGEN017 Apply the risk management principles of the water industry standards, guidelines and legislation

Modification History

Release 1. This is the first release of this unit of competency in the NWP National Water Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes:

- accessing and interpreting risk management principles
- completing workplace documentation of water quality incidents
- identifying risk control measures
- identifying the main functions of a water supply system
- listing the requirements of risk management plans
- maintaining records of water quality incidents
- undertaking hazard identification and risk assessment on a specific project or worksite.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of:

- chronic and acute health impacts from human exposure to contaminants in water
- principles of relevant guidelines
- relationship between guidelines, water quality management plans and work practices
- relationships between guidelines and state and territory regulatory requirements
- relevant legislation, regulations and workplace procedures
- water cycle
- water quality risk assessment and control procedures
- water quality risk factors and performance indicators
- workplace risk management procedures

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory

requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

NWPGEN032 Ensure compliance with water industry standards, guidelines and legislation

Modification History

Release 1. This is the first release of this unit of competency in the NWP National Water Training Package.

Application

This unit involves the skills and knowledge required to ensure compliance with water industry standards, guidelines and legislation.

It includes complying with risk management principles and standards established in national and state guidelines and legislation for water, sewage and recycling which contribute to the improved management of water supply systems and the reduction of water quality risks for water supplies.

This unit applies to those working in all roles in the water industry. Those undertaking this unit would work autonomously, usually with supervisory responsibilities, while performing complex tasks in a range of contexts.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

General

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Interpret key legislation and guidelines of the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Access and interpret the relevant guidelines and

water industry		legislative requirements	
2 Lead compliance with legislation and reporting function	1.2	Analyse the key features or elements of the guidelines and legislation	
	1.3	Determine the relationships between the guidelines and the state and territory requirements	
	2.1	Interpret organisational standards and processes for reporting compliance with legislative requirements	
	2.2	Integrate legislative requirements into organisational water quality management plan	
	2.3	Identify the links between the regulatory framework and work practices	
	2.4	Identify the importance of multiple barrier principles and their general functions	
	2.5	Identify hazards, assess risks and implement control measures according to workplace procedures	
	2.6	Collate relevant collected data to support compliance with legislation and review for completeness and accuracy	
	2.7	Refine and disseminate compliance reporting procedures to relevant personnel	
	3.1	Monitor and report compliance to relevant personnel according to workplace procedures	
3 Communicate compliance with legislation	3.2	Take corrective actions on areas of non-compliance according to workplace procedures	
	3.3	Communicate compliance issues to team members	
	3.4	Review operational procedures and make recommendations for future preventive measures	

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to NWPGEN002 Ensure compliance with water industry standards, guidelines and legislation.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

Assessment Requirements for NWPGEN032 Ensure compliance with water industry standards, guidelines and legislation

Modification History

Release 1. This is the first release of this unit of competency in the NWP National Water Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes:

- accessing and interpreting risk management principles
- analysing records of water quality incidents
- collating and analysing data
- communicating principles of relevant guidelines and putting into context
- initiating problem solving
- integrating requirements of risk management plans
- interpreting, analysing and applying relevant legislative requirements, industry codes and standards
- managing risk control measures
- providing advice and feedback

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- multiple barrier principles and their importance including:
 - chronic and acute health impacts from human exposure
 - concept of the Disability Adjusted Life Year (DALY)
 - log reduction
- organisational risk management procedures
- relevant guidelines and guiding principles and elements
- relevant legislation, codes of practice and industry standards
- strategies to communicate compliance responsibilities to team members
- water management plans including:
 - drinking water
 - recycled water
- water quality risk assessment and control procedures
- water quality risk factors and performance indicators

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=26336bc0-04e5-49d9-8c31-46c49b6a0037>

PMAOMIR512 Establish incident response preparedness and response systems

Modification History

Release 1. Supersedes and is equivalent to PMAOMIR512B Establish incident response preparedness and response systems

Application

This unit of competency covers the skills and knowledge required to develop and establish incident response preparedness and response systems.

An incident is an event which causes, or could have caused, injury or illness; damage to plant, material or the environment; disruption to production or public alarm.

An incident is an unintended event, or an unintended consequence of an intended event, such as:

- fire and explosion
- loss of containment
- excursions above/below acceptable limits for emissions or plant conditions
- excursions above occupational hygiene or biological exposure limits
- non-compliance with regulatory requirements
- security breaches
- failure to follow procedures
- complaints
- vehicle incidents
- on/off-site incidents.

This unit of competency applies to incident management team members who are required to gather strategic operational and risk information, seek input from stakeholders and specialist services, as required, and translate that into a framework of management and operational systems which enable organisation personnel to effectively prepare for and respond to an incident.

This unit of competency applies to an individual working alone or as part of an incident management team and working in liaison with other members of the incident management team and the incident manager, as appropriate.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Incident readiness and response

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

- | | | | |
|---|--|-----|---|
| 1 | Clarify the requirements for incident preparedness and response systems | 1.1 | Access, interpret and clarify the legislative and statutory requirements and standards related to incident preparedness and response systems |
| | | 1.2 | Access, interpret and clarify the site requirements relating to systematic analysis of hazards, technical and operational information |
| | | 1.3 | Consult and collaborate with relevant stakeholders, specialists and emergency services, as necessary and in accordance with legislative requirements |
| 2 | Design incident response plans and systems | 2.1 | Develop an organisational structure for the management of incident preparedness and response from an analysis of relevant technical and operational information |
| | | 2.2 | Establish incident response procedures for management of decision-making processes and decision monitoring systems |
| | | 2.3 | Develop incident response procedures for the containment of various types of incidents from an analysis of relevant technical and operational information |
| | | 2.4 | Identify and develop required management and operational systems to support incident preparedness and |

		response in compliance with legislative and site requirements
	2.5	Build processes for evaluation into the plan and system and comply with legislative requirements and/or special site needs
	2.6	Ensure all aspects of the plan are consistent with commitments to health, safety and environment (HSE)
	2.7	Review the plan and systems in conjunction with relevant stakeholders and specialists
3	Manage the implementation of the incident preparedness plan and response systems	<p>3.1 Document and disseminate plans and systems to the appropriate personnel</p> <p>3.2 Identify required services, personnel, equipment and resources for various types of incidents</p> <p>3.3 Ensure arrangements are made to ensure required services, personnel, equipment and resources are ready for immediate mobilisation/deployment</p>
4	Ensure periodic and timely evaluation of the incident preparedness plans and response systems	<p>4.1 Encourage, receive and review suggestions and recommendations for changes to incident preparedness plans and response systems and, where appropriate, assist with implementation</p> <p>4.2 Initiate and conduct evaluations as prescribed by the plan and in accordance with commitment to HSE and legislative requirements</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

All operations to which this unit applies are subject to stringent health, safety and environment (HSE) requirements, which may be imposed through state/territory or federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between performance criteria and HSE requirements, the HSE requirements take precedence.

Duty of care responsibilities under general work health and safety (WHS) Acts and regulations and state/territory and national standards applying to hazardous substances, dangerous goods and major hazards must be met.

Management and operational systems

Management and operational systems to support incident preparedness and response include one or more of the following:

- evacuation
- emergency operations structure
- communications
- information management
- documentation and reporting requirements
- resource management
- training
- audit and review system
- financial management
- post incident actions

Procedures

All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Incident response

Incident response includes one or more of the following:

- deployment of site incident response personnel
- containing/controlling the incident at source and or its spread
- search and rescue operations
- engagement of external emergency services (such as fire, ambulance, rescue and military)
- liaison with other agencies (such as environmental, clean-up and specialised troubleshooters)
- evacuation
- hazard control

Incident response actions must:

- be in accordance with and relevant organisation procedures
- use appropriate response equipment, where required
- prioritise the safety and/or successful recovery of personnel and others affected by the incident response
- **not** inhibit effectiveness of the incident response or further contribute to the incident

Specialist services

Specialist services appropriate to the management and operational systems must be consulted. Specialist services include one or more of the following:

- fire brigade
- ambulance
- medical services
- local emergency management organisations
- media

- security services
- solicitors
- engineers
- scientists

Unit Mapping Information

Release 1. Supersedes and is equivalent to PMAOMIR512B Establish incident response preparedness and response systems

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=9fc2cf53-e570-4e9f-ad6a-b228ffdb6875>

Assessment Requirements for PMAOMIR512 Establish incident response preparedness and response systems

Modification History

Release 1. Supersedes and is equivalent to PMAOMIR512B Establish incident response preparedness and response systems

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria, and include the ability to:

- collect and analyse information to identify organisation and legislative requirements for incident response and related systems
- communicate and consult with internal and external stakeholders and relevant specialist services
- facilitate and manage the development, introduction and operation of incident response and related systems
- facilitate evaluation of the systems (and make recommendations for improvements/implement improvements)
- write strategies, tactics and procedures
- develop containment strategies.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- regulatory framework and specific compliance requirements that apply to the organisation
- organisational procedures, including those covering:
 - safety, hazards and hazard control
 - incident, fire and accident
 - environmental protection
 - risk assessment/risk management
 - relevant facility fire management and safety systems
 - communication systems
 - emergency response plans
 - release of information to external bodies
- types of incidents that can arise in the work environment and related risks, responses and equipment
- the role of stakeholders and specialists
- incident response and disaster planning processes and techniques
- incident resources and how to access them

- hazard identification and control methods and procedures
- risk management principles and techniques
- structure, roles, capabilities and operational limitations of external resources and agencies
- rescue techniques
- intervention and control techniques for heating, fires and explosions
- insurance policies and considerations
- economic impact and considerations.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- Performance evidence must include the development of containment strategies for at least two (2) different types of incident, the collection of which is best done from a report and/or folio of evidence drawn from:
 - a single project which provides sufficient evidence of the requirements of all the elements and performance criteria
 - multiple smaller projects which together provide sufficient evidence of the requirements of all the elements and performance criteria.
- A third-party report, or similar, may be needed to testify to the work done by the individual, particularly when the project has been done as part of a project team.
- Assessment should use a real project in an operational workplace. Where this is not possible or practical, assessment must occur using a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- In addition, the assessor or anyone acting in subject matter expert role in assessment must demonstrate both technical competency and currency. If the assessor cannot demonstrate technical competency and currency they must assess with a subject matter expert who does meet these requirements.
- Technical competence can be demonstrated through one or more of:
 - relevant VET or other qualification/Statement of Attainment

- appropriate workplace experience undertaking the type of work being assessed under routine and non-routine conditions
- appropriate workplace experience supervising/evaluating the type of work being assessed under routine and non-routine conditions
- Currency can be demonstrated through one or more of:
 - being currently employed undertaking the type of work being assessed
 - being employed by the organisation undertaking the type of work being assessed and having maintained currency in accordance with that organisation's policies and procedures
 - having consulted/had contact with an organisation undertaking the type of work being assessed within the last twelve months, the consultation/contact being related to assessment
 - conducting on-the-job training/assessments of the type of work being assessed

being an active member of a relevant professional body and participating in activities relevant to the assessment of this type of work

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=9fc2cf53-e570-4e9f-ad6a-b228ffdb6875>

PSPGEN005 Participate in workplace change

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV205B Participate in workplace change.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to participate in the change process within a workgroup. It includes suggesting options for change and contributing to the implementation of change.

This unit applies to those working in generalist or specialist roles across the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work in teams or autonomously, performing routine tasks in familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Suggest options for change	1.1 Identify and suggest possible changes to aspects of operational work that could improve efficiency and effectiveness. 1.2 Consider and discuss advantages, disadvantages and consequences of proposed suggestions with the workgroup. 1.3 Accept and consider other workgroup members' input in suggesting options for change.
2. Contribute to the implementation of change	2.1 Implement specific changes in own routine operations and procedures as required. 2.2 Make changes in response to directions to achieve service standards and identified outcomes. 2.3 Access available resources and supports to assist in changing own work practices. 2.4 Discuss personal responses to change with the workgroup. 2.5 Consider effect of own actions and reactions to change on others. 2.6 Identify and access support mechanisms to assist with the implementation of change as required.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV205B Participate in workplace change.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
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Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN005 Participate in workplace change

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified, the candidate must demonstrate evidence of performance of the following on at least one occasion.

- working in a team in a way that demonstrates consideration of the effect of change on others and the effect of one's own reaction to change on others
- communicating with team members on issues and personal reactions to change
- implementing change as required
- accessing assistance for coping with change

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- personal response to change
- impact of change as it affects individuals and groups
- public sector legislation, policy and guidelines
- environmental and sustainability guidelines
- workgroup practices and service standards
- work health and safety and environmental impact of change including stress, and stress management

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPGEN008 Write routine workplace materials

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV208A Write routine workplace materials.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to perform routine written communication. It includes extracting meaning from routine written information for workplace purposes and preparing routine written materials. The focus is on the content and structure of written materials and not on the use of computer technology, which is addressed by other competencies.

This unit applies to those working in generalist or specialist roles within the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work in teams or autonomously, performing routine tasks in a familiar context.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Read, interpret and act on routine written materials	1.1 Determine intended recipients and purpose of incoming written materials with assistance from others. 1.2 Identify and use key points to record, store or forward incoming materials. 1.3 Use information from tables, charts and other graphic information to plan and organise work. 1.4 Read and follow procedural information to implement workplace routines or remedy problems. 1.5 Seek assistance with difficult or ambiguous materials.
2. Prepare routine written materials	2.1 Confirm and follow requirements of written materials in accordance with standard templates. 2.2 Include information that is accurate, clear and concise and meets organisational guidelines for the type of document. 2.3 Check material to ensure correct grammar, spelling and punctuation, and to correct any inaccuracies in content. 2.4 Present written information in accordance with organisational standards for format and accuracy. 2.5 Prepare and submit written information for approval/final editing within required timeframes.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV208A Write routine workplace materials.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
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Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN008 Write routine workplace materials

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- reading and writing at a level to cope with routine workplace materials
- identifying key messages in written information
- writing and sequencing paragraphs according to the required purpose of written material
- linking ideas in written material through selection and use of words, language structures and punctuation appropriate to the purpose
- spelling, punctuation and grammar for workplace documents at a practical level
- implementing ergonomic requirements for office work
- complying with environmental policies, including those relating to paper use/wastage/recycling

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including work health and safety and environment
- regulations, policies, procedures and guidelines relating to written materials, including privacy, freedom of information, information security, confidentiality, copyright
- organisational policy for recordkeeping
- principles of effective written communication
- differences between requirements for written as opposed to spoken English
- government style manual/writing guide

- organisational writing/formatting guidelines
- organisation processes and protocols
- email protocols and records management

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPGEN021 Contribute to conflict management

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV314A Contribute to conflict management.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with the new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to contribute to conflict management. It includes recognising the presence of conflict, dealing with emotions, overcoming barriers to communication, gathering facts, agreeing upon and implementing action.

This unit applies to those working in a role where they may be required to deal with conflict in the workplace.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would generally work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Recognise the presence of conflict	1.1 Recognise and acknowledge conflict situations and/or the potential for conflict. 1.2 Avoid conflict situations where possible, seek assistance when necessary. 1.3 Record actual and/or potential conflict.
2. Deal with emotions	2.1 Reflect on own behaviour and feelings about the situation. 2.2 Recognise and manage own emotions. 2.3 Acknowledge and deal with other parties' emotions in a manner that prevents escalation.
3. Overcome barriers to communication	3.1 Identify barriers to effective communication. 3.2 Use appropriate communication techniques to identify, clarify and confirm factors and issues relevant to the situation, seeking third party support if necessary. 3.3 Take into account social and cultural differences in communication style and approach.
4. Gather the facts	4.1 Encourage the other party to describe the facts as they see them. 4.2 Assess information from the other party, considering emotions or behaviour. 4.3 Share facts objectively from own point of view with the other party. 4.4 Gather and include additional information, to ensure all perspectives are considered.
5. Agree on and implement action	5.1 Determine strategies to resolve the problem in consultation with the other party. 5.2 Obtain approval where necessary on agreed strategies and implement. 5.3 Monitor progress to confirm the effectiveness of the agreed action, complete records and reports. 5.4 Refer, where agreement cannot be reached, on strategies for resolution.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV314A Contribute to conflict management.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN021 Contribute to conflict management

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- using communication techniques with a diverse workforce and client base including assertiveness, listening, non-verbal communication, language style, problem solving
- dealing with difficult situations

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including WHS and environment, regulations, organisational policies, procedures and guidelines relating to managing conflict in the public sector
- types of conflict in the workplace and typical causes
- conflict theory including signs, stages, levels, factors involved, results
- group processes and roles people play
- organisational structures and workplace culture
- different social and cultural practices
- conflict resolution skills and strategies
- concept of personal power vs. positional power

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPGEN032 Deal with conflict

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV411A Deal with conflict.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with the new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to handle difficult interpersonal situations and address the conflicts that may arise in day to day work activities. It includes identifying the cause of conflict, establishing and implementing strategies for dealing with conflict and evaluating the response and outcomes.

This unit applies to those working in generalist and specialist roles within the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Identify the cause of conflict	1.1 Analyse the conflict situation, including the cause, and establish the position of each party. 1.2 Take steps to prevent escalation of the conflict. 1.3 Accept and treat all points of view with respect. 1.4 Identify, clarify and confirm factors and issues relevant to the situation. 1.5 Initiate proceedings to settle the conflict with minimal delay.
2. Establish and implement strategies for dealing with conflict	2.1 Encourage all parties involved in the conflict to take shared responsibility for finding a solution to the situation. 2.2 Select a strategy for resolution, taking into account social and cultural differences and consistency with organisational policies and procedures. 2.3 Provide assertive feedback to the parties and accept constructive feedback from the parties non-defensively. 2.4 Agree on outcomes that meet individual requirements. 2.5 Seek assistance where necessary.
3. Evaluate response and outcome	3.1 Maintain records and reports. 3.2 Provide accurate and constructive observations of incidents in reviewing and debriefing the situation. 3.3 Evaluate and review effectiveness of response.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV411A Deal with conflict.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN032 Deal with conflict

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- communicating strategies with a diverse workforce and client base including strategies of assertiveness, listening, non-verbal communication, language style, problem solving
- using problem solving to deal with unexpected issues or attitudes
- dealing with difficult situations and people

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including WHS and environment, regulations, organisational policies, procedures and guidelines relating to conflict in the public sector workplace
- types of conflict in the workplace and typical causes
- conflict theory including signs, stages, levels, factors involved, results
- group processes and roles people play
- organisational structures and workplace culture
- different social and cultural practices
- conflict resolution skills and strategies
- personal power and positional power
- grievance procedures in the public sector

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

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Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPGEN049 Undertake negotiations

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV507A Undertake negotiations.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with the new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to undertake negotiations. It includes planning and finalising negotiation outcomes.

This unit applies to those working in generalist and specialist roles within the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently performing complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Plan for negotiation	<p>1.1 Clarify the purpose of the negotiation and the issue/s under consideration with affected personnel and through analysis of all related information.</p> <p>1.2 Identify primary needs and desired outcomes of all parties.</p> <p>1.3 Determine the organisation's position in consultation with senior personnel, and devise a negotiation approach based on an analysis of the strengths and weaknesses of the position.</p> <p>1.4 Collect, analyse and organise information relating to the negotiation, including any precedents.</p> <p>1.5 Agree upon timeframe and logistics, develop a negotiation plan and communicate to other staff, if any, involved in the negotiation team.</p>
2. Conduct negotiation	<p>2.1 Agree upon the issue/s under consideration and the negotiation process to be used with all parties and document.</p> <p>2.2 Use negotiation techniques to persuade the other party of the strength of the argument in favour of the organisation's position.</p> <p>2.3 Modify the negotiation plan if necessary to respond to contingencies.</p> <p>2.4 Select and use techniques for dealing with conflict or deadlocks in accordance with the negotiation plan and the progress of the negotiation.</p> <p>2.5 Discuss options for resolving the issue and determine the acceptability of these to the parties.</p>
3. Finalise negotiation outcomes	<p>3.1 Reach an agreed conclusion, document and obtain sign-off by the parties.</p> <p>3.2 Report negotiation outcomes and debrief stakeholders if required.</p> <p>3.3 Determine any further action required as a result of agreement and action.</p> <p>3.4 Review the negotiation process and outcomes, and document lessons learnt for future use.</p>

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV507A Undertake negotiations.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN049 Undertake negotiations

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying legislation, regulations and policies relating to negotiating in the public sector
- communicating with diverse stakeholders including the other party, team members and senior management
- communicating by listening, questioning, establishing rapport and responding
- applying decision making and problem-solving
- adjusting quickly to new information or unexpected questions and attitudes

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislation, regulations, policies, procedures and guidelines relating to negotiations in the public sector
- sources of organisational information
- delegations and lines of authority
- decision making
- negotiation techniques
- conflict resolution
- recordkeeping requirements for negotiations

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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PSPGEN050 Manage conflict

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV508A Manage conflict.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with the new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to manage conflict. It includes identifying and assessing conflict situations, implementing strategies to resolve conflict and monitoring conflict situations.

This unit applies to those working in generalist and specialist roles within the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently performing complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Identify and assess conflict situations	1.1 Identify and anticipate signs, stages and possible causes of conflict. 1.2 Clarify factors and issues relevant to conflict. 1.3 Explore possible resolutions and/or compromises using appropriate communication techniques. 1.4 Evaluate responses against workplace requirements, legislation, policies and procedures. 1.5 Develop resolution strategies that identify the timeframes involved and the form of reporting to be used.
2. Implement strategies to resolve conflict	2.1 Select a strategy for resolution taking social and cultural differences into account. 2.2 Identify situations requiring assistance and seek support as required. 2.3 Implement strategies to address conflict. 2.4 Maintain records and reports.
3. Monitor conflict situations	3.1 Evaluate effectiveness of the resolution strategies. 3.2 Monitor resolution methodology and initiate remedial actions as required. 3.3 Record and use lessons learnt to improve service delivery and organisational policy and procedures as required.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV508A Manage conflict.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPGEN050 Manage conflict

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- communicating with a diverse workforce and client base including use of assertiveness, active listening, non-verbal communication, appropriate language styles, teamwork
- using problem solving to deal with unexpected issues or attitudes
- dealing with difficult situations
- questioning, negotiating and problem solving
- mediating and counselling in the context of conflict management

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including WHS and environment, regulations, policies, procedures and guidelines relating to conflict in the public sector workplace
- types of conflict in the workplace and typical causes
- conflict theories including signs, stages, levels, factors involved, resolution
- group processes and roles people play
- organisational theory and workplace behaviour
- organisational structures
- different social and cultural practices
- conflict resolution skills and strategies including negotiation, empathy, communication to diffuse tension and achieve positive outcomes
- personal power and positional power
- grievance procedures in the public sector

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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PSPGEN057 Develop and use political nous

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV515A Develop and use political nous.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to develop and use political nous to navigate and succeed in the political environment of the public sector. It includes identifying the political terrain, evaluating the political environment, forming alliances, and bargaining and negotiating to achieve outcomes.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, while performing complex tasks in a familiar context.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Identify the political terrain	1.1 Identify and take into account stakeholder positions. 1.2 Analyse corporate politics to identify agendas and players. 1.3 Develop and utilise awareness of political agendas, both open and hidden. 1.4 Locate the current agenda in the wider context to appreciate the big picture and provide more than one perspective. 1.5 Identify and confirm the impact of the agenda on the work area.
2. Evaluate the political environment	2.1 Source information from inside and outside the organisation, and confirm its authenticity and reliability. 2.2 Analyse the political, social and economic environment and take into account emerging trends and current and possible future goals of the organisation.
3. Form alliances	3.1 Identify power structure and sources of power in the organisation and the wider public sector. 3.2 Identify people prepared to trade mutual support and assess the benefits. 3.3 Weigh the risks and benefits of possible alliances. 3.4 Lobby interested groups and/or individuals to gain support and acceptance of ideas and/or courses of action. 3.5 Build influence with key policy makers, decision makers and key influencers.
4. Bargain and negotiate to achieve outcomes	4.1 Develop sound positions with supporting arguments. 4.2 Formulate responses to possible contradictory positions. 4.3 Negotiate and refine positions with feedback from the negotiation process. 4.4 Achieve consensus with others for one's position. 4.5 Implement outcomes.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV515A Develop and use political nous.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPGEN057 Develop and use political nous

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- undertaking research and analysis
- participating in communication activities, including negotiating, consulting, influencing, bargaining, resolving conflict and networking
- applying risk management strategies

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including WHS and environment, regulations, policies, procedures and guidelines relating to the public sector environment
- organisational policies and procedures
- organisational and public sector power structures and sources of power
- macro view of agendas, positions, and power
- government directions and agendas

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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PSPGEN075 Build and maintain community relationships

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPCOM503A Build and maintain community relationships.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to set the parameters for relationships or partnerships between public sector and outside organisations, provide information relating to community engagement, develop engagement strategies and relationships, and build community problem solving capacity.

This unit applies to those working in a role where they are required to develop and maintain relationships and partnerships with individuals or communities.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, including those related to WHS and environment in the context of dealing with external customers.

Those undertaking this unit would generally work independently, as part of a team and with supervisory responsibilities. They would perform complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Set the parameters for relationships	<p>1.1 Develop a contextual framework to assist in analysing and setting parameters for relationships.</p> <p>1.2 Establish and agree upon the parameters and purpose for the relationships.</p> <p>1.3 Allow flexibility for incorporation of new ideas and options.</p> <p>1.4 Identify and manage the dynamics within and across relationships.</p> <p>1.5 Identify and agree the benefits for both parties.</p> <p>1.6 Identify constraints, including time, procedural and resource limitations and allocate resources.</p>
2. Provide information relating to community engagement	<p>2.1 Assess current community understanding of the roles and responsibilities of public officials and provide information to clarify the roles and responsibilities.</p> <p>2.2 Explain the rights and responsibilities of individuals and communities to be involved in government processes and decision making.</p> <p>2.3 Communicate organisation's priorities, strategic direction, systems, decision making and approval processes.</p> <p>2.4 Communicate opportunities for community involvement in processes and decision-making in ways suited to the diversity of the community.</p>
3. Build community engagement capacity	<p>3.1 Identify and address the skills and knowledge requirements of individuals and communities to engage with government with a range of strategies tailored to individual needs.</p> <p>3.2 Identify, resource and promote opportunities for individuals and communities to develop their capacity to engage with government.</p> <p>3.3 Develop and implement innovative strategies to identify and reach out to community groups and individuals who demonstrate low engagement with government.</p> <p>3.4 Tap into informal and formal community networks to strengthen local capital and to ensure ongoing capacity.</p>

	3.5 Identify barriers to community engagement, formulate and implement solutions.
4. Build community problem-solving capacity	<p>4.1 Provide information and opportunities for involvement in government processes and decision making to individuals and communities in accordance with their needs and preferences.</p> <p>4.2 Identify and promote existing and new ways to engage with government in a variety of ways suited to diverse communities.</p> <p>4.3 Develop mechanisms for communities to raise their own issues with government, implement and promote in accordance with community context.</p> <p>4.4 Develop a range of strategies to address community issues in partnership with communities.</p> <p>4.5 Implement mutually developed and agreed solutions to community issues.</p> <p>4.6 Identify and use strategies for reporting developments to communities.</p>

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPCOM503A Build and maintain community relationships.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPGEN075 Build and maintain community relationships

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified, the candidate must demonstrate evidence of performance of the following on at least three occasions:

- establishing and fostering transparent, trusting relationships/partnerships with individuals and communities
- maintaining multiple and potentially conflicting relationships/partnerships
- working with diverse communities using communication styles to suit different audiences and purposes
- explaining complex and formal policies and concepts to a variety of audiences
- applying lateral thinking to provide solutions and overcome barriers to community engagement
- linking people to appropriate capacity-building opportunities
- applying workplace safety procedures to community engagement activities
- preparing community engagement information requiring the presentation of complex information using simple language structures and precision of expression

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified, the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislation, regulations, policies, procedures and guidelines relating to community engagement
- community engagement theory, principles, practices and techniques
- community development practices and principles
- public sector values and codes of conduct

- leadership and managing expectations in the context of community engagement
- principles of cultural awareness and cross-cultural communication
- equal employment opportunity, equity and diversity principles
- workplace safety procedures relating to community engagement activities

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
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PSPINV001 Plan and initiate an investigation

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.

Application

This unit describes the skills required to identify and confirm possible non-compliance, and plan and initiate a subsequent investigation. It includes planning and activating evidence collection, identifying witnesses and persons of interest.

This unit applies to those working in a range of regulatory work environments involving gathering and managing physical or documentary evidence from a range of sources.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to WHS in the context of investigations.

Those undertaking this unit would work independently using support from a range of established resources to perform complex tasks in a range of contexts, including some that are unfamiliar and/or unpredictable.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Investigation

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Initiate preliminary investigation to confirm non-compliance	1.1 Assess information, confirm likely non-compliance and if matter under investigation falls within jurisdiction. 1.2 Prioritise importance and urgency of the matter for action. 1.3 Initiate documentation for investigation of alleged matter.
2. Plan investigation	2.1 Determine the objectives of the investigation and obtain necessary resources to conduct the investigation. 2.2 Identify and plan for risks associated with the investigation including sensitivities that might affect the organisation. 2.3 Select methods to achieve the investigation's objectives. 2.4 Identify timelines and prioritise tasks. 2.5 Confirm and initiate communication and case management requirements. 2.6 Record investigation planning. 2.7 Obtain approval to commence investigation.
3. Initiate investigation	3.1 Implement evidence recording process. 3.2 Identify, locate and contact possible witnesses to request information. 3.3 Identify and locate responsible parties and record their particulars. 3.4 Contact responsible parties for interview and inform them of the nature of the investigation as required by law. 3.5 Research evidence requirements to establish the type and standard of evidence and necessary resources according to the size of investigation and nature of the offence. 3.6 Select and initiate investigative techniques.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -
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Assessment Requirements for PSPINV001 Plan and initiate an investigation

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- acting ethically
- applying legislation, regulations and codes of practice
- using process mapping
- undertaking research, analysis and problem solving in the context of investigating non compliance
- questioning and negotiating meaning
- responding to diversity
- using planning and time management in the context of investigations
- preparing written reports and recommendations requiring accuracy, formal language structures
- using information technology for data analysis, recording and reporting

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- investigation methodology and techniques
- rules and types of evidence
- storage and continuity of evidence
- applicable legislation
- aspects of criminal, civil or administrative law
- jurisdiction, powers and restrictions to investigate
- organisational policy and procedures
- cultural awareness

- confidentiality and privacy issues
- reporting procedures which provide a written or electronic audit trail

Assessment Conditions

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when initiating investigations.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPINV002 Conduct an investigation

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.

Application

This unit describes the skills required to conduct an investigation under commonwealth and/or jurisdictional law, in accordance with an established investigation plan. It includes gathering and managing evidence, identifying persons of interest, reviewing and reporting on progress and briefing/debriefing relevant personnel.

This unit applies to those working in a range of regulatory work environments.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to WHS and environment in the context of investigations.

Those undertaking this unit would work independently using support from a range of established resources to perform complex tasks in a range of contexts, including some that are unfamiliar and/or unpredictable.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Investigation

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Locate and record information sources	<p>1.1 Identify subjects and suspects involved in the matter under investigation and record details.</p> <p>1.2 Obtain or verify authority to search, involving other organisations where necessary.</p> <p>1.3 Collect and analyse information relevant to the investigation.</p> <p>1.4 Identify and locate persons relevant to the investigation and eliminate persons who are not.</p> <p>1.5 Access expert skills and knowledge when necessary to further assist staff in areas where they cannot, or are not authorised, to act.</p> <p>1.6 Anticipate likely defences and include evidence to counter these.</p>
2. Collect and manage information and exhibits	<p>2.1 Collect, label, record and preserve identified and/or corroboratory evidence for later use in proceedings.</p> <p>2.2 Identify, secure and manage evidence from incoming information.</p> <p>2.3 Maintain continuity, security and integrity of exhibits.</p> <p>2.4 Handle, record, store and dispose of exhibits.</p>
3. Review and adjust investigation process	<p>3.1 Monitor and review evidence collection to address gaps and inadequacies.</p> <p>3.2 Conduct briefings and debriefings of all relevant personnel.</p> <p>3.3 Conduct investigation with sufficient flexibility to allow for contingencies, modify process of investigation and implement solutions where practicable.</p>

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy NA				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPINV002 Conduct an investigation

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- organising and problem-solving
- liaising and negotiating
- communicating with people from diverse backgrounds
- making comparisons and exercising judgment about facts in written materials
- writing reports using formal structures and language
- collecting, labelling, recording and preserving identified and/or corroboratory evidence for later use in proceedings according to exhibit management principles, continuity of possession, legislation and standards

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- rules of evidence and legislation relevant to the jurisdiction
- legislation dealing with offence/s under investigation
- document management systems
- exhibit management principles
- organisational policies, guidelines and regulations
- equal employment opportunity, equity and diversity principles
- legal and ethical considerations in investigations which involve juveniles and indigenous people

Assessment Conditions

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when initiating investigations.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPINV003 Finalise an investigation

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.

Application

This unit describes the skills required to complete, review and report on the results of an investigation. It includes finalising the investigation, handling complaints and appeals, preparing an investigation report and using investigation outcomes.

This unit applies to those working in a range of regulatory work environments comprising gathering, managing and interpreting documentary evidence to determine appropriate responses including reporting and acting on investigation outcomes.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to WHS and environment in the context of investigations.

Those undertaking this unit would work independently using support from a range of established resources to perform complex tasks in a range of contexts, including some that are unfamiliar and/or unpredictable.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Investigation

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Address investigation outcomes	1.1 Complete documentation if no breach has occurred or no action is to be taken, including reasons and justification. 1.2 Prepare and submit a record of the investigation and consequent recommendations for action. 1.3 Respond to complaints, appeals and the potential role of the ombudsman. 1.4 Advise relevant personnel on the outcome of the investigation. 1.5 Make recommendation for referral to another organisation as required and document for the organisation's information.
2. Report findings	2.1 Prepare finalisation report in relation to the findings and submission of evidence, with recommendations for subsequent action if relevant. 2.2 Prepare report and refer to relevant personnel for further action.
3. Finalise investigation	3.1 Undertake self-assessment of the conduct of the investigation and provide verbal and written briefings. 3.2 Inform relevant external organisations of outcomes and document this action. 3.3 Update organisational systems regularly, contributing investigation results for the development of statistics, trends and precedents.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy NA				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPINV003 Finalise an investigation

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- undertaking analysis and problem-solving
- engaging in exchanges of sometimes complex oral information
- varying style and language during briefings to suit audience
- writing summaries, briefing papers and reports requiring clarity, accuracy and formality of structure and language
- applying analytical techniques, logic and reasoning to identify and select avenues of inquiry and substantiate these choices

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislation relating to the offences under investigation
- investigation principles and the range of investigation techniques available
- organisational guidelines for reporting and information management
- ethical standards
- principles of equal employment opportunity, equity and diversity
- operational safety
- legislation related to anti-discrimination and disability
- different types of criminal activity and their elements
- available resources which may need to be deployed to support the investigation
- security issues and classifications
- legal and ethical considerations in investigations which involve juveniles and indigenous people

- knowledge of case management systems and the range of contexts in which they can be applied
- court procedures and evidentiary in provision of briefs of evidence for use by the prosecution
- role and functions of other agencies who work with policing in the conduct of investigations
- methods and process for subject/suspect identification and profiling

Assessment Conditions

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when initiating investigations.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Companion Volume implementation guides are found in VETNet -
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PSPLEG001 Comply with legislation in the public sector

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPLEGN301B Comply with legislation in the public sector.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to identify and comply with legislative requirements and report non-compliance.

This unit applies to those working in generalist or specialist work activities where it is essential to identify, understand and comply with the legislative environment within which they work.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work under supervision while performing routine tasks in range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Legislation and compliance

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Identify legislative requirements	1.1 Access legislation and guidelines relating to the workplace. 1.2 Identify key requirements of relevant legislation and confirm with senior staff. 1.3 Confirm understanding of requirements of legislation and ensure consistency of interpretation and application. 1.4 Clarify the way various pieces of legislation are integrated to provide a legislative framework. 1.5 Seek advice when conflicting legislative directives are found.
2. Comply with legislative requirements	2.1 Carry out work practices. 2.2 Review own conduct and use feedback from others to confirm continuing compliance.
3. Report incidents of non-compliance	3.1 Raise possible breaches of legislation with an authorised person or body. 3.2 Identify and address inadequacies in workplace procedures that contribute to non-compliance.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance :

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy NA				

Performance variables

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPLEGN301B Comply with legislation in the public sector.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPLEG001 Comply with legislation in the public sector

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. The candidate must demonstrate evidence of performance of the following on at least one occasion.

- undertaking research, evaluation and self-assessment
- reading complex and formal documents to identify inappropriate conduct
- communicating with others involving exchanges of complex oral and written information
- using technology to access legislative requirements

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- full range of legislation relating to the public sector, including WHS, and the key requirements of each
- public sector ethics and codes of conduct
- principles of equal employment opportunity, equity and diversity
- organisational processes for responding to legislative issues

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
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Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPLEG003 Promote compliance with legislation in the public sector

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPLEGN501B Promote compliance with legislation in the public sector.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to promote compliance with legislation in the public sector. It includes modelling compliance with legislation.

This unit applies to those with responsibility for encouraging and assisting others to comply with public sector guidelines and procedures.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would generally work independently with supervisory responsibilities. They would perform complex tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Legislation and compliance

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Encourage compliance with legislative requirements	1.1 Use personal work practices to provide a consistent model of compliance with current public sector legislation and guidelines. 1.2 Provide responses to staff enquiries about the legislative requirements of the workplace. 1.3 Explain to staff the consequences of non-compliance relating to a range of legislation. 1.4 Use compliance strategies to encourage compliance with legislation, policies and guidelines in accordance with the situation.
2. Monitor compliance with legislative requirements	2.1 Monitor compliance with legislative requirements and resolve or refer issues. 2.2 Raise and address inadequacies in workplace procedures which contribute to non-compliance. 2.3 Report on compliance with legislative requirements.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPLEGN501B Promote compliance with legislation in the public sector.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPLEG003 Promote compliance with legislation in the public sector

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying research and evaluation
- reading and explaining complex and formal documents, including legislation and codes of ethics, and applying them to work practices
- communicating with others involving exchanges of complex oral and written information
- applying environmental and WHS procedures and promoting their use by others

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- legislation relating to the public sector including WHS and environment
- regulations, guidelines, policy, practices
- public sector codes of ethics and conduct
- government processes and practices

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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PSPPCM001 Carry out basic procurement

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPPROC303A Carry out basic procurement.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to plan and undertake basic procurement of goods or services and receive goods or services.

This unit applies to those working in public sector roles whose duties include simple purchasing of low-value goods or services, and coordinating the end-to-end process.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work under supervision, and as part of a team, while performing routine tasks, in familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Procurement

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Plan for basic procurement of goods or services	1.1 Confirm procurement requirements and limit of delegated authority. 1.2 Determine the most suitable option for acquiring goods or services considering value for money. 1.3 Identify the approval process. 1.4 Conduct risk planning for the procurement activity.
2. Undertake procurement	2.1 Obtain quotes and approvals for procurement of goods or services with any conflict of interest declared and resolved. 2.2 Assess and select suppliers or service providers in line with the organisation's financial management system and on the basis of best value for money. 2.3 Initiate and conduct procurement in accordance with organisation's probity and governance requirements.
3. Receive goods or services	3.1 Implement quality assurance processes to ensure goods or services meet procurement specifications. 3.2 Resolve non-compliance with specifications within limits of own authority. 3.3 Confirm receipt of goods or services and process accounts for payment. 3.4 Maintain records and meet reporting obligations to provide an audit trail.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPPROC303A Carry out basic procurement.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPPCM001 Carry out basic procurement

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion:

- writing and conveying procurement requirements
- consulting and negotiating with providers
- assessing procurement options and selecting the most suitable option
- assessing goods and services against specifications

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- Commonwealth, state/territory and local government procurement legislation, policies and procedures, including environmental purchasing guidelines
- conflict of interest, gifts and inappropriate relationships with providers relating to procurement of goods and services
- procurement options and methods
- coping with difficulties, irregularities and breakdowns in routine in 3 or more contexts or occasions

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPPCM007 Manage contracts

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPPROC414A Manage contracts.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to manage contracts. It includes undertaking preparations, establishing and maintaining contract management arrangements, monitoring and maintaining contract performance, and completing and reviewing contracts.

This unit applies to those working as public sector employees with responsibilities relating to contract management.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously with management responsibilities while performing complex tasks in familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Procurement

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Prepare to manage a contract	<p>1.1 Confirm and clarify contract requirements, approvals and funding arrangements and identify obligations and limits of authority.</p> <p>1.2 Clarify and assist with contract administration issues by contacting specialists and stakeholders and confirm operational elements of the contract.</p> <p>1.3 Identify and clarify key contract clauses.</p> <p>1.4 Identify and confirm process, timings, and key performance indicators with stakeholders.</p> <p>1.5 Develop or review the risk management plan.</p> <p>1.6 Develop or obtain contract management strategy and enter key details from the contract.</p> <p>1.7 Form contract management team and allocate roles and responsibilities.</p>
2. Implement a contract management strategy	<p>2.1 Confirm and implement start-up or transition arrangements.</p> <p>2.2 Establish information and contractor and stakeholder communication strategies.</p> <p>2.3 Monitor and update risk management plan.</p> <p>2.4 Manage relationship with contractors and stakeholders.</p> <p>2.5 Obtain specialist expertise as necessary for progress meetings and for advice on or resolution of contract issues.</p> <p>2.6 Maintain contract information and documentation.</p>
3. Monitor and maintain performance of a contract	<p>3.1 Ensure obligations to contractor and stakeholders are met.</p> <p>3.2 Use monitoring and control measures and performance indicators to manage performance of contract and ensure that all obligations under the agreement are being met.</p> <p>3.3 Manage contract variations.</p> <p>3.4 Investigate and resolve or refer disputes and complaints.</p> <p>3.5 Manage negotiation of contract issues.</p> <p>3.6 Maintain communication with all stakeholders on the performance of the contract.</p>
4. Complete and review contract	<p>4.1 Confirm client satisfaction with contract deliverables.</p> <p>4.2 Finalise, amend, cancel or terminate contracts.</p> <p>4.3 Manage close-out, and renewal of contract or transition to a new contract.</p> <p>4.4 Review contract management, contractor performance, user</p>

	<p>satisfaction and audit results.</p> <p>4.5 Document and explain variances to measures or outcomes that are not met in full.</p> <p>4.6 Report on contractor performance and review contract management practice and make recommendations for improvement.</p>
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Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPPROC414A Manage contracts.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
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Assessment Requirements for PSPPCM007 Manage contracts

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- consulting and negotiating with contractors and stakeholders, involving complex oral and written exchanges of information
- networking, within probity boundaries, with diverse stakeholders and contractors
- interpreting complex documents, including contracts, legislation and guidelines
- applying simple supply chain and supplier issues management techniques

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- commonwealth, state or territory, and local government legislation, policies, practices and guidelines relating to contract management, including environmental purchasing and corporate social responsibility guidance
- contract performance management
- privacy and confidentiality issues
- probity principles and issues
- financial and accounting issues relevant to the contract

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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PSPPCY001 Contribute to policy development

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPPOL401A Contribute to policy development.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to contribute to the consultative and validation stages of policy development, provide feedback and contribute to the review of policy.

This unit applies to public sector staff and other stakeholders whose roles include contributing to the policy development process.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, and as part of a team, with occasional supervisory responsibilities. They would perform complex tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Policy

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Contribute to the consultative phase of policy development	1.1 Identify and respond to opportunities to contribute to policy development. 1.2 Communicate information on the policy development process, timelines and expected outcomes to interested parties. 1.3 Gather, record and provide information on policy requirements and existing policies and procedures likely to be impacted.
2. Contribute to the validation stage of policy development	2.1 Analyse draft policy and the likely implications for government service delivery in consultation with those likely to be affected. 2.2 Evaluate and record draft policy implications for work processes and outcomes. 2.3 Identify and record likely implementation issues, dissenting stakeholders and transition requirements. 2.4 Provide feedback supported by evidence on draft policy.
3. Provide feedback on policy development	3.1 Gather, store and analyse information relating to the process of policy development. 3.2 Provide oral or written feedback to the policy developer.
4. Contribute to the review of policy	4.1 Gather, record and analyse information relating to the expected outcomes of the policy before, during and/or following policy implementation. 4.2 Identify and report unanticipated consequences of policy implementation and suggestions for dealing with them.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPPOL401A Contribute to policy development.

Links

Companion Volume implementation guides are found in VETNet -
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Assessment Requirements for PSPPCY001 Contribute to policy development

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. The candidate must demonstrate evidence of performance of the following on at least one occasion:

- reading and evaluating complex and formal documents
- making judgments on impact of policy and legislation on the organisation
- consulting on and validating policy
- adjusting communication to suit different audiences
- undertaking research involving collecting and analysing data for evaluation
- preparing written reports

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- current policies underpinning the work area
- the policy cycle
- organisation and government processes and procedures
- public sector code/s of ethics and code/s of conduct
- principle of community and stakeholder engagement in policy development

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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PSPPCY002 Assist with specialist policy development

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPPOL402A Assist with specialist policy development.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to assist with policy development including planning, researching, drafting and dissemination of policy.

This unit applies to public sector staff working on policy development process.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently. They would perform complex tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Policy

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Assist with policy development planning	1.1 Conduct research to identify related policies for context and identify other policies likely to be impacted. 1.2 Identify key internal and external stakeholders ensuring their engagement as early as possible and throughout the policy development process. 1.3 Provide research assistance to determine the content of key aspects to be included in the policy development plan.
2. Research information for policy development	2.1 Identify, evaluate and collate information required to support the policy development process. 2.2 Identify and record gaps, ambiguity and conflicting views, conduct additional research to clarify if necessary and refer to the principal policy developer if required.
3. Contribute to the development of policy options	3.1 Formulate and analyse possible policy options under guidance, to identify strengths and weaknesses. 3.2 Research and prioritise possible criteria for choosing preferred policy options.
4. Assist in drafting policy	4.1 Produce initial drafts or selected sections of the policy. 4.2 Capture written and oral feedback from stakeholders and include in draft as required. 4.3 Monitor the progress of policy development against the timeframe and milestones.
5. Assist with policy dissemination	5.1 Identify recipients for approved policy documents, particularly those responsible for implementing the new or revised policy, and inform them of outcomes. 5.2 Deal with routine enquiries on the release and content of the policy, or refer accordingly.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPPOL402A Assist with specialist policy development.

Links

Companion Volume implementation guides are found in VETNet -
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Assessment Requirements for PSPPCY002 Assist with specialist policy development

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. The candidate must demonstrate evidence of performance of the following on at least one occasion:

- reading and evaluating complex and formal documents
- researching, analysing and presenting information
- preparing written reports requiring language and structures suited to the intended audience
- reconciling different points of view and conflicting information

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- policy cycle, development processes and practices
- current policies underpinning the work area
- policy research methods and protocols
- organisation and government procedures and protocols
- public sector code/s of ethics and code/s of conduct
- principles of community engagement in policy development

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
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PSPREG001 Carry out inspections and monitoring under guidance

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPREG201A Carry out inspections and monitoring under guidance.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to carry out inspections and monitoring activities in accordance with relevant legislation and regulations, working under guidance. It includes confirming and preparing for inspections and monitoring activities, carrying out inspections and monitoring activities, acting on routine non compliance and providing reports.

This unit applies to those working in public sector roles conducting regulatory activities.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work in a team under guidance, performing routine tasks in a range of mostly familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Regulatory

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Confirm and prepare for inspections and monitoring activities	1.1 Clarify and confirm tasks with other staff members. 1.2 Confirm procedures, timeframes, resources and equipment requirements. 1.3 Confirm legislative requirements, risk management practices and workplace health and safety requirements with senior staff. 1.4 Identify communication strategies and development opportunities to make clients aware of their obligations under relevant legislation with assistance from other staff members. 1.5 Obtain and prepare resources and/or equipment.
2. Carry out inspections and monitoring activities	2.1 Implement risk management strategies as required in accordance with set procedures and timelines. 2.2 Use and maintain resources and/or equipment.
3. Act on routine non compliance	3.1 Provide information and/or education to achieve client compliance in line with the seriousness of the possible breach. 3.2 Take further action as a result of failure to achieve compliance in line with the seriousness of the possible breach. 3.3 Seek guidance to interpret legislation and regulations, and report contraventions accompanied by recommended action. 3.4 Refer serious or complex situations for advice or resolution. 3.5 Seek assistance to determine the elements of offences to be prosecuted under relevant legislation, and collect and provide information and evidence. 3.6 Fulfil court attendance and conduct requirements as required.
4. Provide reports	4.1 Maintain records. 4.2 Provide reports promptly that meet organisational requirements for format and content.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPREG201A Carry out inspections and monitoring under guidance.

Links

Companion Volume implementation guides are found in VETNet -
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Assessment Requirements for PSPREG001 Carry out inspections and monitoring under guidance

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- undertaking observation and analysis
- communicating with a diverse range of clients and staff
- writing reports using standard formats
- operating workplace equipment

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation, including WHS, environment, privacy
- organisational policy and procedures
- inspection/examination procedures
- monitoring procedures
- elements of an offence
- responses to routine non-compliance
- risk management practices
- workplace and industry environment

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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PSPREG003 Apply regulatory powers

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPREG401C Exercise regulatory powers.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to cover the exercise of powers under the organisation's enabling legislation and other relevant legislation for regulation, monitoring, inspection and investigation.

This unit applies to those working in public sector roles conducting regulatory activities.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently as part of a team, performing routine tasks involving a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Regulatory

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Establish regulatory powers	<p>1.1 Access and use current information relating to enabling legislation and regulations to maintain up-to-date knowledge of requirements.</p> <p>1.2 Confirm powers provided under the legislation and the boundaries of those powers.</p> <p>1.3 Identify and confirm compliance requirements of the legislation, related regulations, standards, codes of practice and policy.</p> <p>1.4 Identify and confirm acts and omissions that comprise non-compliance or offences under the legislation.</p>
2. Apply enabling legislation	<p>2.1 Identify and analyse circumstances where regulatory powers will be exercised to determine response or measures to apply.</p> <p>2.2 Identify circumstances requiring the exercise of regulatory powers that are outside own limits and refer to others.</p> <p>2.3 Identify risks associated with the exercise of regulatory powers and strategies to manage risks.</p> <p>2.4 Apply enabling legislation consistent with the boundaries and powers contained therein.</p>
3. Utilise other legislation and standards	<p>3.1 Identify other legislation and standards which impact on powers and confirm their requirements.</p> <p>3.2 Resolve or refer apparently conflicting legislative directions.</p>
4. Work with other organisations	<p>4.1 Identify organisations that have jurisdictions which may overlap and establish and maintain relationships.</p> <p>4.2 Identify organisations available to provide assistance and advice or take referrals and establish relationships for mutual benefit.</p> <p>4.3 Follow organisational protocols and procedures when working with other organisations.</p> <p>4.4 Refer compliance matters to other organisations for action when required.</p> <p>4.5 Follow lead agency protocols and/or lines of authority during operations involving more than one organisation.</p>

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPREG401C Exercise regulatory powers.

Links

Companion Volume implementation guides are found in VETNet -
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Assessment Requirements for PSPREG003 Apply regulatory powers

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- undertaking research and analysis
- using information technology to access relevant legislation and procedures
- reading complex written materials and applying them to work practices
- using scanning techniques
- engaging in discussion involving exchanges of often complex oral information
- choosing regulatory responses and/or measures to fit the circumstances and justifying those responses against legislation, guidelines, policy and regulations

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- full range of regulatory powers and the limits to those powers
- enabling legislation
- offences under the legislation
- aspects of criminal law, administrative law, industrial law, contract law
- statutory time limits
- terminology used in legislation and procedures
- organisational policies, guidelines and regulations
- public sector legislation including, health and safety and environment relating to the exercise of regulatory powers

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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PSPREG008 Act on non-compliance

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPREG405B Act on non-compliance.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to issue advice, instructions, warnings, notices, fines and other actions in response to non-compliance situations. It includes attending situations where non-compliance is suspected or alleged, and taking action on non-compliance.

This unit applies to those working in public sector roles conducting regulatory activities.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work in as part of a team under routine guidance, performing routine tasks in a range of mostly familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Regulatory

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Attend situations where non-compliance is suspected/alleged	1.1 Follow procedure. 1.2 Maintain personal conduct. 1.3 Protect the safety of self and others. 1.4 Make prompt requests for assistance. 1.5 Carry out activities and actions in accordance with rules of evidence.
2. Take action on non-compliance	2.1 Consider mitigating circumstances. 2.2 Select action on non-compliance to match the seriousness of the offence. 2.3 Inform clients of the action, justification for it and their rights of appeal. 2.4 Take action in accordance with legal requirements. 2.5 Carry out personal actions and/or conduct in accordance with protocols and protect the rights and responsibilities of clients.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPREG405B Act on non-compliance.

Links

Companion Volume implementation guides are found in VETNet -
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Assessment Requirements for PSPREG008 Act on non-compliance

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- undertaking negotiation and conflict resolution
- applying risk management and self-preservation techniques
- using judgment and decision making
- exchanging often complex oral information in a form to suit diverse audiences
- writing requiring accuracy of expression and formality in structure and format

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation
- organisational parameters for decision-making
- range of appropriate actions possible for different offences
- negotiation in the context of achieving compliance
- awareness of social and cultural issues

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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PSPREG013 Undertake inspections and monitoring

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPREG413A Undertake inspections and monitoring.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with the new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to undertake both routine and non-routine inspections and monitoring of a more complex or detailed nature, with discretion to determine appropriate action in accordance with relevant Acts and regulations. It includes planning and organising inspection and monitoring activities, undertaking inspections, acting on non-compliance and providing reports, information and training.

This unit applies to those working in public sector roles conducting regulatory activities.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently as part of a team, performing complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Regulatory

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Plan and organise inspection and monitoring activities	1.1 Confirm outputs and determine inspection and monitoring activities and responsibilities. 1.2 Determine procedures, timeframes, resources and equipment requirements for self and others. 1.3 Obtain and prepare resources and/or equipment. 1.4 Determine legislative requirements, risk management practices and WHS requirements. 1.5 Identify and adjust communication strategies and development opportunities to suit a range of clients in making them aware of their obligations under relevant legislation. 1.6 Review and update procedural and information guides as required.
2. Undertake inspections and monitoring	2.1 Carry out inspections and monitoring activities under general direction. 2.2 Develop and implement risk management strategies as required in accordance with set procedures and timelines. 2.3 Use and maintain resources and/or equipment. 2.4 Provide operational and technical advice when required to subordinate officers.
3. Act on non-compliance	3.1 Provide information and/or education to achieve client compliance in line with the seriousness of the possible breach. 3.2 Take further action as a result of failure to achieve compliance in line with the seriousness of the possible breach. 3.3 Identify compliance requirements of legislation and regulations and report contraventions and recommended action. 3.4 Refer serious or complex situations for advice or resolution. 3.5 Identify the elements of each offence to be prosecuted under relevant legislation, and collect and provide information and/or evidence in accordance with rules of evidence. 3.6 Fulfil court attendance and conduct requirements when required.
4. Provide reports,	4.1 Maintain records and prepare and provide reports.

information and training	4.2 Interpret requirements of relevant legislation and provide information and advice on technical and operational matters. 4.3 Provide on-the-job inspection and/or monitoring training.
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Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPREG413A Undertake inspections and monitoring.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPREG013 Undertake inspections and monitoring

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- undertaking observation and analysis
- communicating with a diverse range of clients and staff
- writing reports using standard formats
- using computers for word processing and manipulation of statistical data
- operating workplace equipment

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation
- inspection procedures
- monitoring procedures
- enabling legislation
- elements of an offence
- responses to non-compliance
- workplace and industry environment

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPREG021 Coordinate investigation processes

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPREG502A Coordinate investigation processes.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with the new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to effectively coordinate investigative processes, conducted internally, with or by an outside organisation. It includes planning and preparing for investigations, leading or supporting investigation teams, monitoring the progress of investigations, finalising and reporting on investigation and conducting debriefings.

This unit applies to those working in public sector roles conducting regulatory activities.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously, performing complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Regulatory

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Plan investigation	<p>1.1 Identify, document and communicate objectives and desired outcomes of the investigation to investigation team.</p> <p>1.2 Review relevant legislation and consult stakeholders to ensure sound preparation for the investigation.</p> <p>1.3 Identify and authorise resource requirements after considering other organisational needs.</p> <p>1.4 Establish communications strategy in consultation with team.</p> <p>1.5 Put in place continuous review mechanisms to monitor the progress of the investigation.</p> <p>1.6 Use investigation management system to develop investigation plan, allocate resources and provide for systematic recording of investigation decisions.</p>
2. Prepare for investigation	<p>2.1 Develop an evidence matrix and update as required.</p> <p>2.2 Make assessment of possible avenues of enquiry.</p> <p>2.3 Determine elements and/or proofs of the offence and identify witnesses.</p> <p>2.4 Conduct consultation with other organisations when investigation impacts on their organisation.</p> <p>2.5 Assess potential for action and liaise with appropriate authorities to determine when action should begin and what is involved.</p>
3. Lead and support investigation team	<p>3.1 Allocate personnel to the investigation based upon their skills, knowledge and abilities in relation to the requirements of the investigation.</p> <p>3.2 Locate specialist resources internally and externally to facilitate successful outcome.</p> <p>3.3 Organise administrative support from commencement of investigation.</p> <p>3.4 Provide ongoing advice and support to the team in accordance with the requirements of the investigation.</p> <p>3.5 Revise investigation plan as required in response to contingencies in consultation with investigative team, and incorporate suggestions where practicable.</p>
4. Monitor progress of investigation	<p>4.1 Monitor investigation against the requirements of the continuously updated investigation plan.</p> <p>4.2 Monitor evidence collection and handling of witnesses and/or alleged offenders to ensure conduct is in accordance with rules of</p>

	<p>evidence and procedural fairness considerations.</p> <p>4.3 Consult team members regularly on progress of the investigation in both informal situations and scheduled reviews.</p> <p>4.4 Discuss obstacles encountered during the investigation and find solutions.</p> <p>4.5 Monitor key tasks, deadlines and timelines, anticipate risks and authorise extra resources and/or external expertise as required.</p> <p>4.6 Monitor requirement for specialists to ensure their cost-effective use.</p>
5. Finalise and report on investigation	<p>5.1 Supervise final stage of investigation to ensure conclusion in court or other body if appropriate.</p> <p>5.2 Finalise investigation within (revised) budget and record time restrictions and results.</p> <p>5.3 Initiate administrative actions where appropriate.</p> <p>5.4 Provide witnesses, alleged offenders and other persons and/or organisations affected by the investigation with sufficient information about the outcome.</p> <p>5.5 Plan follow-up actions to progress to next stage if planned outcome is not achieved, or to take no further action.</p> <p>5.6 Make reports to management on outcomes relevant to future compliance activities particularly on how the investigation management system and organisational procedures assisted or impeded investigation.</p>
6. Conduct debriefing	<p>6.1 Review activities against objectives and outcomes of the investigation.</p> <p>6.2 Highlight strengths and weaknesses in investigation process for future investigations.</p> <p>6.3 Note precedents and problems for future investigations.</p> <p>6.4 Acknowledge achievements through formal and informal means.</p> <p>6.5 Prepare debriefing report.</p>

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPREG502A Coordinate investigation processes.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPREG021 Coordinate investigation processes

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">• Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- undertaking project management that contributes to achieving stated objectives of the investigation and effective utilization of resources
- managing contracted services and specialist staff where required
- writing reports requiring formal language and structure and precision of expression
- using communication to suit diverse audiences
- conducting complex oral exchanges in briefing sessions and team meetings

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- the role of investigations in achieving the organisation's strategic compliance objectives
- Australian Government Investigation Standards (AGIS)
- legislative and jurisdictional requirements
- organisational policy and procedures
- aspects of criminal, civil or administrative law as apply in that jurisdiction
- investigation methodology and techniques
- powers and restrictions to investigate
- rules and types of evidence
- report procedures which provide a written and/or electronic audit trail
- confidentiality and privacy issues

- procedures regarding lines of reporting
- storage of evidence
- public sector legislation

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PSPREG026 Review and evaluate investigations

Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPREG508 Review and evaluate investigations.</p> <ul style="list-style-type: none">• Unit code updated• Content and formatting updated to comply with the new standards• All PC transitioned from passive to active voice

Application

This unit describes the skills required to review and evaluate investigations, in accordance with commonwealth and/or jurisdictional law policy and procedures. It includes monitoring investigation progress, assessing, recording and reporting on investigation status and evaluating and documenting recommendations.

This unit applies to those working in regulatory roles within the public sector involved in a designated investigation role.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, performing complex tasks in a range of familiar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Monitor investigation progress	<p>1.1 Monitor the progress of the investigation regularly to ensure tasks are completed and objectives met.</p> <p>1.2 Identify and address deficiencies and areas requiring further action.</p> <p>1.3 Communicate feedback on the progress of the investigation regularly to relevant personnel, management, clients and stakeholders.</p>
2. Assess, record and report on investigation status	<p>2.1 Assess the investigation regularly against competing investigations and demands to determine priorities and monitor resource and budgetary expenditure.</p> <p>2.2 Assess the investigation strategically at regular intervals to ensure that objectives are achievable within resource and legal constraints.</p> <p>2.3 Record and report critical decisions regarding the investigation to relevant personnel.</p>
3. Evaluate and document recommendations	<p>3.1 Monitor and review organisational responsibilities for resource and budgetary allocations to facilitate achievement of objectives.</p> <p>3.2 Evaluate and modify communication and coordination between relevant parties where required.</p> <p>3.3 Review and modify tasks as required.</p> <p>3.4 Document and forward recommendations arising from review to relevant managers, clients and stakeholders.</p>

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPREG508 Review and evaluate investigations.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPREG026 Review and evaluate investigations

Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none">Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- writing and preparing investigation plans, tactical plans, resource bids
- managing the organisation's computer and/or manual information management system
- conducting investigations
- organising and planning skills, in particular the skills to coordinate crucial and diverse clients, law enforcement providers and stakeholders
- managing resources including budgetary, human and physical resources and allocation/access
- reasoning and logical analysis, problem-solving and decision-making

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- the broad law enforcement context and the criminal justice system
- organisation's corporate goals and objectives
- legislation relevant to the jurisdiction/s involved in the investigation
- jurisdictional and organisational requirements of agencies, clients, and stakeholder
- organisation's operational priorities
- macro environmental impact upon investigations of serious crime, including government, policy, political, and community interests

- access and deployment mechanisms to ensure optimal economy and efficiency in the use of human, physical and financial resources
- opportunities, risks and constraint assessment which may hamper the investigation
- decision making processes and organisational chain of command
- evaluation and auditing processes

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

PUACOM008 Develop and organise public safety awareness programs

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to develop, implement and evaluate public safety awareness programs. It includes determining scope of program and developing, implementing and evaluating the effectiveness of public safety awareness programs.

The unit is applicable to personnel who formally liaise with other organisations to increase response effectiveness and community safety.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

The fire sector is those sections of government departments, statutory authorities or organisations that have responsibility under jurisdictional arrangements for the delivery of firefighting and fire management services.

It is essential that the prerequisite units listed below are obtained prior to the issuance of this unit to individuals within the fire sector or the units contributing to the attainment of a fire qualification.

PUACOM006 Plan and conduct a public awareness program

Competency Field

Community Programs

Unit Sector

Public Safety

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Determine scope of program

- 1.1** Research and analysis is undertaken to determine need for a public safety awareness program
- 1.2** Target audience and characteristics are defined to inform public safety awareness program planning
- 1.3** Public safety awareness program aims and objectives are specified and performance measures are identified

2 Develop program

- 2.1** Program type, implementation and support requirements to meet needs of target audiences and organisational objectives is determined
- 2.2** Sponsorship and/or joint venture opportunities are investigated to maximise public safety awareness program effectiveness
- 2.3** Resource options to implement public safety awareness program are developed and preferred options are selected
- 2.4** Resources are accessed to develop public safety awareness program
- 2.5** A pilot public safety awareness program is conducted and its effectiveness is assessed and changes are made, as required

3 Implement program

- 3.1** Constraints and opportunities for implementing public safety awareness programs are identified
- 3.2** Production of resources is managed to ensure that relevant materials are available in sufficient quantities
- 3.3** Public safety awareness program is managed to meet agreed performance indicators within budget
- 3.4** Ongoing monitoring of public safety awareness program is undertaken during implementation phase

4 Evaluate effectiveness of program

- 4.1** Public safety awareness program evaluation is conducted against performance measures
- 4.2** Adjustments are made to public safety awareness program to reflect evaluation outcomes and feedback received

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUACOM008B Develop and organise public safety awareness programs.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUACOM008 Develop and organise public safety awareness programs

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- designing and managing public safety awareness program
- determining and applying performance measures
- determining scope of public safety awareness program
- developing public safety awareness program
- evaluating effectiveness of public safety awareness program
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- implementing public safety awareness program
- meeting public safety awareness program budgeting requirements
- researching and analysing public safety awareness program needs
- using educational support materials

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements, performance criteria and range of conditions and includes knowledge of

- application of performance measures
- current principles and practices relating to developing public education programs
- educational principles
- materials and resources required for public safety awareness programs
- organisational documentation, policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- public safety awareness program constraints
- research and analysis for public program development
- target audiences

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, regulations, equipment specifications, codes of practice and operation manuals.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

PUAEMR007 Develop emergency management plans

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to develop new or revised emergency management plans within an organisation. These plans may focus on one or more aspects of emergency management i.e. prevention, preparedness, response and/or recovery.

It includes establishing and planning context and framework, developing agreed processes and methodology and undertaking risk research and analysis. It also includes developing and refining planning parameters, documenting emergency plans, validating and implementing planning outcomes as well as monitoring and reviewing planning processes and outcomes.

The unit applies to personnel responsible for developing emergency management plans within an organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

Emergency Management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Establish planning context and framework

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Authority to plan is confirmed by legislation, direction, organisational or other managerial agreement

- | | | |
|----------|--|--|
| | 1.2 | Planning environment is clarified by analysing emergency management plan drivers and risk assessments |
| | 1.3 | Legislative, regulatory and organisational requirements, policy, procedures, existing arrangements and plans impacting on the planning framework are identified and analysed |
| | 1.4 | Interests, sensitivities, roles and responsibilities of key stakeholders are identified |
| | 1.5 | Planning purpose, aims, objectives and governance frameworks are developed and refined with stakeholders |
| 2 | Develop agreed planning processes and methodology | |
| | 2.1 | A project scope is developed considering emergency management plan constraints |
| | 2.2 | Processes for negotiating outcomes, making decisions, reporting, monitoring progress and quality are agreed, in accordance with organisational procedures |
| | 2.3 | Consultation and communication plan is developed and implemented, in accordance with organisational procedures |
| | 2.4 | Sources of expertise are identified to contribute specialised information and analysis, as required |
| | 2.5 | Emergency management plan structure is agreed in consultation with stakeholders, in accordance with organisational procedures |
| | 2.6 | Project plan is prepared and approved in consultation with stakeholders, in accordance with organisational procedures |
| 3 | Undertake risk research and analysis | |
| | 3.1 | Project scope is reviewed in response to new information or changes in resources and planning environment |
| | 3.2 | Analysis and research tools are used in developing emergency management plan |
| | 3.3 | Emergency risk information register is built or updated using credible emergency management sources |
| | 3.4 | Emergency risk management strategies are assessed |

- | | | |
|--|------------|--|
| | 3.5 | Organisational vulnerability is determined by analysing susceptibility and resilience to risks |
| | 3.6 | Emergency management plan is confirmed as appropriate risk treatment |
| 4 Develop and/or refine planning parameters | 4.1 | Emergency management plan arrangements are reviewed or developed to identify potential gaps or duplication in roles and responsibilities |
| | 4.2 | Emergency management plan strategies and tactics are identified and confirmed, in consultation with stakeholders |
| | 4.3 | Resources and services including potential critical shortfalls are identified |
| | 4.4 | Financial and contractual arrangements for accessing or acquiring resources and services are developed, in accordance with organisational procedures |
| | 4.5 | Arrangements for the command, control and coordination of emergency response or recovery operations are confirmed |
| | 4.6 | Contingencies to address potential problems are developed with relevant organisations and service providers, in accordance with organisational policies and procedures |
| | 4.7 | Organisational implications of new or revised plans are identified and assessed |
| 5 Document emergency plan | 5.1 | Emergency management plan is iteratively developed in consultation with stakeholders |
| | 5.2 | Emergency management plan is prepared, in accordance with organisational procedures and industry standards and is consistent with broader jurisdictional emergency management arrangements |
| | 5.3 | Language used is clear, concise and appropriate for documentation purpose and audience |
| | 5.4 | Planning records, supporting documentation and contact information is maintained, in accordance with organisational procedures and industry standards |
| 6 Validate and implement | 6.1 | Compatibility, links and interactions between the |

planning outcomes	emergency management plan and other organisational documentation is reviewed
	6.2 Specific benefits of the emergency management plan are promoted to stakeholders and other organisations to establish support
7 Monitor and review planning process and outcomes	7.1 Maintenance and audit schedule is implemented, in accordance with organisational policies and procedures
	7.2 Deficiencies identified during audit, activation or implementation of the emergency management plan are analysed and are reported to authorised personnel
	7.3 Emergency management plan amendments are negotiated, documented and authorised, in accordance with organisational procedures
	7.4 Opportunities for improving emergency planning processes are reported to authorised personnel

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAEMR028 Develop emergency management plans.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAEMR007 Develop emergency management plans

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least two occasions and includes

- developing or refining planning parameters
- developing emergency planning processes in cooperation with stakeholders
- documenting and applying emergency response plans
- establishing planning context and framework
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- explaining planning process and promoting its benefits to stakeholders and communities
- locating and interpreting risk information
- monitoring and reviewing planning process and outcomes including evaluating planning processes and outcomes with stakeholders
- negotiating outcomes
- providing risk management information, advice and opinions
- recognising and working with emergency management plan constraints
- undertaking risk research and analysis including using emergency risk information registers and emergency management research tools
- validating and implementing planning outcomes
- working cooperatively and with stakeholders in developing plans

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- emergency response plans
- emergency management drivers
- emergency risk management plan constraints including
 - arrangements, roles and responsibilities set down in existing emergency management plans
 - availability of technical expertise, technology and equipment
 - budgets, time, availability and capability of personnel

- land use planning, building codes and other regulations
- legislation covering emergency management, environmental management, safety standards and local government regulations
- limited organisational knowledge of emergency risk management processes and benefits
- emergency risk management terminology, concepts and principles
- emergency risk management tools
- fundamentals of emergency management planning
- fundamentals of risk management and risk mitigation including industry standards
- group dynamics and strategies for team building and stakeholder liaison
- legislative and regulatory obligations
- organisational documentation, policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- potential stakeholders
- research tools and risk analysis techniques including risk management registers

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Competency should be demonstrated in at least two different contexts throughout the life of an emergency planning project or during components of a number of projects, one of which may be simulated.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operational manuals.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

RIICBM301E Maintain concrete bridges

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to maintain concrete bridges in civil construction, including inspecting, reporting and repairing concrete bridges.

It applies to those working in operational roles. They generally work under minimal supervision to undertake a broad range of tasks in varied work contexts, using some discretion and judgement in selecting equipment, services or contingency measures.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Users must check requirements with relevant body before applying the unit.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan and prepare to maintain concrete bridge	<ul style="list-style-type: none">1.1 Obtain, interpret, clarify and confirm work instructions1.2 Access, interpret and apply documentation required to perform maintenance on concrete bridges and confirm work activity is compliant1.3 Obtain and interpret emergency procedures, and identify steps required to respond to emergencies1.4 Select and wear personal protective equipment according to site requirements1.5 Confirm and identify requirements for complying with environmental protection, safety and traffic management signage

ELEMENT	PERFORMANCE CRITERIA
	requirements 1.6 Identify, address and report environmental issues, potential hazards and risks 1.7 Select plant, tools and equipment required to carry out tasks and check for faults 1.8 Identify, confirm, and locate materials required for work application
2. Repair bridge	2.1 Follow work order of repairs and maintenance according to job requirements 2.2 Inspect bridge structure to confirm type and extent of fault 2.3 Report deterioration of existing faults or new faults 2.4 Carry out repairs and maintenance of bridge structure according to job requirements 2.5 Report completed repairs and maintenance, documenting new faults according to job requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	<ul style="list-style-type: none"> Identifies and interprets information from verbal instructions Conveys information and instructions to others verbally
Self-management	<ul style="list-style-type: none"> Monitors and minimises own exposure to worksite risks and hazards during work activities
Writing	<ul style="list-style-type: none"> Communicates and documents information in written form

Unit Mapping Information

Supersedes and is equivalent to RIICBM301D Maintain concrete bridges.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICBM301E Maintain concrete bridges

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- maintain concrete bridges, completing at least four different maintenance and repair activities on three separate bridges, including:
 - at least one deck joint repair to specifications
 - identifying and reporting deterioration of existing faults and new faults.

During the above, the candidate must:

- locate and apply required legislation, documentation, policies and procedures
- identify, report and record hazards and risks
- work with others to maintain concrete bridges that meet required outcomes, including:
 - using communication techniques and equipment to convey information to others, including signage to advise others of work activity and exclusion zones
 - completing written and verbal reporting requirements and procedures
 - communicating with others to receive and clarify work instructions.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislation required to maintain concrete bridges
- policies, procedures and documentation required to maintain concrete bridges, including those relating to:
 - hazard and risk management
 - emergency response
 - work health and safety
 - site and equipment safety

- environmental protection
- communication techniques and equipment
- safety procedures for working at heights and over water
- site isolation and traffic control responsibilities
- operational, maintenance and basic diagnostic procedures
- project quality requirements
- job plans and specifications
- workplace reporting requirements
- principles and techniques required to maintain concrete bridges, including those related to:
 - bridge components
 - bridge faults
 - repair methods, including:
 - concrete repairs
 - restoration of metallic components
 - tightening and replacing fasteners and bolts
 - maintenance or replacement of bridge furniture and deck joints
 - maintenance methods, including:
 - painting
 - anti-graffiti treatments
 - structural characteristics of reinforced concrete
 - scaffolding erection
 - interpreting engineering drawings
- types, characteristics, technical capabilities and limitations of plant and equipment required maintain concrete bridges, including:
 - bearings
 - bolts
 - fasteners
 - paint
 - fall arrestors compressors and hoses
 - lifting equipment
 - paint brushes
 - underbridge inspection unit
- materials safety data sheet (SDS) compliance processes
- components of job safety analyses (JSAs), job safety environmental analyses (JSEAs), and safe work method statements (SWMs)
- civil construction terminology related to maintaining concrete bridges.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment required to maintain concrete bridges
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIICBS317 Conduct road maintenance operations

Modification History

This unit replaces RIICBS208D Conduct road maintenance operations. Minor endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.

Application

This unit describes the skills and knowledge required to conduct road maintenance operations in civil construction.

It applies to those working in operational roles. The individual is generally a skilled operator and may provide theoretical advice and support a team.

Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Relevant information must be sourced prior to application of the unit.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to conduct road maintenance operations	<ul style="list-style-type: none">1.1 Obtain, interpret and confirm work requirements1.2 Access, interpret and apply road maintenance operations documentation and confirm the work activity is compliant1.3 Identify environmental issues and potential hazards, and assess and address risks within scope of own role and according to workplace procedures1.4 Select and wear personal protective equipment required for work activities1.5 Confirm and comply with environmental protection, safety and traffic management signage requirements1.6 Select plant, tools and equipment to carry out tasks and check for faults within scope of own role

ELEMENT	PERFORMANCE CRITERIA
	1.7 Obtain and interpret emergency procedures and identify steps required in case of fire, accident and other emergencies
2. Set up road maintenance unit	2.1 Carry out start-up, park, shutdown and secure equipment procedures 2.2 Check operating components of the vehicle for serviceability 2.3 Check tank for prevention of contamination 2.4 Fill tank with the materials required for maintenance operations 2.5 Determine standard mix of emulsion and type of asphalt as required for application 2.6 Add vehicle attachments as required
3. Repair damaged surfaces	3.1 Position vehicle forward of the damaged areas to be repaired 3.2 Clean dust and debris from area to be repaired 3.3 Select equipment required to repair defective area 3.4 Prepare defective area for resurfacing or filling 3.5 Conduct, control and monitor resurfacing and filling of the damaged area as required 3.6 Finish repaired surface ready for use 3.7 Measure, calculate and record material quantities and additives for each site
4. Carry out operator maintenance	4.1 Conduct fault finding inspections 4.2 Maintain equipment and the asphalt storage hopper 4.3 Carry out routine operational servicing and lubrication tasks 4.4 Complete written equipment condition reports and records
5. Clean up	5.1 Clear work area and dispose of and recycle materials as required according to workplace procedures and environmental requirements 5.2 Clean, check, perform maintenance on in scope of own role, and store plant, tools and equipment 5.3 Carry out housekeeping to workplace requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	<ul style="list-style-type: none">Identifies and interprets information from workplace procedures, documentation, legislation and regulations
Oral communication	<ul style="list-style-type: none">Uses a range of communication techniques and systems to communicate with others

Unit Mapping Information

Supersedes and is equivalent to RIICBS208D Conduct road maintenance operations.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICBS317 Conduct road maintenance operations

Modification History

This unit replaces RIICBS208D Conduct road maintenance operations. Minor endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit; including evidence of the ability to:

- conduct road maintenance operations on at least two occasions, including maintaining at least 50m² of road surface defects.

During the above, the candidate must:

- load and mix the specified materials
- apply all of the road maintenance unit equipment
- repair the damaged areas to specification
- locate and apply legislation, documentation, policies and procedures required for conducting road maintenance operations
- position vehicles and equipment as required
- work with others to undertake and complete the road maintenance operations that meets the required outcomes, including:
 - organising work activities to meet all task requirements
 - communicating with others to receive and clarify work instructions
 - using a range of communication techniques and systems
 - using signage to advise others of work activity and exclusion zone
- identify, report and record hazards and risks
- complete records of repair work undertaken and materials used for each site
- clean, check, perform maintenance on and store equipment
- complete housekeeping activities.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- on site processes and responsibilities relating to site isolation and traffic control
- processes for calculating material requirements, application rates and travel speed
- safety data sheet (SDS) compliance processes

- key components of job safety analyses (JSAs)/job safety environmental analyses (JSEAs)/safe work method statements (SWMSs)
- key legislation for conducting road maintenance operations
- key policies, procedures and established requirements for conducting road maintenance operations, including those for:
 - site and equipment safety
 - work quality
 - environmental protection, including waste disposal and recycling
 - bituminous surfacing operations
 - cleaning and repairing defective areas
 - housekeeping
 - operating and maintaining equipment
- key factors affecting work activities described in performance evidence above, including:
 - equipment types, characteristics, technical capabilities and limitations
 - bitumen/asphalt repair procedures
 - bituminous materials and their characteristics
 - resource requirements
 - pavement defects
 - processes for heating bitumen.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - road maintenance operating equipment
 - personal protective equipment
- be conducted in a safe environment; and,
- be assessed in context of this sector's work environment; and,
- be assessed in compliance with legislation/regulation and using policies, procedures, processes and operational manuals directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.
- Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sectors workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor Requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory competency standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing a high level of RII training product knowledge
- having an understanding and knowledge of legislations and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence as outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.
- It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must hold the relevant vocational competencies and have current industry skills directly relevant to the training and assessment being provided and must work alongside a trainer and/or assessor to conduct the assessment. This means the industry subject matter expert should hold the unit being assessed (or an equivalent unit), and must also demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry	

	standard is specified should comply with any relevant regulation.
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*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIICCM201E Carry out measurements and calculations

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to carry out measurements and calculations in the resources and infrastructure industries. It includes using measurements and calculations to estimate quantities for various work activities.

It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take responsibility for the quality of own work outcomes.

Licensing, legislative and certification requirements may apply to this unit can vary between states, territories and industry sectors. Users must check requirements with relevant body before applying the unit.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan and prepare for measurements and calculations	1.1 Obtain, interpret and confirm work requirements 1.2 Access, interpret and apply documentation and procedures 1.3 Select the appropriate plant and equipment and check for faults
2. Perform measurements	2.1 Select and apply the appropriate method of obtaining the measurement required 2.2 Obtain measurements using appropriate plant and equipment and confirm the required accuracy 2.3 Confirm and record measurements

ELEMENT	PERFORMANCE CRITERIA
3. Perform calculations	3.1 Select appropriate calculation method according to workplace procedures 3.2 Calculate values for the project using the appropriate calculation method 3.3 Confirm and record results
4. Estimate quantities	4.1 Select appropriate formulas for calculating quantities 4.2 Make calculations to determine quantities 4.3 Estimate quantities required from the calculations taken 4.4 Confirm and record quantities for the project with regard to project tolerances

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Self-management	<ul style="list-style-type: none">Monitors and minimises own exposure to worksite risks and hazards during activities
Oral communication	<ul style="list-style-type: none">Uses a range of communication techniques and systems to communicate with others

Unit Mapping Information

Supersedes and is equivalent to RIICCM201D Carry out measurements and calculations.

Links

Companion Volume implementation guides is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICCM201E Carry out measurements and calculations

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- carry out measurements and calculations on at least two different occasions, including:
 - completing measurements, calculations and estimations of quantities for projects of varying complexity
 - measuring using a rule or tape measure for a variety of tasks with 100% accuracy.

During the above, the candidate must:

- locate and apply relevant documentation, policies and procedures and confirm that the work activity is compliant
- implement the requirements, procedures and techniques for carrying out measurements and calculations, including:
 - circumference
 - area
 - length
 - number
 - percentage
 - perimeter
 - quantity
 - ratio
 - volume
- work with others to undertake and complete measurements and calculations, including:
 - using a range of communications techniques and equipment
 - complying with written and verbal reporting requirements and procedures
- communicate with others to receive and clarify work instructions and to determine coordination requirements prior to commencing and during work activities.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key policies, procedures and documentation required to carry out measurements and calculations, including those related to:
 - work health and safety procedures
 - emergency procedures
 - operation of tools and equipment safely
 - achievement of project quality and accuracy
 - plant and equipment maintenance
 - job safety analyses (JSAs)/job safety environmental analyses (JSEAs)/safe work method statements (SWMS)
 - environmental requirements
- a range of numerical calculations, conversions and measurements, including:
 - conversions of different metric values
 - metres to millimetres
 - measurement and calculation of different quantities
 - understanding tolerances.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment required to carrying out measurements and calculations
 - relevant documentation
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the Companion Volume Implementation Guides located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume implementation guides is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIICCM202E Identify, locate and protect underground services

Modification History

This unit replaces RIICCM202D Identify, locate and protect underground services. Significant endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.

Application

This unit describes the skills and knowledge required to identify, locate and protect underground services in civil construction.

It applies to those working in operational roles and overseeing construction work. They generally work under supervision and hold some responsibility for identifying, locating and protecting underground services.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to identify, locate and protect underground services	<ul style="list-style-type: none">1.1 Obtain, interpret and confirm work requirements1.2 Access, interpret and apply Australian standards and documentation required for identifying, locating and protecting underground services and confirm work activity is compliant1.3 Identify hazards and environmental issues, assess the risks and implement control measures in line with workplace policies1.4 Identify and adhere to traffic signage requirements1.5 Select equipment and tools required for service locating works and check for faults and report or rectify within scope of own role1.6 Identify and apply environmental protection

ELEMENT	PERFORMANCE CRITERIA
	<p>requirements for task</p> <p>1.7 Obtain and prepare information for search requirements from national referral service prior to making contact with the service provider</p> <p>1.8 Contact, obtain service and utility location details from and identify specific requirements of service and utility owners</p>
2. Identify and locate underground services	<p>2.1 Identify hazards and environmental issues, assess risks, implement control measures and confirm safe working environment</p> <p>2.2 Determine location, alignment direction, level and grade of services and utilities from plans and location details</p> <p>2.3 Comply with specific requirements of service and utility owners</p> <p>2.4 Use visual and physical means to inspect site for services and utilities prior to commencing construction</p> <p>2.5 Use required service locating equipment to detect and determine position of underground services and, in consultation with operator undertaking construction work, which assets are affected by planned works</p> <p>2.6 Mark out positions of underground services and utilities as required</p> <p>2.7 Generate reports of underground service location</p>
3. Protect underground services	<p>3.1 Advise operators undertaking construction of requirements for asset and utility protection according to service and utility owners requirements</p> <p>3.2 Establish clearance distances and isolate work as required according to safety requirements</p> <p>3.3 Move, relocate as necessary, protect and support services and utilities from construction process according to safety requirements and in conjunction with service and utility owners as required</p> <p>3.4 Advise non-destructive and manual excavation as required</p> <p>3.5 Confirm restoration of infrastructure assets and backfilling according to safety, and service and utility owners' requirements, and advise road authority once work is completed as required</p> <p>3.6 Record and report to asset owners and supervisory staff any damage to services and utilities during activity</p>
4. Conduct housekeeping	<p>4.1 Clear work area and dispose of and recycle materials as required</p>

ELEMENT	PERFORMANCE CRITERIA
activities	<p>4.2 Clean, check and maintain condition of equipment, and report issues as required or address within scope of own role</p> <p>4.3 Manage and report hazards as required</p> <p>4.4 Finalise and process written records as required according to workplace procedures</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	<ul style="list-style-type: none"> Adjusts activities given tolerances of plan details and equipment
Oral communication	<ul style="list-style-type: none"> Verbally acquires details from and reports problems and/or hazards to a supervisor or service and/or utility owner
Reading	<ul style="list-style-type: none"> Identifies and interprets information from at times complex workplace procedures, documentation, legislation and regulations
Self-management	<ul style="list-style-type: none"> Monitors and minimises self-exposure to worksite risks during activities
Writing	<ul style="list-style-type: none"> Records simple and routine information relating to work activities

Unit Mapping Information

Supersedes and is equivalent to RIICCM202D Identify, locate and protect underground services.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICCM202E Identify, locate and protect underground services

Modification History

This unit replaces RIICCM202D Identify, locate and protect underground services. Significant endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify, locate and protect underground services on at least two occasions, including:
 - use electromagnetic locating equipment on at least one occasion to detect conductive underground services.

During the above, the candidate must:

- locate, apply and retain on site access to documentation, policies and procedures required to identify, locate and protect underground services
- implement the requirements, procedures and techniques for completing the identification, location and protection of underground services, including:
 - selecting and using required tools and equipment
 - communicating to clarify instructions and information
 - completing housekeeping activities
- work with others to identify, locate and protect underground services that meets required outcomes, including:
 - using a range of communication techniques and equipment
 - complying with written and verbal reporting requirements and procedures
- employ required techniques, plant and equipment to search for services and utilities
- identify services and owners of services and utilities.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key indicators of work quality and accuracy
- processes for planning and organising work activities
- safety data sheets and materials handling methods
- electromagnetic locating and radar based technologies

- job safety analyses (JSAs), job safety environmental analyses (JSEAs), and safe work method statements (SWMSs)
- key risks relating to identifying, locating and protecting underground services, including those associated with:
 - traffic
 - live electrical services
 - confined spaces
 - falls
 - locating near other works in progress
 - manual handling
 - gas
- key policies and procedures, legislation and established requirements for identifying, locating and protecting underground services, including those for:
 - workplace health and safety
 - environmental protection
 - operating and maintaining equipment
 - fault checking and calibrating locating equipment
 - marking underground asset locations
 - waste disposal and recycling
 - site isolation and traffic control
 - excavation and finished surfaces reinstatement
 - obtaining emergency numbers and contact details of service and utility owners
 - obtaining and preparing search requirement information from Dial Before You Dig (DBYD)
 - damage to services and utilities
- key factors affecting work activities described in performance evidence above, including:
 - types of services, utilities and providers
 - working in a road reserve
 - equipment types, characteristics, technical capabilities and limitations
 - asset specific clearance distances
 - non-destructive excavation methods for exposing underground services.

Assessment Conditions

- Mandatory conditions for assessment of this unit are stipulated below. The assessment must:
- include access to:
 - underground service locating equipment
 - personal protective equipment
- be conducted in a safe environment; and,
- be assessed in context of this sector's work environment; and,

- be assessed in compliance with relevant legislation/regulation and using policies, procedures, processes and operational manuals directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor Requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory competency standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing a high level of RII training product knowledge
- having an understanding and knowledge of legislations and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence as outlined in this Unit of Competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must hold the relevant vocational competencies and have current industry skills directly relevant to the training and assessment being provided and must work alongside a trainer and/or assessor to conduct the assessment. This means the industry subject matter expert should hold the unit being assessed (or an equivalent unit), and must also demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF** Level	Required assessor or Industry subject matter expert experience
Drilling, Metalliferous	1	1 Year

Mining, Coal Mining, Extractive (Quarrying) and Civil Construction	2	2 Years
Drilling, Coal Mining and Extractive (Quarrying)	3-6	3 Years
Metalliferous Mining and Civil Construction	3-6	5 Years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIICCM203E Read and interpret plans and job specifications

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to read and interpret plans and job specifications in civil construction, including recognising amendments and commonly used symbols and abbreviations. It involves locating and identifying key features on site plans and reading and interpreting job plan specifications.

It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take some responsibility for the quality of work outcomes.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Users must check requirements with relevant body before applying the unit.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to read and interpret plans and job specifications	<ul style="list-style-type: none">1.1 Obtain, interpret, clarify and confirm work instructions1.2 Access, interpret and apply documentation required to read and interpret job plans and specifications1.3 Select and wear personal protective equipment according to site requirements1.4 Identify types of plans and drawings used in the industry1.5 Identify key functions of each type of drawing1.6 Recognise and adhere to quality requirements of company

ELEMENT	PERFORMANCE CRITERIA
	operations 1.7 Identify environmental controls from job plans, specifications and environmental plan
2. Recognise amendments on drawings and job specifications	2.1 Check title panel to verify latest amendments to drawing 2.2 Check amendments to specifications and confirm currency of information
3. Recognise symbols and abbreviations	3.1 Identify and confirm civil construction symbols and abbreviations 3.2 Locate and interpret legend on project drawings
4. Locate and identify key features on site plan	4.1 Achieve orientation of the plan with site 4.2 Identify and locate key features of site on project drawings 4.3 Gain access to site and identify services, main features, contours and datum 4.4 Identify variations between documents and site and remedy and report as required and within scope of own role
5. Read and interpret job specifications	5.1 Identify and confirm job specifications from drawings, notes and descriptions 5.2 Identify and confirm standards of work, finishes and tolerances from job specifications 5.3 Identify and confirm material attributes from job specifications

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	<ul style="list-style-type: none"> Interprets basic mathematical information relating to heights, areas, volumes and grades
Self-management	<ul style="list-style-type: none"> Monitors and minimises own exposure to worksite risks and hazards during work activities

Unit Mapping Information

Supersedes and is equivalent to RIICCM203D Read and interpret plans and specifications.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICCM203E Read and interpret plans and job specifications

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- read and interpret plans and job specifications on at least two occasions, including:
 - identifying key features on site plans
 - recognising clear discrepancies and verifications between the documents (map, plan, specifications) and the actual site and taking action to correct
 - gaining access to sites and identifying symbols, abbreviations, services, main features, contours and datum.

During the above, the candidate must:

- locate and apply required documentation, policies and procedures
- implement the requirements, procedures and techniques to read and interpret plans and specifications
- work with others to read and interpret plans and specifications that meets required outcomes, including:
 - communicating with others to receive and clarify work instructions
 - using communications techniques and equipment
 - complying with reporting requirements and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- principles and techniques required to read and interpret job plans and specifications, including those relating to:
 - planning and organising work activities
 - interpreting engineering drawings

- types of services, utilities and providers
- calculation of heights, areas, volumes and grades
- features of plans and elevations, including:
 - direction
 - scale
 - key
 - contours
 - symbols
 - abbreviations
- types of drawings
- features of formal job specifications, including:
 - type of product/service
 - quantities
 - characteristics
 - sizes
 - pattern dimension
 - location
 - surfaces and compatibility
- types, characteristics, technical capabilities and limitations of plant and equipment required to read and interpret job plans and specifications
- materials safety data sheet (SDS) compliance processes
- components of job safety analyses (JSAs), job safety environmental analyses (JSEAs), and safe work method statements (SWMs)
- civil construction terminology relating to reading and interpreting plans and job specifications.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment required to read and interpret plans and job specifications
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter	

	expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.
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*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIICCM209E Carry out concrete work

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to carry out concrete work in civil construction, including constructing and fitting reinforcement, erecting formwork, concreting and stripping formwork.

It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take some responsibility for the quality of work outcomes.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Users must check requirements with relevant body before applying the unit.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan and prepare for concrete work	<ul style="list-style-type: none">1.1 Obtain, interpret and confirm work requirements1.2 Access, interpret and apply documentation required to carry out concrete work1.3 Obtain and interpret emergency procedures and identify steps required to respond to emergencies1.4 Select and wear personal protective equipment according to site requirements1.5 Confirm and identify requirements for complying with environmental protection, safety and traffic management signage requirements

ELEMENT	PERFORMANCE CRITERIA
	1.6 Identify, address and report environmental issues, potential hazards and risks 1.7 Select plant, tools and equipment required to carry out tasks and check for faults 1.8 Identify, confirm, and locate materials required for work application
2. Confirm task requirements and select resources	2.1 Determine location requirements of steel reinforcement and formwork 2.2 Confirm reinforcement requirements 2.3 Select formwork components and materials according to job and site requirements 2.4 Select and use fixing or fasteners according to manufacturer specifications
3. Set out for concrete work	3.1 Set string lines from existing pegs 3.2 Check grades and confirm correct fall 3.3 Identify services, protect and prevent damage
4. Construct and fit reinforcement	4.1 Cut and bend reinforcing fabric and bars according to job requirements 4.2 Tie and fix fabric and bars to configuration 4.3 Attach stiffening rods to panels as required to facilitate handling 4.4 Locate reinforcement material in formwork, and place it on bar chairs/spacers, and confirm clearance from formwork 4.5 Locate and secure cast-ins
5. Erect formwork	5.1 Clear work area and prepare surface for erection of formwork 5.2 Set out formwork according to job requirements 5.3 Assemble and brace formwork 5.4 Position expansion joints to specification and to relevant Australian standard 5.5 Position dowel joints 5.6 Remove debris, sawdust and other waste material from formwork 5.7 Apply release agent to manufacturer specifications
6. Carry out concrete work	6.1 Place concrete to specified levels and grades and avoid segregation 6.2 Compact concrete using immersion vibrator or other specified method 6.3 Screed, finish and apply curing process to concrete 6.4 Cover and protect concrete surface
7. Strip formwork	7.1 Remove edge boxing and braces sequentially 7.2 Denail, clean and store timber components according to site requirements

ELEMENT	PERFORMANCE CRITERIA
	7.3 Clean, oil and store steel components according to site requirements 7.4 Discard damaged formwork components after stripping
8. Conduct housekeeping activities	8.1 Clear work area and dispose of or recycle materials according to site requirements 8.2 Clean and maintain condition of equipment, confirm suitability for use, and address and report issues as required within scope of own role 8.3 Manage and report hazards, and maintain a safe working environment 8.4 Process records according to site requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	<ul style="list-style-type: none"> Calculates basic measurements including mass and dimensions
Self-management	<ul style="list-style-type: none"> Monitors and minimises own exposure to worksite risks and hazards during work activities

Unit Mapping Information

Supersedes and is equivalent to RIICCM209D Carry out concrete work.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICCM209E Carry out concrete work

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- carry out concrete work on at least two occasions, including:
 - setting up string lines, framework and reinforcements
 - positioning expansion and dowel joints
 - placing concrete according to job specifications
 - compacting concrete
 - screeding and finishing concrete surface.

During the above, the candidate must:

- locate and apply required legislation, documentation, policies and procedures
- identify, report and record hazards and risks
- implement the requirements, procedures and techniques for concrete work including:
 - carrying out steel reinforcement
 - completing formwork
 - clean screens before movement
- work with others to complete concrete work that meets required outcomes, including:
 - communicating with others to receive and clarify work instructions
 - using communication techniques and equipment to convey information to others, including signage to advise others of work activity and exclusion zones
 - complying with reporting requirements and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislation required to carry out concrete work
- policies, procedures and documentation required to carry out concrete work, including those relating to:
 - hazard and risk management
 - work health and safety
 - emergency response
 - site and equipment safety
 - environmental protection waste management
 - communication techniques and equipment
 - workplace recording and reporting
 - site isolation and traffic control responsibilities
 - operational, maintenance and basic diagnostic procedures
 - project quality requirements
 - job plans and specifications
 - housekeeping activities, including:
 - cleaning up work area
 - cleaning and maintaining condition of equipment
 - waste management
 - processing records
- principles and techniques required to carry out concrete work, including those related to:
 - cleaning screens before movement
 - organising work activities
 - concrete characteristics and properties
 - concreting, including:
 - placing
 - finishing
 - curing
 - methods to avoid segregation
 - structural technology
 - formwork
 - reinforcing fabric and bars
 - cast-in services and fixtures
- types, characteristics, technical capabilities and limitations of plant and equipment required to carry out concrete work, including:
 - pre-mix trucks
 - cranes
 - wheelbarrows
 - floats
 - trowels
 - screeds

- tarpaulins
- curing agent applicators
- reinforcement benders
- mesh guillotines
- steam generators
- materials safety data sheet (SDS) compliance processes
- components of job safety analyses (JSAs), job safety environmental analyses (JSEAs), and safe work method statements (SWMs)
- civil construction terminology related to carrying out concrete work.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment required to carry out concrete work
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

• Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces

- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIICRC203E Install sub-soil drainage

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to install sub-soil drainage in civil construction, including setting out and excavating trenches and installing sub-soil drains, end structures or outlets.

It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take some responsibility for the quality of work outcomes.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories and industry sectors. Users must check requirements with relevant body before applying the unit.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan and prepare for installing sub-soil drainage	<ul style="list-style-type: none">1.1 Obtain, interpret, clarify and confirm work requirements1.2 Access, interpret and apply documentation required to install sub-soil drainage1.3 Identify and address potential risks, hazards and environmental issues, and implement control measures within scope of own role1.4 Select and wear personal protective equipment according to site requirements1.5 Identify, obtain, confirm and implement signage requirements1.6 Select plant, tools and equipment required to carry out tasks and

ELEMENT	PERFORMANCE CRITERIA
	check for faults 1.7 Plan stockpiling of materials according to job and site requirements
2. Set out and excavate trenches	2.1 Check trench depths and grades against job requirements 2.2 Set out and mark trench location according to job requirements 2.3 Communicate with plant operator to confirm excavation of trenches, placement of shoring and battering against job requirements
3. Install bedding materials	3.1 Identify bedding material type and depth according to job requirements 3.2 Lay bedding materials to specified depths and grades according to job requirements
4. Install sub-soil drainage	4.1 Place geo-textile according to job requirements 4.2 Prepare drain sections and fittings 4.3 Lay subsoil drain according to job requirements 4.4 Identify inspection opening and flush out points according to job requirements 4.5 Fit out end structures, outlets or clean outs to culverts, storm water or subsoil drain systems and connect according to site and job requirements 4.6 Install packing and prepare system for backfilling 4.7 Monitor backfill procedure and confirm work is completed according to job requirements
5. Conduct clean-up activities	5.1 Clear work area and recycle or dispose of materials according to site requirements according to site requirements 5.2 Clean, check, maintain and store plant, tools and equipment according to manufacturer specifications and site requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	<ul style="list-style-type: none"> Calculates basic measurements, including mass and dimensions
Self-management	<ul style="list-style-type: none"> Monitors and minimises own exposure to worksite risks and hazards during work activities

Unit Mapping Information

Supersedes and is equivalent to RIICRC203D Install sub-soil drainage.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICRC203E Install sub-soil drainage

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- install sub-soil drainage on at least two occasions in at least two separate locations, including:
 - installing at least 100 metres of sub-soil drain, including end structures or outlets
 - setting out and excavating trenches to specified location, depth and grade
 - installing sub-soil drainage using specified materials and meeting backfill requirements
 - clearing work area and recycling or disposing of materials
 - cleaning, checking, maintaining and storing plant, tools and equipment.

During the above, the candidate must:

- locate and apply required documentation, policies and procedures
- implement the requirements, procedures and techniques for installing sub-soil drainage, including:
 - identifying, addressing and reporting potential hazards and risks
 - identifying, obtaining, confirming and implementing signage requirements
 - selecting and checking for faults all plant, tools and equipment required to carry out tasks
 - identifying, addressing and reporting environmental issues and ground conditions
 - planning stockpiling of materials for ease of access and hazard reduction
- work with others to undertake and complete the installation of sub-soil drainage in a way that meets required outcomes, including:
 - preparing for and organising work activities to meet task requirements
 - communicating with others to receive and clarify work instructions
 - using communication techniques and aids to advise others of work activity and exclusion zones

- monitoring hazards and identifying and communicating changes to work environment.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislation required to install sub-soil drainage
- policies, procedures and documentation required to install sub-soil drainage, including those relating to:
 - site requirements
 - manufacturer specifications for required plant and equipment
 - hazard and risk management
 - job plans and specifications
 - work activity set up procedures
 - communication techniques and aids
 - project quality requirements
 - signage and exclusion zone requirements
 - environmental protection
 - work health and safety
 - waste management
- types, characteristics, technical capabilities and limitations of plant, equipment and materials required to install sub-soil drainage, including:
 - strip filter drains
 - perforated pipes with and without geo-textile fabric
 - granular materials enclosed in geo-textile fabric
 - end structures and outlets
- principles and techniques for effective sub-soil drainage installation, including:
 - bedding materials installation techniques
 - trench set out and excavation techniques.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment required to install sub-soil drainage
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,

- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

• Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years

Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.
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*Guidance on simulated environments has been stipulated in the Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIICRC301E Maintain drainage systems

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to maintain drainage systems in civil construction, including maintaining drainage components and open drains, excavating and repairing drainage systems and inspecting and repairing culverts.

It applies to those working in operational roles. They generally work under minimal supervision to undertake a broad range of tasks in varied work contexts, using some discretion and judgement in selecting equipment, services or contingency measures.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories and industry sectors. Users must check requirements with relevant body before applying the unit.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan and prepare to maintain drainage systems	<ul style="list-style-type: none">1.1 Obtain, interpret, clarify and confirm work requirements1.2 Access, interpret and apply documentation required to maintain drainage systems and confirm work activity is compliant1.3 Identify and address potential risks, hazards and environmental issues, and implement control measures1.4 Select and wear personal protective equipment according to site requirements1.5 Obtain and interpret drainage maintenance schedule and records of maintenance history

ELEMENT	PERFORMANCE CRITERIA
	1.6 Determine temporary stormwater diversion requirements according to existing drainage outlets, site requirements and planned construction schedule
2. Maintain drainage components	2.1 Inspect and maintain drainage components and rectify or report faults as required 2.2 Repair drainage components according to initial design specifications and/or engineer's redesign 2.3 Flush out drainage system and confirm clear flows of fluid
3. Excavate and repair drainage systems	3.1 Determine location of repairs according to work order and survey site 3.2 Carry out excavation according to job requirements 3.3 Prepare pipes and accessories according to design method of repair 3.4 Replace pipe sections and join and align to line and specified fall according to job requirements 3.5 Install packing and confirm alignment of pipeline 3.6 Make joints to pipe section junctions according to job requirements 3.7 Backfill section according to job requirements 3.8 Inspect and test repaired drainage system and confirm effectiveness of repairs against job requirements
4. Maintain open drains	4.1 Maintain open drains to line and fall specifications according to job requirements 4.2 Finish surfaces adjoining open drains and confirm ease of run off 4.3 Undertake erosion control methods according to site requirements
5. Inspect, clear and repair culverts	5.1 Identify faults in culverts and determine appropriate repair requirements and specifications 5.2 Repair or replace sections and joint according to levels and design specifications 5.3 Repair or maintain inlets and outlets according to culvert design and specifications 5.4 Compact backfill
6. Conduct clean-up activities	6.1 Clear work area and dispose of or recycle materials according to site requirements 6.2 Seal and store or pack unused materials according to site requirements 6.3 Clean, check, maintain and store plant, tools and equipment according to manufacturer specifications and site requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	<ul style="list-style-type: none">Calculates basic measurements including mass and dimensions
Self-management	<ul style="list-style-type: none">Monitors and minimises own exposure to worksite risks and hazards during work activities

Unit Mapping Information

Supersedes and is equivalent to RIICRC301D Maintain drainage systems.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICRC301E Maintain drainage systems

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- maintain drainage systems on at least two occasions, including:
 - maintaining drainage components to design specifications and functional requirements
 - applying techniques for locating faults in drainage systems
 - excavating and repairing drainage systems
 - inspecting and testing repaired drainage systems
 - maintaining open drains to specified line and fall
 - finishing surfaces adjoining open drains and confirming ease of run off
 - undertaking erosion control methods according to site requirements
 - inspecting, clearing and repairing culverts
 - clearing work area and disposing of, recycling or storing materials
 - sealing and storing or packing unused materials.

During the above, the candidate must:

- locate and apply required documentation, policies and procedures and confirm work activity is compliant
- implement the requirements, procedures and techniques for drainage system maintenance, including:
 - identifying and applying relevant drawings and job specifications to all work activities
 - identifying, addressing and reporting potential hazards and risks
 - identifying, obtaining, confirming and implementing signage requirements
 - selecting and checking for faults all plant, tools and equipment required to carry out tasks
 - identifying, addressing and reporting environmental issues and ground conditions
 - determining temporary stormwater diversion requirements

- work with others to undertake and complete the maintenance of drainage systems that meets required outcomes, including:
 - preparing for and organising work activities to meet task requirements
 - communicating with others to receive and clarify work instructions
 - using communication techniques and aids to advise others of work activity and exclusion zones
 - monitoring hazards and identifying and communicating changes to work environment.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislation required to maintain drainage systems
- policies, procedures and documentation required to maintain drainage systems, including those relating to:
 - site requirements
 - manufacturer specifications for required plant and equipment
 - relevant drawings and job specifications
 - hazard and risk management
 - environmental protection and ground conditions
 - work activity set up procedures
 - communication techniques and aids
 - site isolation and traffic control responsibilities
 - work health and safety
 - waste management
 - workplace recording and reporting
- types, characteristics, technical capabilities and limitations of equipment required to maintain drainage systems
- principles and techniques for effective drainage system maintenance, including:
 - techniques for maintaining drainage components and open drains
 - drainage system excavation and repair techniques
 - techniques for inspecting and repairing culverts
 - erosion control methods.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment required to maintain drainage systems
- be conducted in a safe environment; and,

- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years

Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIICTB201E Maintain timber bridges

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to maintain timber bridges in civil construction, including locating defects or faults, preparing for rectification, and performing maintenance activities, including replacing decking and fencing.

It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take some responsibility for the quality of work outcomes.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Users must check requirements with relevant body before applying the unit.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan and prepare to perform maintenance on timber bridge	<ul style="list-style-type: none">1.1 Obtain, interpret and confirm work instructions1.2 Access, interpret and apply documentation required to perform maintenance on timber bridges1.3 Obtain and interpret emergency procedures, and identify steps required to respond to emergencies1.4 Select and wear personal protective equipment according to site requirements1.5 Confirm and identify requirements for complying with environmental protection, safety and traffic management signage

ELEMENT	PERFORMANCE CRITERIA
	requirements 1.6 Identify, address and report environmental issues, potential hazards and risks 1.7 Select plant, tools and equipment required to carry out tasks and check for faults 1.8 Identify, confirm, and locate materials required for work application
2. Perform maintenance	2.1 Obtain and apply schedule of maintenance repairs according to job requirements 2.2 Locate access devices in reach of the areas to be repaired and confirm safe operation 2.3 Locate fault and prepare area for rectification according to job requirements 2.4 Select resources according to job requirements 2.5 Report other faults identified 2.6 Complete bridge maintenance activities according to job requirements
3. Conduct clean-up activities	3.1 Clear work area and dispose of or recycle materials according to site requirements 3.2 Clean, check, perform maintenance on and store plant, tools and equipment according to manufacturer specifications and site requirements 3.3 Complete records and reports according to job requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	<ul style="list-style-type: none"> Identifies and interprets information from verbal instructions Conveys information and instructions to others verbally
Self-management	<ul style="list-style-type: none"> Monitors and minimises own exposure to worksite risks and hazards during work activities
Writing	<ul style="list-style-type: none"> Communicates and documents information in written form

Unit Mapping Information

Supersedes and is equivalent to RIICTB201D Maintain timber bridges.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICTB201E Maintain timber bridges

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- maintain timber bridges on at least two occasions, including:
 - replacing at least one length of sheeting/decking, a minimum of two metres in length and all associated activities, to specifications
 - replacing and painting at least one fence/barrier post and at least six metres of railing to specification
 - locating defect or fault and preparing area for rectification and reporting other defects or faults identified during maintenance.

During the above, the candidate must:

- locate and apply applicable, documentation, policies and procedures
- identify, report and record hazards and risks
- work with others to perform maintenance on timber bridges that meets required outcomes, including:
 - communicating with others to receive and clarify work instructions
 - using communication techniques and equipment to convey information to others, including signage to advise others of work activity and exclusion zones
 - completing written and verbal reporting requirements and procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislation required to maintain timber bridges
- policies, procedures and documentation required to maintain timber bridges, including those relating to:

- site and equipment safety
- hazard and risk management
- emergency response
- environmental protection
- waste management
- communication techniques and equipment
- working at heights and over water
- operational, maintenance and basic diagnostic procedures
- site isolation and traffic control responsibilities
- project quality requirements
- work orders
- job plans and specifications
- site requirements
- manufacturer specifications for required plant and equipment
- workplace reporting requirements
- principles and techniques required to maintain timber bridges, including those relating to:
 - timber bridge maintenance, including:
 - painting
 - bolt tightening and replacement
 - decking replacement
 - barrier replacement
 - cleaning
 - weed control
 - flashing repair
 - waterway cleaning
 - kerb replacement
 - whacking planks/ballast board replacement
 - scaffolding
 - preservatives and paints
 - timber grading
 - bridge foundations
 - bridge construction and sequencing
 - bridge heritage
 - calculation of material requirements
 - bracing and loading
 - interpreting engineering drawings
- types, characteristics, technical capabilities and limitations of plant and equipment required to maintain timber bridges, including:
 - power leads
 - electric drills

- augers
- oxy-acetylene equipment
- podger hammers
- bolt extraction equipment
- reaming bits
- drifts
- materials safety data sheet (SDS) compliance processes
- components of job safety analyses (JSAs), job safety environmental analyses (JSEAs), and safe work method statements (SWMs)
- civil construction terminology relating to maintaining timber bridges.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment required to maintain timber bridges
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge

- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIICWM401E Supervise civil works

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to supervise civil works in civil construction, including implementing the job plan and overseeing and reporting on the execution of civil works.

It applies to those working in supervisory or technical specialist roles. They generally perform a broad range of operational activities in their area of responsibility and are responsible for monitoring a safe work environment.

Licensing, legislative and certification requirements that apply to this qualification can vary between states, territories, and industry sectors. Users must check requirements with relevant body before applying the qualification.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to supervise civil works	<ul style="list-style-type: none">1.1 Obtain, interpret and confirm work requirements1.2 Access, interpret and apply civil works documentation and legislation and confirm work activity is compliant1.3 Identify and address potential risks, hazards and environmental issues and implement control measures1.4 Select and wear personal protective equipment according to site requirements1.5 Access and share task requirements with team members1.6 Prepare and implement a job plan that meets task requirements in

	consultation with team members 1.7 Confirm required resources are acquired and made available for task
2. Prepare team members to execute tasks	2.1 Issue task instructions to team members and others involved according to job requirements 2.2 Set out tasks as required for completion of the civil works
3. Oversee execution of tasks	3.1 Monitor civil works task performance and confirm safe, effective and efficient conduct of tasks 3.2 Implement adjustments to civil works practice and job plan as required and confirm required outcomes are achieved 3.3 Oversee maintenance of plant, equipment and tools and confirm maintenance is recorded according to site requirements and manufacturer specifications 3.4 Oversee clearing of work area and disposal or recycling of materials according to site requirements
4. Report on the execution of tasks	4.1 Complete and submit written and verbal reports according to site requirements 4.2 Recommend required changes to confirm task execution meets job requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Oral communication	<ul style="list-style-type: none"> Presents workplace procedures and technical instructions using sector-specific vocabulary

Unit Mapping Information

Supersedes and is equivalent to RIICWM401D Supervise civil works.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIICWM401E Supervise civil works

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- supervise civil works on at least two occasions, including:
 - preparing at least one job plan, including:
 - human resource requirements
 - plant and machinery requirements
 - construction materials requirements
 - sub-contractor support requirements
 - waste disposal requirements
 - coordination requirements
 - activity scheduling
 - materials delivery scheduling
 - risk assessment and management requirements
 - occupational health and safety requirements
 - quality management requirements, including testing scheduling requirements
 - traffic management requirements
 - environmental requirements
 - task monitoring requirements
 - task performance monitoring requirements
 - communication requirements
 - reporting requirements
 - monitoring each of the following:
 - ongoing risk assessment
 - engineering survey
 - sampling and testing
 - recording and observation of construction practice

- providing general supervision.

During the above, the candidate must:

- locate and apply required legislation, documentation, policies and procedures
- work with others to supervise civil works that meets required outcomes, including:
 - organising work activities to meet task requirements
 - communicating with others to receive and clarify work instructions
 - communicating with others to resolve coordination requirements prior to commencing and during work activities.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislation required to supervise civil works
- policies, procedures and documentation required to supervise civil works, including those related to:
 - risk assessment and management
 - work health and safety
 - emergency response
 - environmental management
 - workplace recording and reporting requirements, including:
 - task specifications
 - job plan
 - task drawings
 - activity scheduling
 - waste management
 - materials delivery scheduling
 - task monitoring
 - manufacturer specifications for relevant plant and equipment
 - traffic management requirements
 - developing of job plans
- types, characteristics, technical capabilities and limitations of materials, plant and equipment required to supervise civil works
- relationship between various areas of civil works
- principles and techniques required to supervise civil works, including those relating to:
 - team leadership
 - works planning
 - civil works monitoring
 - engineering survey principles

- estimating principles
- civil works construction sequencing
- sampling and testing
- set out requirements and procedures
- road geometry
- drainage requirements.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment required to supervise civil works
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

- **Assessor requirements**

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and

- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume Implementation Guide is found on VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIIRTM202E Position, set-up and operate portable traffic signals

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to transport, position, operate and remove portable traffic signals and conduct housekeeping activities relevant to the task in the civil construction industry.

It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take some responsibility for the quality of work outcomes.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Users must check requirements with relevant body before applying the unit.

Unit Sector

Civil Construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan and prepare to position, set-up and operate portable traffic signals	<ul style="list-style-type: none">1.1 Obtain, interpret, clarify and confirm work instructions1.2 Access, interpret and apply documentation required to position, set-up and operate portable traffic signals1.3 Select and wear personal protective equipment required for work activity1.4 Identify, address and report potential risks, hazards and environmental issues and implement control measures

ELEMENT	PERFORMANCE CRITERIA
	<p>1.5 Identify, confirm, clarify and apply environmental protection requirements</p> <p>1.6 Obtain and interpret emergency procedures and identify steps required to respond to emergencies</p>
2. Transport portable traffic signals	<p>2.1 Conduct portable traffic signals pre-start check and report or rectify faults as required</p> <p>2.2 Prepare portable traffic signals for transportation</p> <p>2.3 Confirm trailer is secured to vehicle</p> <p>2.4 Connect, manoeuvre and transport portable traffic signals according to job requirements</p> <p>2.5 Enter work site according to road and traffic management requirements</p> <p>2.6 Park-up and confirm braking system is engaged</p> <p>2.7 Check portable traffic signals controls and functions and report or rectify faults as required</p>
3. Position portable traffic signals	<p>3.1 Position portable traffic signals according to traffic management plan or diagram and traffic and site safety regulations and guidelines</p> <p>3.2 Conduct site specific risk assessment</p> <p>3.3 Confirm suitable positioning for battery purposes</p> <p>3.4 Confirm solar panels have exposure to sunlight where applicable</p> <p>3.5 Position portable traffic signals with master unit control box on the non-traffic side of unit</p> <p>3.6 Confirm units are level, stable and wheel chocks are applied</p> <p>3.7 Confirm portable traffic signals are visible to road users</p> <p>3.8 Confirm posted speed limit is correct for operation of portable traffic signals</p> <p>3.9 Install required signage according to traffic guidance scheme</p> <p>3.10 Initiate portable traffic signals security system</p>

ELEMENT	PERFORMANCE CRITERIA
4. Operate communication devices	4.1 Adjust communication device, including radio controls, for transmission and reception 4.2 Transmit radio messages according to job requirements 4.3 Maintain communication device power supply
5. Commissioning portable traffic signals	5.1 Select, apply and change signal sequence according to job requirements 5.2 Monitor traffic and confirm minimal delays to road users 5.3 Seek approval for and make adjustments for changing conditions according to job requirements
6. De-commissioning and remove portable traffic signals from site	6.1 Conduct shut-down procedures according to manufacturer specifications and site requirements 6.2 Prepare portable traffic signals for transportation 6.3 Remove portable traffic signals from site according to road rules, site and traffic management requirements
7. Conduct clean-up activities	7.1 Conduct inspection and fault finding according to manufacturer specifications and site requirements 7.2 Carry out minor routine maintenance according to site requirements 7.3 Confirm tools and equipment are cleaned, checked, maintained and stored according to manufacturer specifications and site requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Self-management	<ul style="list-style-type: none"> Monitors and minimises own exposure to worksite risks and hazards during work activities
Oral communication	<ul style="list-style-type: none"> Conveys information and instructions to other verbally
Writing	<ul style="list-style-type: none"> Completes basic records using sector-specific vocabulary, grammatical structures and conventions

Unit Mapping Information

Supersedes and is equivalent to RIIRTM202D Position, set-up and operate portable traffic signals.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIIRTM202E Position, set-up and operate portable traffic signals

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- position, set-up and operate portable traffic signals on at least two occasions, including:
 - transporting and positioning portable traffic signals to meet traffic management plan and site requirements.

During the above, the candidate must:

- locate and apply relevant legislation, documentation, policies and procedures
- implement the requirements, procedures and techniques to position, set-up and operate portable traffic signals, including:
 - identifying, reporting and recording hazards and risks, and recommending control measures
 - identifying and applying environmental protection requirements
 - carrying out inspection and fault finding as per manufacturer instructions and organisational requirements
- work with others to position, set-up and operate portable traffic signals that meets required outcomes, including:
 - using communication techniques and equipment to convey information to others
 - completing written and verbal reporting requirements
 - organising work activities to meet task requirements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislation required to position, set-up and operate portable traffic signals

- policies, procedures and documentation required to position, set-up and operate portable traffic signals, including those relating to:
 - emergency response
 - work health and safety
 - work instructions
 - environmental protection
 - communication techniques and equipment
 - Australian and other relevant standards
 - statutory compliance
 - site and equipment safety
 - traffic control
 - risk assessment and management
 - road rules and traffic management
 - equipment operation and maintenance
 - traffic management plans
 - traffic guidance scheme
 - manufacturer specifications for required plant and equipment
 - site requirements
 - workplace recording and reporting
- processes for the approval of changes to traffic management plans
- types, characteristics, technical capabilities and limitations of plant and equipment required to position, set-up and operate portable traffic signals
- principles and techniques required to position, set-up and operate portable traffic signals, including those relating to:
 - selecting route
 - interpreting traffic management plans and diagrams
 - interpreting traffic guidance schemes
 - operating a communication device
 - towing techniques and equipment
 - towing hazards
 - inspection of equipment, including fault finding.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment required to position, set-up and operate portable traffic signals
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,

- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining,	3-6	3 years

Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure		
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the RII implementation guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

***While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIISAM204E Operate small plant and equipment

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to operate small plant and equipment in the resources and infrastructure industries.

It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take responsibility for the quality of own work outcomes.

Licensing, legislative and certification requirements may apply to this unit and can vary between states, territories and industry sectors. Users must check requirements with relevant body before applying the unit.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for operating small plant and equipment	<ul style="list-style-type: none">1.1 Obtain, interpret, and confirm work requirements1.2 Access, interpret and apply documentation and procedures1.3 Identify and address potential risks, hazards and environmental issues, and implement control measures according to workplace procedures1.4 Select and wear personal protective equipment required for work activities1.5 Select and check for faults in plant, tools and equipment, and confirm they are appropriate for the work activity1.6 Obtain and interpret emergency procedures and be prepared for emergency situations

ELEMENT	PERFORMANCE CRITERIA
2. Conduct pre-operational checks	2.1 Select and use fuel and lubricants according to workplace procedures 2.2 Check and adjust fuel, oil, hydraulic fluid and water levels 2.3 Inspect, secure and maintain bolts, nuts, guards and attachment couplings 2.4 Check and adjust the function of controls and gauges 2.5 Conduct start up and shut down procedures according to workplace procedures
3. Use small plant and equipment	3.1 Identify hazards during work and establish appropriate risk management controls 3.2 Identify and apply operating techniques to achieve optimum output while maintaining specified tolerances 3.3 Operate plant and equipment to produce results within specified workplace tolerances 3.4 Store plant and equipment safely when not in immediate use
4. Carry out operator maintenance	4.1 Prepare machine for maintenance 4.2 Conduct inspection and check plant and equipment for serviceability, identify, and rectify and report any faults 4.3 Carry out scheduled maintenance tasks
5. Conduct housekeeping activities	5.1 Clear work area and dispose of materials 5.2 Clean and maintain condition of equipment, ensure suitability for use, and address and report issues 5.3 Complete written records and reports

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Writing	<ul style="list-style-type: none"> Produces and completes written documents required for workplace procedures
Numeracy	<ul style="list-style-type: none"> Calculates resource requirements, including use of basic addition, subtraction, multiplication and division
Self-management	<ul style="list-style-type: none"> Monitors and minimises own exposure to worksite risks and hazards during activities

Unit Mapping Information

Supersedes and is equivalent to RIISAM204D Operate small plant and equipment.

Links

Companion Volume implementation guides is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIISAM204E Operate small plant and equipment

Modification History

Release	Comments
Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 5.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- operate small plant and equipment on at least two different occasions, including:
 - conducting pre-operational checks
 - identifying and managing site hazards
 - identifying and using correct operating techniques to achieve optimum output while maintaining specified tolerances
 - correctly storing equipment
 - completing operator maintenance
 - clearing the work area.

During the above, the candidate must:

- locate and apply required documentation, policies and procedures and confirm that the work activity is compliant
- implement the requirements, procedures and techniques required to operate small plant and equipment
- work with others to undertake the operation of small plant and equipment
- communicate with others to receive and clarify work instructions and to determine coordination requirements prior to commencing and during work activities.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key policies, procedures and documentation required to operate small plant and equipment, including those related to:
 - work health and safety procedures

- environmental issues
- emergency procedures
- complying with safety data sheets
- records and reports
- small plant and equipment types, characteristics, technical capabilities and limitations, including:
 - power sources
 - compaction equipment
 - concrete equipment
 - excavation equipment
 - maintenance equipment
 - water equipment
 - lighting equipment
 - lifting materials
 - key operating techniques
- material types, characteristics, technical capabilities and limitations, including:
 - water
 - bituminous mixes
 - timber
 - fuels and oils
 - power leads
- applications of small plant and equipment working with:
 - clay
 - silts
 - stone
 - gravel
 - mud
 - rock sand
 - topsoil
- key industry and site specific terminology.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - equipment required to operate small plant and equipment
 - relevant documentation
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,

- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume implementation guides is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIIWHS205E Control traffic with stop-slow bat

Modification History

This unit replaces RIIWHS205D Control traffic with slow-stop bat. Significant endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.

Application

This unit describes the skills and knowledge required to control vehicle and pedestrian traffic using stop-slow bats, hand signals and approved communication devices in the resources and infrastructure industries.

It applies to those working in operational roles. They generally work in teams in live traffic environments under some degree of supervision.

Note: The terms Occupational Health and Safety (OHS) and Work Health and Safety (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the National Model WHS Legislation has not been implemented registered training organisations are advised to contextualise the unit of competency by referring to the existing state/territory OHS legislative requirements

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to control traffic	1.1 Select and wear personal protective equipment required for work activities 1.2 Access, interpret and confirm work instructions and plan work 1.3 Access, interpret and apply required workplace policies, procedures, jurisdictional safety and environmental protection requirements 1.4 Obtain and interpret site emergency procedures and prepare for accidents and emergencies 1.5 Select tools and equipment, check for serviceability, and rectify faults and report according to workplace policies and procedures
2. Control traffic and operate	2.1 Adjust approved communication devices according to site

communication devices	<p>requirements</p> <p>2.2 Direct traffic using hand held stop-slow bat and visibly clear and unobstructed hand signals as required</p> <p>2.3 Monitor traffic, make adjustments for changing traffic conditions and position waiting vehicles as required</p> <p>2.4 Communicate messages to other personnel, confirm recipient understanding and clarify as required</p> <p>2.5 Check and perform maintenance on approved communication devices according to requirements</p> <p>2.6 Check communications contact after nominated period of non-contact</p> <p>2.7 Report traffic offenders according to workplace policies and procedures</p>
3. Conduct housekeeping activities	<p>3.1 Confirm and remove signs and devices in line with job requirements and cover as required</p> <p>3.2 Clean, check and store tools and equipment</p> <p>3.3 Report environmental damage and potential for future damage as required</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	<ul style="list-style-type: none"> Applies basic mathematical problem solving processes, including simple addition, subtraction, multiplication and division
Oral communication	<ul style="list-style-type: none"> Listens to short, explicit instructions for work procedures and asks questions to clarify and confirm
Reading	<ul style="list-style-type: none"> Identifies and interprets information from workplace procedures, documentation, legislation and regulations
Technology	<ul style="list-style-type: none"> Identifies purposes, specific functions and key features of common digital systems and tools and operates them as required
Writing	<ul style="list-style-type: none"> Produces and completes workplace reports using appropriate vocabulary, grammatical structures and conventions

Unit Mapping Information

Supersedes and is equivalent to RIIWHS205D Control traffic with stop-slow bat.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIIWHS205E Control traffic with stop-slow bat

Modification History

This unit replaces RIIWHS205D Control traffic with slow-stop bat. Significant endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- Control traffic with a stop-slow bat according to traffic guidance schemes in a manner that is safe and follows workplace policies and procedures on at least two occasions, including:
 - directing pedestrian traffic, including at least one of the following:
 - ~ pedestrians with mobility issues
 - ~ pedestrians with prams
 - ~ cyclists
 - using approved communication devices to transmit message and report traffic offenders, including the use of at least one of the following devices:
 - ~ hand held radios
 - ~ telephones.

During the above, the candidate must:

- coordinate operations with pilot vehicle in a shuttle flow work arrangement
- participate in risk assessment and management processes
- identify the type and scope of hazards and their impact and recommend risk control measures
- identify key environmental protection issues and describe required solutions
- locate and complete at least one incident report
- complete housekeeping requirements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- risk assessment processes and hierarchy of control
- work instructions and procedures for planning work
- jurisdictional safety requirements relevant to temporary traffic management

- environmental protection requirements
- site emergency procedures
- site and equipment safety requirements
- traffic control requirements and procedures for directing the following pedestrian traffic groups:
 - pedestrians with mobility issues
 - pedestrians with prams
 - cyclists
- traffic guidance scheme and traffic management plan compliance
- communication device operations, including:
 - hand held radios
 - telephones
- traffic control equipment types, characteristics, technical capabilities and limitations
- operational and maintenance procedures for equipment
- site isolation and traffic control responsibilities and authorities
- the effects of travel speed and vehicle mass on stopping distances.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - stop-slow bat
 - personal protective equipment
 - hand held radio or telephone
- be conducted in a safe environment; and
- be assessed in context of this sector's work environment on a real live road setting under supervision; and
- be assessed in compliance with relevant legislation/regulation and using policies, procedures, processes and operational manuals directly related to the industry sector for which it is being assessed; and
- confirm consistent performance can be applied in a range of relevant workplace circumstances

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor Requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory competency standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing a high level of RII training product knowledge
- having an understanding and knowledge of legislations and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence as outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must hold the relevant vocational competencies and have current industry skills directly relevant to the training and assessment being provided and must work alongside a trainer and/or assessor to conduct the assessment. This means the industry subject matter expert should hold the unit being assessed (or an equivalent unit), and must also demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Construction	1	1 year
	2	2 years
Drilling, Coal Mining and Extractive (Quarrying), Metalliferous Mining and Civil Construction	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any	

	relevant regulation.
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*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIIWHS302E Implement traffic management plans

Modification History

This unit replaces RIIWHS302D Implement traffic management plan. Significant endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.

Application

This unit describes the skills and knowledge required to set out, monitor and close down traffic management plans and traffic guidance schemes in civil construction.

It applies to those working in supervisory roles. They generally work in teams in live traffic environments and hold some responsibility for the outcomes of others.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Users must check requirements with relevant body before applying the unit.

Note: The terms Occupational Health and Safety (OHS) and Work Health and Safety (WHS) are equivalent and generally either can be used in the workplace. In jurisdictions where the National Model WHS Legislation has not been implemented registered training organisations are advised to contextualise the unit of competency by referring to the existing state/territory OHS legislative requirements.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to implement traffic management plan	<p>1.1 Determine worksite requirements and scope of traffic management plan and traffic guidance scheme</p> <p>1.2 Identify, address and report potential risks, hazards and environmental issues and determine control measures</p> <p>1.3 Validate suitability of traffic management plan and traffic guidance scheme to site conditions, traffic volumes and work activities and confirm requirements are met</p> <p>1.4 Resource personnel to implement traffic management plan and traffic guidance scheme according to workplace policies and procedures</p> <p>1.5 Confirm required liaison and communication activities are</p>

	<p>carried out according to instructions</p> <p>1.6 Provide traffic guidance scheme implementation instructions to traffic control personnel and clarify and confirm recipient understanding as required</p>
2. Set out traffic guidance scheme	<p>2.1 Check required signs and devices are positioned and installed according to traffic guidance scheme</p> <p>2.2 Inspect traffic guidance scheme and authorise roadwork crew to proceed with work activities</p> <p>2.3 Confirm roadwork crew are protected from work site hazards</p>
3. Monitor traffic guidance scheme	<p>3.1 Confirm traffic flow is being monitored by required personnel according to traffic guidance scheme</p> <p>3.2 Apply adjustments to traffic guidance scheme as necessary to maintain required traffic flow and according to own job role</p> <p>3.3 Monitor work activities and apply required measures to mitigate and address roadwork crew and road user non-conformance</p> <p>3.4 Apply workplace policies and procedures to address offending road users as required</p>
4. Close down work activities	<p>4.1 Direct covering and required removal of equipment, signs and devices according to traffic guidance scheme</p> <p>4.2 Confirm tools and equipment are cleaned, checked, maintained and stored according to workplace policies and procedures</p> <p>4.3 Finalise traffic work zone close-down and complete required reporting</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	<ul style="list-style-type: none"> Applies basic mathematical problem solving processes, including simple addition, subtraction, multiplication and division
Oral communication	<ul style="list-style-type: none"> Presents information and provides assistance using industry specific vocabulary Uses listening and questioning to clarify and confirm understanding
Reading	<ul style="list-style-type: none"> Identifies and interprets information from workplace procedures, documentation, legislation and regulations

Writing	<ul style="list-style-type: none">• Produces and completes workplace reports, including risk management matrices, using appropriate vocabulary, grammatical structures and conventions
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Unit Mapping Information

Supersedes and is equivalent to RIIWHS302D Implement traffic management plan.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIIWHS302E Implement traffic management plans

Modification History

This unit replaces RIIWHS302D Implement traffic management plan. Significant endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- implement traffic management plans in a manner that is safe and follows workplace policies and procedures on at least three separate live traffic projects, including:
 - completing at least two of the following:
 - ~ lane closure
 - ~ lateral shift
 - ~ implementing a traffic management plan at an intersection
 - completing at least one project controlling site construction vehicles.

During the above, the candidate must:

- locate and apply required legislations, documentation, policies and procedures including documentation required for worksite projects and required traffic management
- work with traffic control personnel to implement and complete a traffic management plan and traffic guidance scheme that meets all required outcomes including:
 - confirming all necessary resources are available, including qualified personnel
 - confirming all personnel understand, and are able to implement, their roles, task requirements, safety requirements and reporting requirements
 - communicating with others to resolve resourcing and coordination requirements prior to and during work activities
 - confirming that unattended sites and shut-down procedures are completed according to traffic management plan and traffic guidance scheme
 - complying with written and verbal reporting requirements and procedures, including reporting offending road users.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- required legislation, regulations, codes and procedures including Austroads Codes of Practice and WHS applicable to temporary traffic management

- temporary traffic management principles
- risk management principles and procedures for identifying, analysing and treating potential hazards and risks
- key principles for implementing WHS, including the role of Job Safety Analysis, Job Safety and Environmental Analysis and Safe Work Method statements.
- scope of authority to modify traffic management plan and traffic guidance scheme
- basic signalling procedures for temporary traffic management
- procedures for selecting, using and placing signs and devices, including sequences of installation and removal and provisions for unattended sites
- radio operations procedures and protocols
- equipment types, characteristics, technical capabilities and limitations, including for required specialist and externally-sourced equipment
- site isolation, traffic control and emergency responsibilities and authorities.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - traffic management plan
 - traffic guidance scheme
 - personal protective equipment
 - devices, equipment and signs specified in the performance criteria
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment on a real live road setting under supervision; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor Requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided

- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

RIIWH303 Position, set up and program portable traffic control devices

Modification History

Not applicable.

Application

This unit describes the skills and knowledge required to transport, position, operate, commission and de-commission portable traffic control devices in the civil construction industry.

It applies to those working in operational roles. They generally work in teams in live traffic environments under some degree of supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Civil construction

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to use portable traffic control devices	1.1 Select and wear personal protective equipment required for the work activity 1.2 Access, interpret and apply required traffic guidance scheme and documentation for portable traffic control devices and confirm work activity is compliant 1.3 Perform site specific risk assessments

2. Commission portable traffic control devices	<p>2.1 Position and set up portable traffic control devices and temporary traffic signs according to traffic guidance scheme</p> <p>2.2 Confirm safe location of traffic controllers while operating portable traffic control devices</p> <p>2.3 Select, apply and change signal sequence of portable traffic control devices according to job requirements</p> <p>2.4 Monitor traffic flow and confirm portable traffic control devices are performing according to job requirements</p> <p>2.5 Provide guidance and correction to traffic control personnel and required adjustments to signal sequence according to delegated authority</p>
3. De-commission and remove portable traffic control devices from site	<p>3.1 Confirm shut-down procedures are conducted according to manufacturer specifications</p> <p>3.2 Confirm portable traffic control devices are removed from site according to traffic guidance scheme</p>
4. Conduct housekeeping activities	<p>4.1 Confirm inspection and fault finding is conducted according to manufacturer specifications</p> <p>4.2 Confirm routine maintenance is carried out according to workplace policies and procedures</p> <p>4.3 Confirm portable traffic control devices, temporary traffic signs, tools and equipment are cleaned, checked, maintained and stored according to workplace policies and procedures</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	<ul style="list-style-type: none">Applies basic mathematical problem solving processes, including simple addition, subtraction, multiplication and division
Oral communication	<ul style="list-style-type: none">Listens to short, explicit instructions for work procedures and asks questions to clarify and confirm
Reading	<ul style="list-style-type: none">Identifies and interprets information from workplace procedures, documentation, legislation and regulations
Technology	<ul style="list-style-type: none">Identifies purposes, specific functions and key features of common digital systems and tools and operates them as required

Unit Mapping Information

New unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIIWHS303 Position, set up and program portable traffic control devices

Modification History

New unit.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- position, set-up and program portable traffic control devices and temporary traffic signs according to traffic guidance schemes in a manner that is safe and follows workplace policies and procedures on at least two occasions, including:
 - identifying and implementing site specific requirements
 - identifying type, scope and potential impact of hazards
 - identifying and recommending risk control measures
 - identifying and applying environmental protection requirements
 - identifying safe locations for traffic controllers to operate portable traffic control devices.

During the above, the candidate must:

- locate and apply required legislations, documentation, policies and procedures including documentation required for worksite projects and required traffic management
- provide guidance to traffic control personnel
- complete shut down and housekeeping requirements.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- procedures required for completing required documentation types, including:
 - traffic management plans
 - traffic guidance schemes
 - work instructions
 - legislative requirements
 - safety requirements
 - environmental protection
 - emergency procedures
 - portable traffic control devices documentation
- traffic management risk management processes and hierarchy of control, including risk assessment procedures

- principles for determining safe locations for traffic controllers to operate portable traffic control devices and temporary traffic signs
- traffic flow principles and the interaction between all road users and portable traffic control devices and temporary traffic signs, including:
 - the impact of signal sequence on traffic flow
 - factors that cause portable traffic control devices to impede traffic flow
- portable traffic control devices and temporary traffic signs, including:
 - signal sequence procedures
 - shut-down, maintenance and storage procedures
 - manufacturer specifications
 - workplace requirements
- delegated authorities required approve signal sequence changes
- road rules and site and traffic management requirements for work activities.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - traffic management plan
 - traffic guidance scheme
 - portable traffic control devices
 - temporary traffic signs
 - personal protective equipment
- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment with portable traffic control devices on a real live road setting covered by a traffic management plan and traffic guidance scheme; and,
- be assessed in compliance with relevant legislation/regulation and using policies, procedures and processes directly related to the industry sector for which it is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor Requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing the required level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.	

*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

SISCAQU001 Test pool water quality

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to conduct pool water tests, record test results and make visual ongoing checks.

This unit applies to those working as pool attendants or aquatic operators in aquatic environments, such as council or commercially operated aquatic and leisure centres. Work is performed according to public health regulatory requirements, organisational policies and procedures, and relevant legislation.

Work may be carried out under supervision or with some autonomy, depending on the individual situation and job role.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Aquatics

Unit Sector

Community Recreation

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Conduct pool water tests.
 - 1.1 Complete routine pool water tests according to public health regulatory requirements.
 - 1.2 Interpret test results and compare with public health regulatory requirements.
 - 1.3 Identify and report pool water test irregularities to appropriate personnel for corrective action.
 - 1.4 Respond to contamination incidents within scope of own role.
 - 1.5 Conduct regular sample collection and initiate corrective actions as required.
 - 1.6 Perform regular visual checks of pool water quality, identify issues and initiate corrective actions when required.
2. Record test results.
 - 2.1 Record pool water test results accurately.
 - 2.2 Update swimming pool log according to aquatic facility specifications.

Foundation Skills

Foundation skills essential to performance in this unit are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SISCAQU201A Monitor pool water quality

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>

Assessment Requirements for SISCAQU001 Test pool water quality

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- test pool water for the following on a minimum of four separate occasions:
 - free chlorine and/or total bromine
 - total chlorine
 - combined chlorine
 - pH
 - total alkalinity
 - cyanuric acid
 - calcium hardness
 - total hardness
 - temperature
- perform routine visual checks for pool water quality.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation and organisational policies and procedures:
 - public health regulatory requirements in the local area
 - health acts
 - infectious diseases regulations
 - dangerous goods act and regulations
 - work health and safety/occupational health and safety
 - environmental legislation
 - local government regulation
 - roles, responsibilities and limitations of own role
- pool water chemistry terms and their meaning:
 - pH levels
 - alkalinity
 - chlorine and or bromine

- temperature
- calcium hardness
- types of pool water tests, their purpose and testing procedures
- visual checks made by pool attendants
- equipment and resources used for testing pool water quality
- responses to contamination incidents.

Assessment Conditions

Skills must be demonstrated in:

- a workplace or simulated aquatic facility with an operating pool.

Assessment must ensure use of:

- pool water testing apparatus
- public health regulatory documentation
- organisational policies and procedures.

Assessment activities that allow the individual to:

- conduct regular pool water tests within industry realistic timeframes.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>

SITXCOM002 Show social and cultural sensitivity

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise.

The unit applies to all tourism, travel, hospitality and event sectors. All personnel at all levels use this skill in the workplace during the course of their daily activities.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Communication and Teamwork

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Communicate with customers and colleagues from diverse backgrounds.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Respect customers and colleagues from different social and cultural groups and treat them with respect and sensitivity.
- 1.2. Consider social and cultural differences in all

- verbal and non-verbal communication.
- 1.3. Respond to others in a non-discriminatory way.
- 1.4. Make attempts to overcome language barriers.
- 1.5. Seek help with communication when necessary.
- 2. Address cross-cultural misunderstandings.
 - 2.1. Identify social and cultural issues that may cause conflict or misunderstanding in the workplace.
 - 2.2. Address difficulties and seek assistance from others when necessary.
 - 2.3. Consider social and cultural differences when difficulties or misunderstandings occur.
 - 2.4. Make efforts to resolve misunderstandings, taking account of social and cultural considerations.
 - 2.5. Escalate problems and unresolved issues to appropriate supervisor or manager for follow-up.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none">understand workplace anti-discrimination policies and plain English documents produced by government information agencies.
Oral communication skills to:	<ul style="list-style-type: none">discuss cross-cultural misunderstandings and difficulties with supervisors, managers and other team members and identify possible strategies to resolve them.

Unit Mapping Information

SITXCOM201 Show social and cultural sensitivity

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITXCOM002 Show social and cultural sensitivity

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- communicate in a non-discriminatory way with colleagues and customers from at least three different social and cultural groups:
 - demonstrating attempts to overcome language barriers
 - communicating in line with appropriate social and cultural conventions
 - demonstrating respect and sensitivity
- identify when assistance is required in the above communication, and seek help using the appropriate channels.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- key principles of fairness and equity in relation to interaction with colleagues and customers
- key cultural and religious protocols of main social and cultural groups in Australian society, including Australian Indigenous people
- key cultural and religious protocols of main inbound tourist markets to Australia
- different types of disability and their implications for the workplace
- anti-discrimination policies for the industry and specific organisation
- basic aspects of state, territory and commonwealth laws covering anti-discrimination, including requirements to:
 - treat customers and colleagues fairly and equitably
 - not discriminate, show partiality or grant any special favours on the basis of social and cultural attributes
 - not threaten, humiliate or intimidate people because of their social or cultural attributes
- sources of assistance in communicating with colleagues and customers from diverse social and cultural groups:
 - government agencies
 - diplomatic services
 - disability advocacy groups

- educational institutions
- interpreter services
- local cultural organisations
- approaches to overcoming language barriers in the workplace:
 - communicating through the use of:
 - gestures
 - signs
 - simple words in English or the other person's language
 - giving simple directions
 - giving simple instructions.

Assessment Conditions

Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where communication with socially diverse customers and colleagues takes place. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- current organisational anti-discrimination policies
- plain English documents issued by government regulators that provide information on anti-discrimination laws
- customers and other colleagues from a diverse range of social and cultural groups with whom the individual can interact; these can be:
 - customers and colleagues in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

TAEDEL404 Mentor in the workplace

Modification History

Release	Comments
Release 1	This version first released with <i>TAE Training and Education Training Package Version 2.0</i> .

Application

This unit describes the skills and knowledge required to establish and develop a professional mentoring relationship with an individual in a workplace.

It applies to workplace supervisors or other work colleagues who work under limited supervision and who have responsibility for mentoring one or more individuals in the workplace. This may include, but is not limited to, those who mentor an apprentice or trainee employed by, or undertaking a work placement within, an organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Delivery and facilitation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Develop a mentoring plan	1.1 Identify scope and boundaries of the mentoring relationship according to organisational procedures 1.2 Document mentoring plan in accordance with organisational requirements 1.3 Establish ground rules and negotiate realistic expectations 1.4 Establish and maintain confidentiality of the relationship in

ELEMENT	PERFORMANCE CRITERIA
	accordance with legislation, policy and procedures
2. Facilitate mentoring relationship	<p>2.1 Develop learner's confidence, self-esteem, respect and trust in the mentoring relationship</p> <p>2.2 Share personal experiences and knowledge with the person being mentored according to agreed objectives</p> <p>2.3 Support the person being mentored to develop and use skills in problem solving and decision making</p> <p>2.4 Use personal and professional networks to assist the person being mentored</p> <p>2.5 Provide information, and guidance to enhance engagement in the workplace</p> <p>2.6 Use techniques for resolving differences without damaging the relationship, and obtain assistance according to organisational policy and procedures</p>
3. Monitor mentoring relationship	<p>3.1 Provide planning assistance and guidance as requested by the person being mentored in a form and style to suit their requirements</p> <p>3.2 Provide feedback to the person being mentored on progress towards achieving the expectations and goals of the mentoring process</p> <p>3.3 Recognise and discuss changes in the mentoring relationship with appropriate stakeholders</p> <p>3.4 Negotiate and manage closure of the mentoring arrangement once objectives have been met</p>
4. Evaluate effectiveness of mentoring	<p>4.1 Establish and discuss benefits gained from the mentoring process</p> <p>4.2 Reflect on and articulate the personal benefits gained from providing mentoring</p> <p>4.3 Identify and report the outcomes of the mentoring arrangement and the benefits to the organisation according to organisational policy and procedures to improve the mentoring system or program</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.4	<ul style="list-style-type: none"> Sources and interprets texts relevant to mentoring context, including organisational policies and learner information
Writing	1.1, 1.3, 2.5, 3.1, 3.2, 4.3	<ul style="list-style-type: none"> Develops content and documents information relevant to mentoring plan
Oral Communication	2.4, 3.3, 4.1, 4.2, 4.3	<ul style="list-style-type: none"> Uses appropriate communication techniques to build rapport, trust, engagement and provide guidance and feedback
Navigate the world of work	1.1, 1.4, 2.6, 4.3	<ul style="list-style-type: none"> Follows legislative requirements, organisational protocols, policies and procedures in workplace mentoring
Interact with others	1.2, 2.1-2.3, 2.5, 2.6, 3.1, 3.2, 3.4	<ul style="list-style-type: none"> Builds rapport using collaboration with others to achieve joint outcomes and effective interaction Provides mentoring and role modelling to achieve agreed outcomes Cooperates and consults with others to clarify understanding and seek feedback
Get the work done	1.1-1.4, 2.1-2.6, 3.1-3.4, 4.1-4.3	<ul style="list-style-type: none"> Plans, organises and completes work according to defined requirements taking responsibility for decisions and sequencing tasks to achieve efficient outcomes Identifies and responds to problems, considering options for different approaches

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
TAEDEL404 Mentor in the workplace	TAEDEL404 A Mentor in the workplace	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

Assessment Requirements for TAEDEL404 Mentor in the workplace

Modification History

Release	Comments
Release1	This version first released with <i>TAE Training and Education Training Package Version 2.0</i> .

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, including:

- preparing a mentoring plan between the mentor and mentee that sets out clear objectives for a mentoring relationship that will last at least one year
- facilitating at least three mentoring sessions
- documenting information on sessions, including comments and notes from both mentor and mentee.
-

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:

- relevant policy, legislation, codes of practice and national standards likely to impact on the provision of workplace mentoring, including training contracts and responsibilities of employer, registered training organisation (RTO) and funding body where they exist
- mentoring methodologies and strategies
- learning theories in relation to mentoring
- strategies for working with a mentee including encouraging self reflection, confidence and the building of rapport
- acceptable behaviour in the mentoring relationship
- equal employment opportunity, equity and diversity principles
- how a mentor can support the mentee's employer to meet its WHS obligations for the mentee.
-

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Conditions must be typical of those experienced in the training and assessment environment and include access to:

- documentation of any existing training plan or contract if applicable to the mentoring relationship.

Assessors must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=35337905-785d-4f93-8777-e9991ad4c6c3>

TLIP5037 Develop workplace policy and procedures

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to develop and implement a workplace policy, and includes modifying the policy to suit changed circumstances.

It includes developing, communicating and implementing workplace policy as well as reviewing policy as required.

Work must be undertaken in accordance with relevant national, state/territory legislation, regulations and codes of practice.

This unit applies to people with managerial responsibilities who undertake work developing workplace strategies, including the development and implementation of policy and supporting procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Develop workplace policy

- 1.1 Workplace policy requirements are identified
- 1.2 Information is gathered from a range of sources to plan and develop policy
- 1.3 Stakeholders are identified and consulted as a key component of the policy development process
- 1.4 Policy option recommendations are made based on likely effectiveness, timeframes and cost
- 1.5 Identified workplace policy requirements are reflected in policy developed
- 1.6 Appropriate methods of implementation are agreed

2 Communicate workplace policy

- 2.1 Workplace policy and expected outcomes are promoted to key stakeholders
- 2.2 Expected outcomes, activities to be undertaken and assigned responsibilities are communicated to those involved in implementing the policy

3 Implement workplace policy

- 3.1 Workplace policy implementation procedures are developed and communicated to stakeholders
- 3.2 Strategies for continuous improvement are implemented
- 3.3 Responsibility to use recording systems for tracking continuous improvement is established and assigned

4 Review workplace policy implementation

- 4.1 Outcomes are documented and feedback is provided to key personnel and stakeholders
- 4.2 Outcomes of policy implementation are investigated
- 4.3 Records to identify trends that may require remedial action are monitored and used to promote continuous improvement of performance
- 4.4 Policy and or procedures are modified as required to ensure agreed improvements are made

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP5037A Develop workplace policy and procedures.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP5037 Develop workplace policy and procedures

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- adjusting communication to suit different audiences
- communicating with stakeholders to discuss possible approaches to policy development and implementation, and contributing to resolving disputes among stakeholders
- consulting on and validating policy
- implementing strategy, as part of the policy, that has been devised, implemented and reviewed
- managing different points of view and dissenting stakeholders effectively
- planning, developing and implementing organisational policy that complies with legislative requirements
- preparing written reports using precise expression, language and structures suited to intended audience
- reading and evaluating complex and formal documents such as policy and legislation
- researching, analysing and presenting information
- responding effectively to diversity
- reviewing and improving policies by identifying improvements and benchmarking against industry best practice, and attempting new approaches over time
- working as a member of a team.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- best practice approaches relevant to own work area
- equal employment opportunity, equity and diversity principles, and work health and safety (WHS)/occupational health and safety (OHS) implications of policy being developed
- legislation, regulations and codes of practice applicable to industry and organisation
- quality assurance systems relevant to own organisation
- relevant industry standards
- relevant organisational policies, procedures and protocols.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

LGA Local Government

Modification History

Not applicable.

Credit Arrangements

Links

Companion Volume Implementation Guide are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0388d502-0fc3-49d9-a06e-c95893d7a615>

LGASS00006 Elected Member Collaborative Decision Making

Modification History

Not applicable.

Description

A set of skills for making collaborative decisions as an elected member in the local government environment.

Pathways Information

Achievement of these units provides credit towards the LGA50220 Diploma of Local Government – Elected Member.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.

Skill Set Requirements

BSBCRT311 Apply critical thinking skills in a team environment

BSBPEF502 Develop and use emotional intelligence

LGAMEM003 Contribute to high level strategic decision making

Target Group

This skill set is intended for Local Government elected members.

Suggested words for Statement of Attainment

These units of competency from the LGA Local Government Training Package provide a set of skills to meet requirements for elected members in local government.

LGASS00007 Elected Member

Modification History

Not applicable.

Description

A set of skills for operating effectively as an elected member in the local government environment.

Pathways Information

Achievement of these units provides credit towards the LGA50220 Diploma of Local Government – Elected Member.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.

Skill Set Requirements

Unit code	Unit title
LGACOR011	Analyse financial reports and budgets
LGAMEM001	Meet elected member responsibilities
LGAMEM002	Perform elected member functions

Target Group

This skill set is intended for Local Government elected members.

Suggested words for Statement of Attainment

These units of competency from the LGA Local Government Training Package provide a set of skills to meet requirements for elected members in local government.

LGASS00008 Local Government Entrant

Modification History

Not applicable.

Description

A set of skills for working in a local government context.

Pathways Information

Achievement of this unit provides credit towards the LGA20120 Certificate II in Local Government, LGA30120 Certificate III in Local Government, LGA40120 Certificate IV in Local Government and LGA50120 Diploma of Local Government.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.

Skill Set Requirements

Unit code	Unit title
LGACOR001	Work in local government

Target Group

This skill set is intended for new and prospective local government workers across all job levels.

Suggested words for Statement of Attainment

This unit of competency from the LGA Local Government Training Package provides a set of skills to work in a local government context.

Custom Content Section

Not applicable.

LGASS00009 Manage in Local Government

Modification History

Not applicable.

Description

A set of skills for managing in a local government context.

Pathways Information

Achievement of these units provides credit towards the LGA50120 Diploma of Local Government.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.

Skill Set Requirements

Unit code	Unit title
LGACOR001	Work in local government
LGACOR005	Represent council in the community
LGACOR007	Conduct community consultations
LGACOR008	Provide advice to council
PSPLEG003	Promote compliance with legislation in the public sector

Target Group

This skill set is intended for new and prospective local government managers.

Suggested words for Statement of Attainment

These units of competency from the LGA Local Government Training Package provide a set of skills to manage in a local government context.

Custom Content Section

Not applicable.

LGASS00010 Manage Workplace Sustainability

Modification History

Not applicable.

Description

A set of skills for managing workplace sustainability in a local government context.

Pathways Information

Achievement of these units provides credit towards the LGA40120 Certificate IV in Local Government and LGA50120 Diploma of Local Government.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.

Skill Set Requirements

Unit code	Unit title
BSBOPS403	Apply business risk management processes
BSBSUS411	Implement and monitor environmentally sustainable work practices
BSBSUS511	Develop workplace policies and procedures for sustainability
LGACOR007	Conduct community consultations
TAEDEL404	Mentor in the workplace

Target Group

This skill set is intended for employees responsible for managing workplace sustainability in local government.

Suggested words for Statement of Attainment

These units of competency from the LGA Local Government Training Package provide a set of skills in managing workplace sustainability in a local government context.

Custom Content Section

Not applicable.

LGASS00011 Property Management

Modification History

Not applicable.

Description

A set of skills for managing property in a local government context.

Pathways Information

Achievement of these units provides credit towards the LGA50120 Diploma of Local Government.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.

Skill Set Requirements

Unit code	Unit title
LGACOR001	Work in local government
LGAPRO001	Interpret and apply property management legislation
LGAPRO002	Administer property
LGAPRO003	Administer and apply road legislation

Target Group

This skill set is intended for new and prospective property managers in local government.

Suggested words for Statement of Attainment

These units of competency from the LGA Local Government Training Package provide a set of skills to manage property in a local government context.

Custom Content Section

Not applicable.

LGASS00012 Rates Officer

Modification History

Not applicable.

Description

A set of skills for administering rates in local government.

Pathways Information

Achievement of this unit provides credit towards the LGA40120 Certificate IV in Local Government.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.

Skill Set Requirements

Unit code	Unit title
LGACOR002	Administer rates

Target Group

This skill set is intended for existing local government workers transitioning into a rates officer related job role.

Suggested words for Statement of Attainment

This unit of competency from the LGA Local Government Training Package provides a set of skills to work as a rates officer in local government.

Custom Content Section

Not applicable.

LGASS00013 Supervise in Local Government

Modification History

Not applicable.

Description

A set of skills for supervising in a local government context.

Pathways Information

Achievement of these units provides credit towards the LGA40120 Certificate IV in Local Government.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.

Skill Set Requirements

Unit code	Unit title
BSBLDR413	Lead effective workplace relationships
BSBLDR414	Lead team effectiveness
BSBOPS403	Apply business risk management processes
BSBWHS411	Implement and monitor WHS policies, procedures and programs
BSBXCM401	Apply communication strategies in the workplace
LGACOR001	Work in local government

Target Group

This skill set is intended for new and prospective local government supervisors.

Suggested words for Statement of Attainment

These units of competency from the LGA Local Government Training Package provide a set of skills to supervise in a local government context.

Custom Content Section

Not applicable.