



Australian Government

PRM04 ASSET MAINTENANCE TRAINING PACKAGE

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Modification History

Version modification history

Please refer to the National Training Information Service for the latest version of units of competency and qualification information: **www.ntis.gov.au**.

Version	Release date	Authorisation	Comments
3	30 March 2009	NQC	Endorsement for changes to imported units cited as core in PRM20509, PRM30509, PRM40109, PRM40209 and PRM40509 qualifications. Endorsement for the inclusion of two additional elective units in PRM20509 and four additional elective units in PRM30509. Updated Assessment Guidelines to reflect current DEEWR Training Package Development Handbook requirements.
		ISC	Upgrade to reflect superseded imported units cited in other PRM04 qualifications, including revisions, deletions and replacements to imported units. Typographical and syntax errors corrected in all volumes.
2	12/01/07	NQC	Category 2 modification of selected endorsed units of competency and inclusion of additional units of competency covering the use of ozone depleting substances and synthetic greenhouse gases for regulatory purposes. Category 1 modification of units PRMWM11B, PRMWM13B, PRMWM17B, PRMWM18B and PRMWM44B to cover the handling of waste oil as a waste or recyclable product.
1	19/3/04	NTQC	Primary release of fully revised package replacing PRM98.

Important Note to Users

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Training Packages are not static documents. Changes are made periodically to reflect the latest industry practices.

Before commencing any form of training or assessment, you must ensure delivery is from the *current version* of the Training Package.

To ensure that you are complying with this requirement:

- check the print version number found on the imprint page of your current Training Package
- access the modification history on the website of the developer of the Training Package, the Construction and Property Services Industry Skills Council (CPSISC): **www.cpsisc.com.au**.

The National Training Information Service (www.ntis.gov.au) also displays any changes in units of competency and the packaging of qualifications.

Version modification history

Please refer to the National Training Information Service for the latest version of units of competency and qualification information: **www.ntis.gov.au**.

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3	30 March 2009	NQC	Endorsement for changes to imported units cited as core in PRM20509, PRM30509, PRM40109, PRM40209 and PRM40509 qualifications. Endorsement for the inclusion of two additional elective units in PRM20509 and four additional elective units in PRM30509. Updated Assessment Guidelines to reflect current DEEWR Training Package Development Handbook requirements.
		ISC	Upgrade to reflect superseded imported units cited in other PRM04 qualifications, including revisions, deletions and replacements to imported units. Typographical and syntax errors corrected in all volumes.
2	12/01/07	NQC	Category 2 modification of selected endorsed units of competency and inclusion

Version	Release date	Authorisation	Comments
			of additional units of competency covering the use of ozone depleting substances and synthetic greenhouse gases for regulatory purposes. Category 1 modification of units PRMWM11B, PRMWM13B, PRMWM17B, PRMWM18B and PRMWM44B to cover the handling of waste oil as a waste or recyclable product.
1	19/3/04	NTQC	Primary release of fully revised package replacing PRM98.

List of Qualifications in PRM04 Asset Maintenance Training Package

PRM10104 Certificate I in Asset Maintenance (Cleaning Operations)

PRM20104 Certificate II in Asset Maintenance (Cleaning Operations)

PRM20406 Certificate II in Asset Maintenance (Fire Protection Equipment)

PRM20509 Certificate II in Asset Maintenance (Waste Management)

PRM20604 Certificate II in Asset Maintenance (Carpet Cleaning)

PRM30104 Certificate III in Asset Maintenance (Cleaning Operations)

PRM30204 Certificate III in Asset Maintenance (Pest Management – Technical)

PRM30406 Certificate III in Asset Maintenance (Fire Protection Equipment)

PRM30509 Certificate III in Asset Maintenance (Waste Management)

PRM30604 Certificate III in Asset Maintenance (Carpet Cleaning)

PRM40109 Certificate IV in Asset Maintenance (Cleaning Management)

PRM40209 Certificate IV in Asset Maintenance (Pest Management)

PRM40509 Certificate IV in Asset Maintenance (Waste Management)

PRM40704 Certificate IV in Asset Maintenance (Fire Safety Systems Inspection)

Industry Overview - Carpet Cleaning

1.5 Scope and Development of the Training Package for the Carpet Cleaning Sector

National competency standards for Carpet Cleaning provide a vocational pathway for this industry sector.

A condition of the endorsement of all Training Packages is that they are reviewed towards the later part of their three-year life. The Phase 1 Review of the Asset Maintenance Training Package was undertaken in 2001. The Review made a number of recommendations that applied to the Training Package generally and a number of cleaning industry-specific recommendations. Overall, industry was very supportive of the Cleaning Operations standards but also there was a strong desire to make further improvements to the standards, building on past experience and changing industry demands.

One of the areas identified in the Review process was the lack of competency standards for the Carpet Cleaning industry. The Carpet Cleaning standards have been developed by working closely with industry associations and industry representatives.

The Carpet Cleaning standards have been developed to meet the needs of a specialised industry sector but still offer flexibility to people moving between the Carpet Cleaning and Cleaning Operations sectors.

Carpet Cleaning qualifications

In the packaging of the units of competency, it was found that Carpet Cleaning functions in the workforce are primarily reflected in qualifications at Certificate II and Certificate III levels with more generic skills at Certificate IV.

Qualifications packaging rationale

Each qualification lists clearly all the units of competency required for that particular qualification. This means, for example, that the core units of competency required for a Certificate II in Asset Maintenance (Carpet Cleaning) also appear as core units of competency for a Certificate III in Asset Maintenance (Carpet Cleaning).

This ‘embedding’ or ‘nesting’ has been done for two reasons:

- to articulate the complete range of skills required to achieve each qualification rather than relying on references to prerequisites or entry requirements for each successive qualification, and
- to ensure that higher level qualifications focusing on management or supervisory skills also contain the required ‘hands on’ practical and technical skills.

School to work programs

New opportunities for competency-based, school-to-work entry to the industry may be developed to meet a specific industry requirement, although the Carpet Cleaning industry does not typically recruit school-leavers, generally preferring to engage mature staff.

New Apprenticeships

The Carpet Cleaning Industry Sector is keen to embrace New Apprenticeships as a viable career entry point to the industry.

New Apprenticeships in this industry may utilise a flexible approach to the Training Package qualifications. (New Apprenticeship progression guidelines should recognise that the Certificate III in Asset Maintenance (Carpet Cleaning) entry point encompasses aspects of Certificate II in Asset Maintenance (Carpet Cleaning).

Language and literacy

The Carpet Cleaning standards have been written using the active voice to help facilitate understanding and, wherever possible, industry-specific technical terms have been used consistently and are also described in the range statement of the relevant unit(s).

RTOs may wish to develop further resources to assist in the delivery of the Carpet Cleaning standards.

Key competencies in the standards

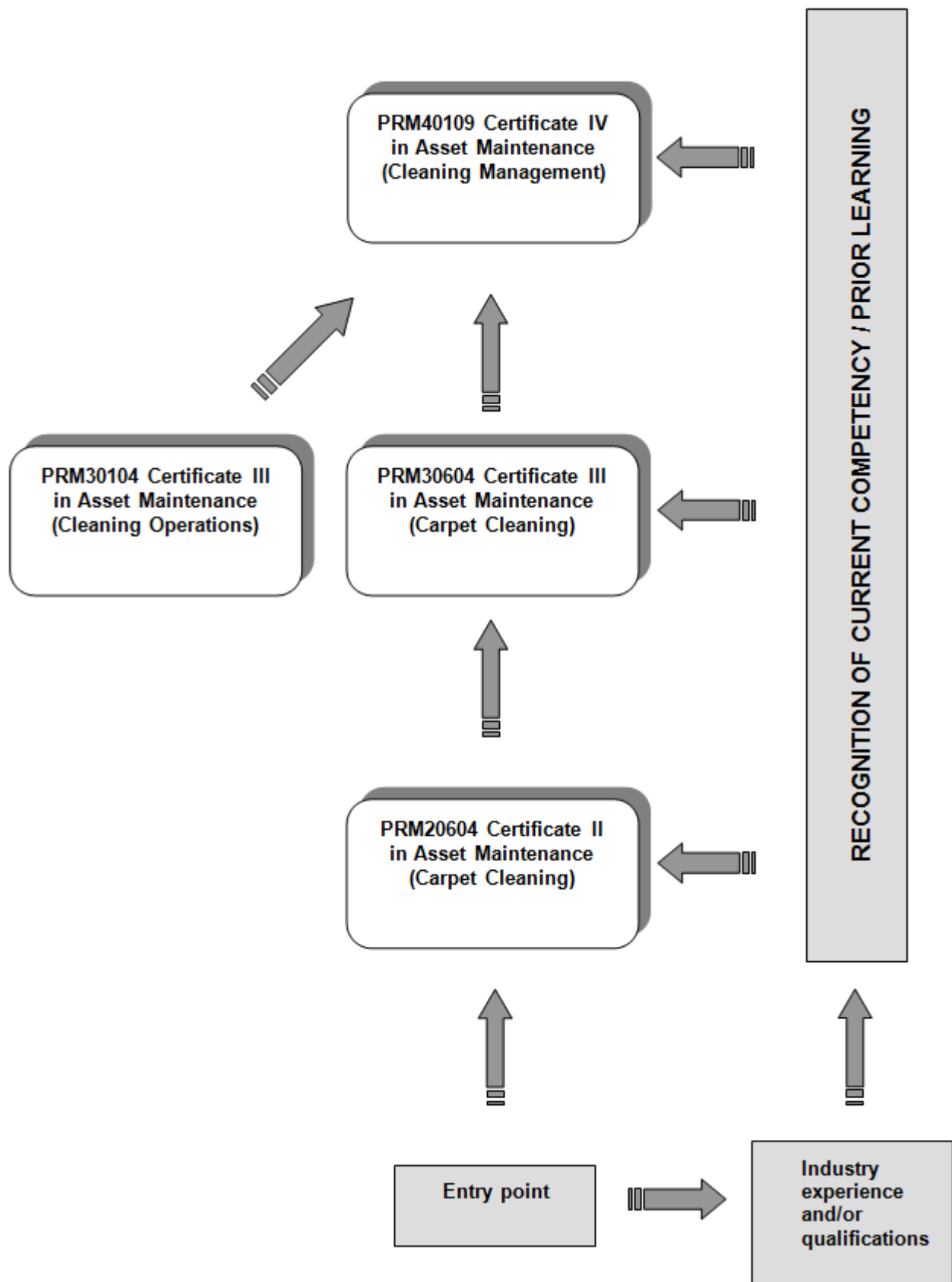
The key competencies have been identified and incorporated at the end of each unit of competency to ensure the complete information for assessment is available.

1.6 Licensing and Regulatory Arrangements

Neither the carpet cleaning industry nor individual carpet cleaners are subject to industry-specific licensing. However, companies and personnel engaged in carpet cleaning are covered by legislation or regulations concerning aspects of their activities, including environmental, industrial and occupational health and safety matters.

Issues concerning the impact of regulatory requirements have been integrated in the performance criteria of the relevant units and must be reflected in the assessment process.

2.2 Carpet Cleaning Operations Qualification Flowchart



2.7 Selection of Units (Career Planning)

The model adopted by the industry avoids the use of co-requisite and prerequisite groupings of units, although it should be noted that qualifications are nested. This means, for example, that the core units of competency required for a Certificate II in Asset Maintenance (Carpet Cleaning) also appear as core units of competency for a Certificate III in Asset Maintenance (Carpet Cleaning).

The selection of units for assessment and the sequencing of training and assessments, especially where these form part of a formal course of study, are matters that need to be carefully negotiated with the RTO at an enterprise level. In this case, assessors need to take the industry packaging advice under 2.3 Packaging Advice on page .

Units defined as ‘core’ units provide common ground across the industry for training, assessment and recognition activities. Elective units take into account individual or enterprise variations and requirements, and provide for flexibility in course design, delivery and assessment.

Various combinations of core and elective units may be required, depending on the particular occupational or service niche occupied by the candidate. Typical Carpet Cleaning occupations include carpet cleaning technician, carpet cleaning business owner/manager and carpet cleaning administrator.

4.1 Packaging and Alignment of Standards to the Australian Qualifications Framework – Carpet Cleaning Sector

Title: PRM20604 Certificate II in Asset Maintenance (Carpet Cleaning)

To achieve recognition at Certificate II level, the candidate for recognition must demonstrate competency in all 6 core units plus 2 elective units (total of 8 units).

Core units	
PRMCC06A	Identify carpet fibre and construction
PRMCC07A	Perform basic stain removal
PRMCL33B	Plan for safe and efficient cleaning activities
PRMCL35B	Maintain a cleaning storage area
PRMCMN20 1A	Participate in workplace safety arrangements
PRMCMN20 2A	Provide effective client service

Elective units	
PRMCC01A	Use hot water extraction
PRMCC02A	Use bonnet cleaning
PRMCC03A	Use dry foam shampoo
PRMCC04A	Use dry absorbent compound
PRMCC05A	Use wet foam shampoo

Title: PRM30604 Certificate III in Asset Maintenance (Carpet Cleaning)

To achieve recognition at Certificate III level, the candidate for recognition must demonstrate competency in all 9 core units plus 9 elective units (total of 18 units).

The elective units must include a minimum of 2 units from Group A and a minimum of 5 units from Group B.

In addition, up to 2 elective units may be selected from the Cleaning Operations sector of the Asset Maintenance Training Package.

Core units	
PRMCC06A	Identify carpet fibre and construction
PRMCC07A	Perform basic stain removal
PRMCC15A	Perform advanced stain removal
PRMCL33B	Plan for safe and efficient cleaning activities
PRMCL35B	Maintain a cleaning storage area
PRMCMN20 1A	Participate in workplace safety arrangements
PRMCMN20 2A	Provide effective client service
PRMCMN30 1A	Contribute to workplace safety arrangements
PRMCMN30 2A	Respond to client inquires and complaints
Group A elective units	
PRMCC01A	Use hot water extraction

PRMCC02A	Use bonnet cleaning
PRMCC03A	Use dry foam shampoo
PRMCC04A	Use dry absorbent compound
PRMCC05A	Use wet foam shampoo
Group B elective units	
PRMCC08A	Mitigate water damage
PRMCC09A	Restore smoke damaged carpet
PRMCC10A	Apply odour control
PRMCC11A	Perform carpet repair and reinstallation
PRMCC12A	Perform carpet colour repair and restoration
PRMCC13A	Clean leather upholstery
PRMCC14A	Clean fabric upholstery
PRMCC16A	Apply topical treatments
PRMCC17A	Identify upholstery fibre and construction

Title: PRM40109 Certificate IV in Asset Maintenance (Cleaning Management)

To achieve recognition at Certificate IV level, the candidate for recognition must demonstrate competency in all 8 core units plus 5 elective units (total of 13 units).

The elective units may include PRMCMN403A Facilitate effective teamwork, or any level IV (or above) units from BSB07 Business Services Training Package or TAA04 Training and Assessment Training Package other than those listed below or those that are equivalent to these units.

Core units	
BSBHRM402 A	Recruit, select and induct staff
PRMCL22B	Organise and monitor cleaning operations
PRMCL24B	Control the supply of resources to the work site
PRMCL25B	Provide quotation for cleaning services

PRMCL42A	Implement and review risk management process
PRMCMN40 1A	Manage workplace safety arrangements
PRMCMN40 2A	Facilitate effective client relationships
PRMCMN40 4A	Facilitate effective workplace relationships
Elective unit	
PRMCMN40 3A	Facilitate effective teamwork

Industry Overview - Cleaning Operations

1.5 Scope and Development of the Training Package for the Cleaning Operations Sector

National competency standards for Cleaning Operations provide a vocational pathway for this industry sector. The Cleaning Operations competency standards are cross-industry standards that apply to cleaning operations in all industry sectors.

The Cleaning Operations standards were developed by industry and first endorsed in 1995. In 1998, with the introduction of Training Packages, the Cleaning Operations standards were revised and included in the first version of the Asset Maintenance Training Package (PRM98).

A condition of the endorsement of all Training Packages is that they are reviewed towards the later part of their three-year life. The Phase 1 Review of the Asset Maintenance Training Package was undertaken in 2001. The Review made a number of recommendations that applied to the Training Package generally and a number of cleaning industry-specific recommendations. Overall, industry was very supportive of the Cleaning Operations standards but also there was a strong desire to make further improvements to the standards, building on past experience and changing industry demands. The Cleaning Operations standards contained in the Asset Maintenance Training Package (PRM04) reflect a process of continuous improvement of the Cleaning Operations standards as a result of extensive industry consultation and input.

Cleaning Operations competency standards have been developed in a manner that maximises common ground for all the vocations that are encompassed by this sector, in the interests of flexible career paths.

Cleaning Operations qualifications

In the packaging of the units of competency, it was found that Cleaning Operations functions in the workforce are primarily reflected in qualifications at Certificate I, Certificate II, Certificate III and Certificate IV levels.

Qualifications packaging rationale

Each qualification lists clearly all the units of competency required for that particular qualification. This means, for example, that the core units of competency required for a Certificate II in Asset Maintenance (Cleaning Operations) also appear as core units of competency for a Certificate III in Asset Maintenance (Cleaning Operations).

This ‘embedding’ or ‘nesting’ has been done for two reasons:

- to articulate the complete range of skills required to achieve each qualification rather than relying on references to prerequisites or entry requirements for each successive qualification
- to ensure that higher level qualifications focusing on management or supervisory skills also contain the required ‘hands on’ practical and technical skills.

School to work programs

New opportunities for competency-based, school-to-work entry to the industry may be developed to meet a specific industry requirement, although the Cleaning Operations industry does not typically recruit school-leavers, generally preferring to engage mature staff.

VET in Schools Cleaning Operations qualifications should be based on flexible application of the Training Package qualifications. The Certificate I in Asset Maintenance (Cleaning Operations) has been introduced to provide a more flexible pathway for potential entrants to the industry.

New Apprenticeships

The Cleaning Operations industry sector has recognised New Apprenticeships as a viable career entry point to the industry.

New Apprenticeships in this industry may utilise a flexible approach to the Training Package qualifications. (New Apprenticeship progression guidelines should recognise that the Certificate III in Asset Maintenance (Cleaning Operations) entry point encompasses Certificate II in Asset Maintenance (Cleaning Operations).

Language and literacy

The Cleaning Operations standards have been written using the active voice to help facilitate understanding and, wherever possible, industry-specific technical terms have been used consistently and are also described in the range statement of the relevant unit(s).

RTOs may wish to develop further resources to assist in the delivery of the Cleaning Operations standards.

Key competencies in the standards

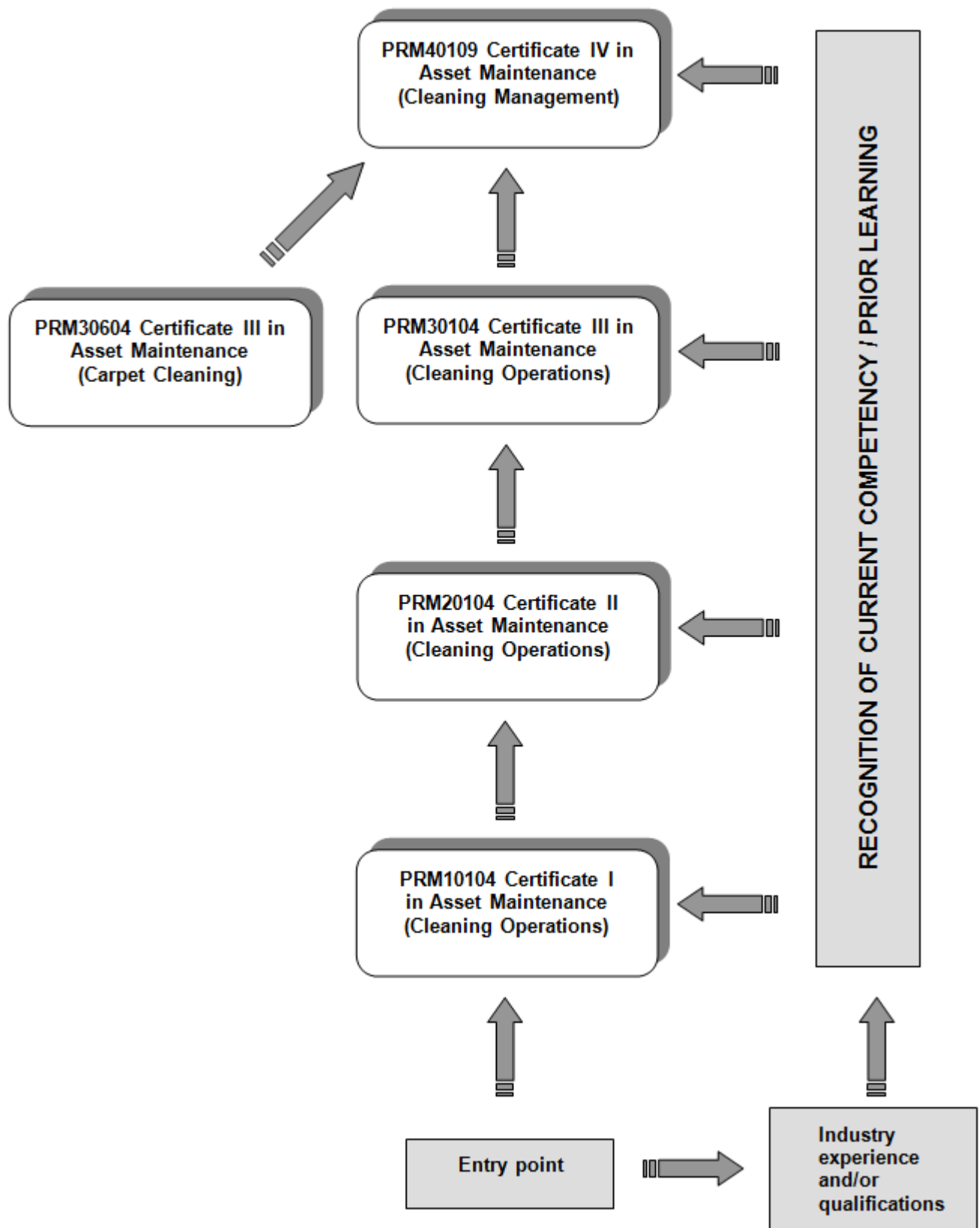
The key competencies have been identified and incorporated at the end of each unit of competency to ensure the complete information for assessment is available.

1.6 Licensing and Regulatory Arrangements

Neither the cleaning industry nor individual cleaners are subject to industry-specific licensing. However, companies and personnel engaged in cleaning operations are covered by legislation or regulations concerning aspects of their activities, including environmental, industrial and occupational health and safety matters.

Issues concerning the impact of regulatory requirements have been integrated in the performance criteria of the relevant units and must be reflected in the assessment process.

2.2 Cleaning Operations Qualification Flowchart



2.7 Selection of Units (Career Planning)

The model adopted by the industry avoids the use of co-requisite and prerequisite groupings of units, although it should be noted that qualifications are nested. This means, for example, that the core units of competency required for a Certificate II in Asset Maintenance (Cleaning Operations) also appear as core units of competency for a Certificate III in Asset Maintenance (Cleaning Operations).

The selection of units for assessment and the sequencing of training and assessments, especially where these form part of a formal course of study, are matters that need to be carefully negotiated with the RTO at an enterprise level. In this case, assessors need to take the industry packaging advice under 2.3 Packaging Advice on page .

Units defined as ‘core’ units provide common ground across the industry for training, assessment and recognition activities. Elective units take into account individual or enterprise variations and requirements, and provide for flexibility in course design, delivery and assessment.

Various combinations of core and elective units may be required, depending on the particular occupational or service niche occupied by the candidate. Typical Cleaning Operations occupations include cleaner, cleaning supervisor and site supervisor.

4.1 Packaging and Alignment of Standards to the Australian Qualifications Framework – Cleaning Operations Sector

Title: PRM10104 Certificate I in Asset Maintenance (Cleaning Operations)

To achieve recognition at Certificate I level, the candidate for recognition must demonstrate competency in 3 core units (total of 3 units).

Core units	
PRMCL40A	Prepare for work in the cleaning industry
PRMCL41A	Apply basic communication skills
PRMCMN10 1A	Follow workplace safety arrangements

Title: PRM20104 Certificate II in Asset Maintenance (Cleaning Operations)

To achieve recognition at Certificate II level, the candidate for recognition must demonstrate competency in all 3 core units plus 8 elective units (total of 11 units).

The elective units must include a minimum of 7 units from the elective units listed below. One unit in Certificate II may be selected from any other approved Training Package as long as it is not the same or similar to those units listed below.

Core units	
PRMCL33B	Plan for safe and efficient cleaning activities
PRMCL35B	Maintain a cleaning storage area
PRMCMN20 1A	Participate in workplace safety arrangements
Elective units	
PRMCL01B	Maintain a hard floor surface
PRMCL02B	Restore a hard floor surface
PRMCL04B	Maintain a carpeted floor
PRMCL09B	Clean glass surfaces
PRMCL10B	Clean ceiling surfaces and fittings
PRMCL15B	Maintain furniture and fittings and room dressing
PRMCL17B	Clean a wet area
PRMCL19B	Remove waste
PRMCL37A	Clean external surfaces
PRMCL38A	Clean a food handling area
PRMCMN20 2A	Provide effective client service
HLTFA301B	Apply first aid
HLTIN301A	Comply with infection control policies and procedures in health work
MTMPS201B	Clean work area during operations
MTMPS205B	Clean chillers
MTMP2192A	Clean carcase hanging equipment
MTMP2196B	Overview cleaning program
MTMP2197B	Clean after operations – boning room
MTMP2198B	Clean after operations – slaughter floor

PRMCC02A	Use bonnet cleaning
PRMCC07A	Perform basic stain removal
SITHACS005 A	Prepare rooms for guests

Title: PRM30104 Certificate III in Asset Maintenance (Cleaning Operations)

To achieve recognition at Certificate III level, the candidate for recognition must demonstrate competency in all 5 core units plus 14 elective units (total of 19 units).

The elective units must include a minimum of 7 units from Group A and a minimum of 4 units from Group B.

In addition, up to 3 elective units may be selected from any other approved Training Package as long as the unit(s) is not the same or similar to those units listed below or being selected from other Training Package(s). At least 2 of the units selected from another Training Package(s) must be level III units.

Core units	
PRMCL33B	Plan for safe and efficient cleaning activities
PRMCL35B	Maintain a cleaning storage area
PRMCL39A	Support leadership in the workplace
PRMCMN20 1A	Participate in workplace safety arrangements
PRMCMN30 1A	Contribute to workplace safety arrangements
Group A elective units	
HLTFA301B	Apply first aid
HLTIN301A	Comply with infection control policies and procedures in health work
PRMCC02A	Use bonnet cleaning
PRMCC07A	Perform basic stain removal
PRMCL01B	Maintain a hard floor surface
PRMCL02B	Restore a hard floor surface
PRMCL04B	Maintain a carpeted floor

PRMCL09B	Clean glass surfaces
PRMCL10B	Clean ceiling surfaces and fittings
PRMCL15B	Maintain furniture and fittings and room dressing
PRMCL17B	Clean a wet area
PRMCL19B	Remove waste
PRMCL37A	Clean external surfaces
PRMCL38A	Clean a food handling area
PRMCMN20 2A	Provide effective client service
MTMPS201B	Clean work area during operations
MTMPS205B	Clean chillers
MTMP2192A	Clean carcase hanging equipment
MTMP2196B	Overview cleaning program
MTMP2197B	Clean after operations – boning room
MTMP2198B	Clean after operations – slaughter floor
SITHACS005 A	Prepare rooms for guests
Group B elective units	
HLTIN403B	Implement and monitor infection control policy and procedures
PRMCC01A	Use hot water extraction
PRMCC03A	Use dry foam shampoo
PRMCC04A	Use dry absorbent compound
PRMCC05A	Use wet foam shampoo
PRMCL03B	Replace a hard floor finish
PRMCL13B	Clean window coverings
PRMCL14B	Maintain a ‘clean room’ environment

PRMCL16B	Wash furniture and fittings
PRMCL20B	Clean using pressure washing
PRMCL21B	Clean industrial machinery
PRMCL36B	Clean at high levels
PRMCMN30 2A	Respond to client inquiries and complaints
TAADEL301 C	Provide training through instruction and demonstration of work skills

Title: PRM40109 Certificate IV in Asset Maintenance (Cleaning Management)

To achieve recognition at Certificate IV level, the candidate for recognition must demonstrate competency in all 8 core units plus 5 elective units (total of 13 units).

The elective units may include PRMCMN403A Facilitate effective teamwork, or any level IV (or above) units from BSB07 Business Services Training Package or TAA04 Training and Assessment Training Package other than those listed below or those that are equivalent to these units.

Core units	
BSBHRM402 A	Recruit, select and induct staff
PRMCL22B	Organise and monitor cleaning operations
PRMCL24B	Control the supply of resources to the work site
PRMCL25B	Provide quotation for cleaning services
PRMCL42A	Implement and review risk management process
PRMCMN40 1A	Manage workplace safety arrangements
PRMCMN40 2A	Facilitate effective client relationships
PRMCMN40 4A	Facilitate effective workplace relationships
Elective unit	
PRMCMN40 3A	Facilitate effective teamwork

Industry Overview - Fire Protection

1.5 Scope and development of the Training Package for the Fire Protection Equipment sector

The fire protection industry consists of private companies, public service providers (e.g. Metropolitan Fire Brigades) and volunteer fire authorities. These companies and organisations compete for service contracts to service and maintain portable firefighting equipment according to Australian standards and various legislative requirements. A rise in insurance premiums and the introduction of occupational health and safety (OHS) legislation has forced many businesses to install and have maintained suitable fire protection equipment. There is also a requirement to have suitably trained personnel available to ensure, through various maintenance programs, that the equipment will function correctly when an emergency occurs.

Service companies compete on the basis of cost and quality of service. Quality of service is recognised as being a function of reputation, the skill level of the service technicians and the capacity to maintain standards.

The work of the service technician covers a wide variety of customer situations. These may include shops, factories, domestic premises, offices, mines, airports, oil platforms, drilling operations, etc.

The service technician is not only responsible for the work they perform but also for advising their customers of any breach of legislative requirements and whether their existing equipment is suitable for the identified fire risk.

Background to the Fire Protection Equipment sector of the Training Package

In September 1992 the Fire Protection Association of Australia (FPAA) Portable Sub-Committee discussed the need to develop skill standards and competency levels for the 'portable' sector of the fire protection industry. A formal submission for government funding resulted in a project commencing in 1994 to develop competency standards for the portable firefighting equipment servicing sector.

Part of this project included a workshop to provide an operational framework for the development of portable fire equipment service units of competency. At the workshop, Chubb Fire made available to the project team their endorsed enterprise competency standards for levels 1 to 3 Chubb service technicians. The workshop adopted these enterprise competency standards as the base document for the project and also agreed to use the Australian standard AS 1851 series of maintenance documents and AS 3676 Guide to Servicing as reference documents in the development of the competency standards.

Consequently the first industry competency standards for portable fire equipment service personnel were endorsed and made available through Australian standards in 1996.

With a change in the federal government in 1996 came the introduction of the Training Package concept consisting of endorsed components (Competency Standards, Qualifications Framework and Assessment Guidelines) and non-endorsed components (learning strategies, assessment materials and professional development materials). Chubb Fire quickly utilised this new concept and became the first enterprise to have a Training Package (i.e. endorsed components) endorsed by the National Training Framework Committee in December 1997.

At the beginning of 1999, the then Property Services Training Australia (PSTA) was contracted by the now defunct Australian National Training Authority (ANTA) to incorporate portable fire equipment service technician competency standards into PRM04 Asset Maintenance Training Package.

Using a broad-based steering committee comprising representatives from FPAA, AFAC, AMU, Chubb Fire and the Victorian State Training Authority, the project redeveloped the existing endorsed service technicians (portable fire equipment) standards contained in the Chubb Enterprise Training Package via the undertaking of a significant national consultation and validation process. The units of competency that feature in Portable Fire Equipment sector of the Asset Maintenance Training Package were reviewed and revised within these processes to reflect the work carried out by service technicians.

The project rolled out throughout 1999 and included validation workshops in all states and territories. The Portable Fire Equipment Servicing Operations qualifications (Certificate II and Certificate III) were subsequently signed off by all State Training Authorities and were nationally endorsed through ANTA's National Training Framework Committee in August 2000. The standards were officially launched at an industry function in Melbourne in October 2000.

Review of PRM04 Asset Maintenance Training Package – Phase 1

A condition of the endorsement of all Training Packages is that they are reviewed towards the later part of their three-year life. Because the first sectors of PRM04 Asset Maintenance Training Package were endorsed in late 1998, CPSISC (then PSTA) was contracted by ANTA to review all sectors of the Asset Maintenance Training Package in February 2001. The first phase of the review (research, report and recommendations) was completed by PSTA in November 2001.

For the Portable Fire Service Operations sector the following recommendations were made in the report:

- add new units of competency for 'fire and smoke doors'
- change the title of the qualifications to reflect the new units of competency
- develop support materials for the sector. (Note: This recommendation was not funded in Phase 2 of the review project.)

In addition, a recommendation was made to develop national industry competency standards for Fire System Certifiers and Auditors. (Information on this qualification forms a separate volume of the PRM04 Asset Maintenance Training Package: the Fire Safety Systems Inspection sector).

Other global recommendations from the first phase of the review that relate to all sectors of the Training Package (including the Fire Protection Equipment sector) related to improving the overall quality of existing standards. These recommendations included:

- Review the Training Package to ensure it reflects the requirements of the *Training Package Development Handbook* and DEEWR's template for competency standards. (This includes strengthening the evidence guide, particularly assessment statements.)
- Ensure that the Training Package is able to reflect and respond to the diversity of the Australian workforce.
- Review the Training Package, applying the principles of 'plain English'.
- Review the Training Package to provide specific guidance on the level of literacy and numeracy proficiency required in each relevant unit.
- Integrate the assignment of key competencies to individual units as part of the overall review of the units of competency. Include the key competencies in each unit of competency rather than in a summary table elsewhere in the Training Package.
- Ensure that the development of, or changes to, any units of competency that are used or may be used for licensing purposes, be undertaken in consultation with the relevant regulatory authorities.
- Ensure that any changes proposed to the Assessment Guidelines within the Training Package are communicated effectively to the relevant licensing authorities.

These recommendations were all fulfilled in the Phase 2 review. Additional changes were also made to the existing units of competency and qualification packaging after an extensive national consultation and validation review process.

Enhancements in this regard include:

- The development of six new units of competency covering the passive fire sector:
 - PRMPFES33A Identify fire and smoke doors
 - PRMPFES34A Install hinged fire and smoke doors
 - PRMPFES35A Inspect and test hinged fire and smoke doors
 - PRMPFES36A Identify passive fire and smoke containment products and systems
 - PRMPFES39A Inspect and test passive fire and smoke containment products and systems
 - PRMPFES40A Install passive fire and smoke containment systems.
- The development of two new units of competency covering installation of pre-engineered fire suppression systems:
 - PRMPFES41A Install pre-engineered fixed plant fire suppression systems
 - PRMPFES42A Install, inspect, test and maintain pre-engineered fire system for transportable equipment.
- Technical rewriting of the suite of five inspect and test pre-engineered fire suppression system units:

• PRMPFES25B Inspect and test gaseous fire suppression systems	Strengthening of performance criteria and evidence guide with greater emphasis on work functions aligning to manufacturers' proprietary system information. Now coded PRMPFES25C.
• PRMPFES27B Inspect, test and maintain pre-engineered aqueous fire suppression systems	Strengthening of performance criteria and evidence guide with greater emphasis on work functions aligning to manufacturers' proprietary system information. Installation element deleted and covered in units PRMPFES41A and

PRMPFES42A.

- PRMPFES29B Inspect, test and maintain pre-engineered powder fire suppression systems
Strengthening of performance criteria and evidence guide with greater emphasis on work functions aligning to manufacturers' proprietary system information. Installation element deleted and covered in units PRMPFES41A and PRMPFES42A.
 - PRMPFES30B Inspect, test and maintain pre-engineered wet chemical fire suppression systems
Strengthening of performance criteria and evidence guide with greater emphasis on work functions aligning to manufacturers' proprietary system information. Installation element deleted and covered in units PRMPFES41A and PRMPFES42A.
 - PRMPFES31B Inspect, test and maintain pre-engineered water mist fire suppression systems
Strengthening of performance criteria and evidence guide with greater emphasis on work functions aligning to manufacturers' proprietary system information.
- The development of common Asset Maintenance units of competency in the areas of OHS and customer service:
 - PRMCMN201A Participate in workplace safety arrangements
Based on National Occupational Health and Safety Commission guideline standards. Now coded PRMPFES53A.
 - PRMCMN202A Provide effective client service
Drawn from elements of original portable fire sector customer service units.
 - PRMCMN301A Contribute to workplace safety arrangements
Based on National Occupational Health and Safety Commission guideline standards.
 - PRMCMN402A Facilitate effective client relationships
New Asset Maintenance common unit.
 - PRMCMN403A Facilitate effective teamwork
New Asset Maintenance common unit.
 - PRMCMN404A Facilitate effective workplace relationships
New Asset Maintenance common unit.
- Rationalisation/splitting of some existing PRMPFESA units:
 - PRMPFES32A Work effectively in the fire protection industry
Formed by collapsing two existing units – PRMPFES02A and PRMPFES12A covering non-technical introductory aspects of work in the industry.

May be suitable for company induction purposes or VET in Schools.

- PRMPFES37A Inspect and maintain fire hydrants Hybrid unit (partly equivalent to PRMPFES23A Inspect and maintain fire hydrants and portable fire monitors).
- PRMPFES38A Inspect and maintain portable fire monitors Hybrid unit (partly equivalent to PRMPFES23A Inspect and maintain fire hydrants and portable fire monitors).
- Importing elective units from BSB07 Business Services Training Package and the HLT07 Health Training Package:
 - BSBFLM312B Contribute to team effectiveness Import from BSB07 encouraging generic frontline management skills for small team leaders.
 - BSBFLM305C Support operational plan Import from BSB07 encouraging generic frontline management skills for small team leaders.
 - BSBFLM306C Provide workplace information and resourcing plans Import from BSB07 encouraging generic frontline management skills for small team leaders.
 - HLTFA301B Apply first aid Import from HLT07 encouraging generic skills training in first aid.

Ozone depleting substances and synthetic greenhouse gases

In response to community concerns about environmental issues arising from the use of ozone depleting substances and synthetic greenhouse gases, the federal government has passed legislation introducing a new regulatory framework for the handling of these gases. These changes will include the introduction of extinguishing agent handling licences. In anticipation of the full introduction of the regulatory changes, the commonwealth Department of Environment and Heritage commissioned a scoping study of all endorsed units of competency on the National Training Information Service to identify existing units that could be used to support the new licence categories or where additional units may be required. In a number of cases the scoping activity suggested changes to existing units of competency to ensure that they provided the necessary coverage. It was also found that a small number of additional units of competency would need to be developed.

This review and development activity was undertaken during 2005 and 2006 and culminated in the new and revised units listed below being added to the Fire Protection Equipment sector of PRM04 Asset Maintenance Training Package.

Revised units – code and title	Replacing earlier version – code and title
PRMPFES03C Safely move materials and	PRMPFES03B Safely move materials and

loads in the workplace	loads in the workplace
PRMPFES06C Prepare for installation and servicing operations	PRMPFES06B Prepare for installation and servicing operations
PRMPFES14C Service portable fire extinguishers in the workshop	PRMPFES14B Service portable fire extinguishers in the workshop
PRMPFES21C Service wheeled fire extinguishers in the workshop	PRMPFES21B Service wheeled fire extinguishers in the workshop
PRMPFES25C Inspect, test and maintain gaseous fire suppression systems	PRMPFES25B Inspect and test gaseous fire suppression systems
PRMPFES53A Participate in workplace safety arrangements	PRMCMN201A Participate in workplace safety arrangements

New units – code and title
PRMPFES43A Prevent ozone depleting substance and synthetic greenhouse gas emissions
PRMPFES44A Interpret installation requirements for gaseous fire suppression systems
PRMPFES45A Install gaseous agent containers and actuation devices
PRMPFES46A Decommission gaseous agent containers and actuation devices
PRMPFES47A Inspect and test control and indicating equipment
PRMPFES48A Receive and dispatch ozone depleting substance and synthetic greenhouse gas containers
PRMPFES49A Recover, reclaim and fill operations for ozone depleting substances and synthetic greenhouse gases
PRMPFES50A Monitor storage operations for ozone depleting substances and synthetic greenhouse gases
PRMPFES51A Design gaseous fire suppression systems
PRMPFES52A Prepare quotations for gaseous fire suppression system designs

Fire Protection Equipment qualifications packaging rationale

In the packaging of the units of competency, it was found that the servicing functions for fire protection equipment in the Australian workforce are primarily reflected in qualifications at Certificate II and Certificate III levels.

Elective streams at Certificate II level have emerged through the review process and repackaging of the qualification. This will allow candidates to specialise in field servicing, workshop operations or passive fire operations when undertaking a qualification at Certificate II level.

Further advice on the qualification for Fire Protection Equipment has not changed significantly since the endorsement of the standards in August 2000. The original Asset Maintenance Training Package (Portable Fire Equipment Servicing sector) provided the following advice with respect to the design of the qualifications:

The qualifications can be applied in all portable fire equipment servicing activities and also apply to a wide range of installation procedures relevant to portable fire equipment products. A limited range of installation procedures for various fire suppression systems is also covered which have application for a service technician with considerable field experience at Certificate III level.

The core units nominated in the qualification framework are common across the fire protection industry and are performed in all enterprises irrespective of size or specialisation. OHS is built into each unit where relevant to ensure the focus on safe and efficient work practices is maintained.

Specialist areas of installation and maintenance, standard workshop maintenance procedures and workplace trainer and assessor requirements are addressed as electives to allow candidates to select those areas relevant to their particular work needs.

The core units for Certificate II cover the basic skills and knowledge required for a person to operate safely in the workplace and the skills and knowledge required for the general installation and maintenance tasks encountered there.

Certificate III addresses at elective level the specialist skills and knowledge associated with more complex installation and maintenance functions at a variety of customers' premises. Included at this level are also units addressing basic overseeing skills and electives addressing workplace trainer and assessor skills.

Definitions relating to the work of fire protection equipment service operations from revised draft Australian Standards AS 1851 and FP22

1.5.23	Mobile Equipment	Machine capable of being readily moved about while in operation. It includes trucks, tractors, excavators, drills and the like.
1.5.30	Pre-engineered system	A fire protection system consisting of a supply of extinguishing agent of specified quantity coupled to pipework with a balanced nozzle arrangement up to a maximum permitted design. No deviation is permitted from the limits specified by the manufacturer and the

		listing body.
1.5.39	Transportable equipment	Equipment that from the nature of its use requires to be moved to a new position regularly between periods of operation. It includes pumps, generators, lighting towers, drills, high wall augers, mobile crushing plants and the like.
1.6.3	Inspection	An examination of system components or equipment to establish correct settings, physical conditions, fitness for purpose and the like.
1.6.4	Maintenance	The carrying out of inspections, test and preventative maintenance at specific intervals necessary to assure the continuing reliability of fire safety systems and equipment.
1.6.5	Preventative maintenance	The carrying out of repair or replacement of components to minimise the incidence of breakdown.
1.6.6	Rectification	The repair or replacement of elements found to be defective or deficient by the process of inspection, testing and survey.
1.6.7	Repair	The restoration of a system or component to an acceptable operation condition after damage or wear.
1.6.10	Testing	A means of confirming correct operation of a system or component.

School to work programs

New opportunities for competency-based, school-to-work entry to the industry could be developed for components of Certificate II. At present no aspect of the Fire Protection Equipment qualifications are delivered under VET in Schools arrangements.

New apprenticeships

The fire protection equipment industry sector is keen to embrace new apprenticeships as a viable career entry point to the industry.

New apprenticeships in this industry may utilise a flexible approach to the Training Package qualifications. New apprenticeship progression guidelines should recognise that the Certificate III in Asset Maintenance (Fire Protection Equipment) entry point encompasses aspects of Certificate II in Asset Maintenance (Fire Protection Equipment).

Language and literacy

The Fire Protection Equipment units of competency have been written using the principle of 'Plain English'. Workplace communication requirements are outlined in the underpinning skills section of each unit of competency.

The performance criteria of each Asset Maintenance sector-specific and common unit of competency have been written in active voice to aid readability.

Key competencies in the units of competency

The key competencies have been identified and incorporated at the end of each unit of competency to ensure complete information for assessment is available.

1.6 Licensing and regulatory arrangements

Inclusion of regulatory issues within the review of the Fire Protection Equipment standards

References to the prevailing regulatory framework have been written into every technical unit in the Fire Protection Equipment sector of PRM04 Asset Maintenance Training Package. Each unit contains the following instruction:

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts, regulations and codes
- Australian Standards identified as relevant to the work procedure
- environmental regulations
- manufacturer specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

In addition, some technical units contain the following advice in the unit descriptor:

Note: The service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state and territory regulations).

Current research indicates that in Queensland and Tasmania some work functions in the Fire Protection Equipment sector covered in PRM04 Asset Maintenance Training Package are covered by company registration/regulation and/or occupational licensing.

In 2002 ANTA produced a report *A Licence to Skill* that reviewed occupational licensing in a range of industry sectors. The fire protection industry has been examined in this report. The report recommends actions which could be taken by governments to eliminate conflicting regulatory requirements, establishing effective processes for the development of common sets of competency-based regulatory requirements and associated competency standards, and specific actions that could be taken for each of the industry areas examined.

For more information on this report go to the DEEWR website: www.deewr.gov.au.

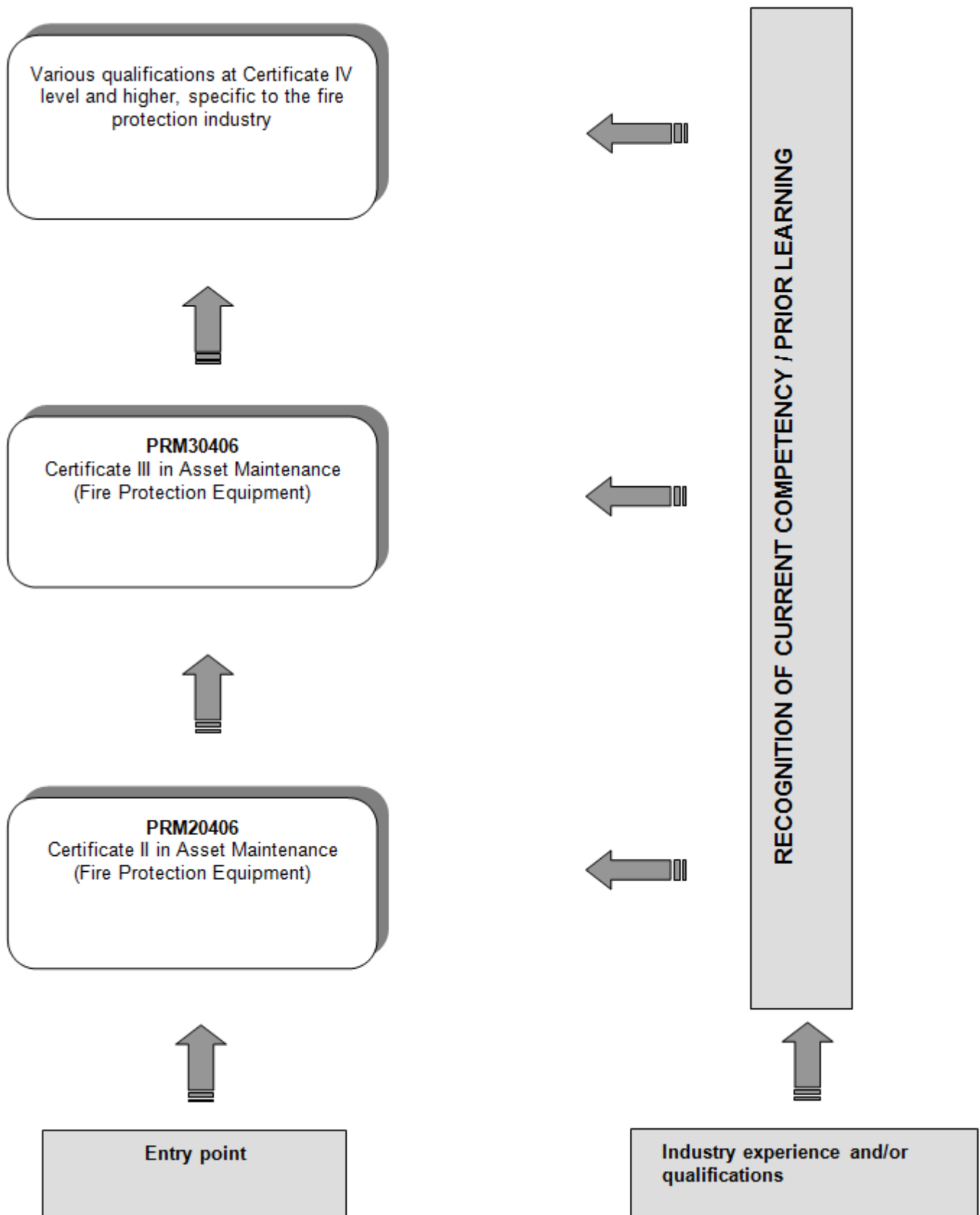
Note: Candidates undertaking qualifications or training against specific units of competency for licensing purposes in the Fire Protection Equipment sector are advised to seek specific advice on licensing and regulation through their employer or the relevant regulatory authority.

Inclusion of ozone depleting substance and synthetic greenhouse gas regulatory issues within the review of the Fire Protection Equipment standards

As a result of changes arising from the *Ozone Protection and Synthetic Greenhouse Gas Legislation Amendment Act 2003*, a number of extinguishing agent handling licences have been introduced. Further information about licensing requirements is available at www.fpaa.com.au.

All of the units of competency in the Fire Protection Equipment sector have been reviewed to ensure that they are compliant with the relevant new licensing categories. As a result of this process, six of the existing endorsed units of competency have been revised and recoded and ten new units of competency have been developed. This will ensure that people already working in the industry as well as new industry entrants seeking any of the extinguishing agent handling licences will have access to assessment and training services for the required units of competency.

2.2 Fire Protection Equipment qualification flowchart



2.7 Selection of units of competency (career planning)

There are some prerequisite units of competency contained in the Fire Protection Equipment sector of PRM04 Asset Maintenance Training Package. It should also be noted that some units are interdependent (or skill-related) and assessment of these may be undertaken concurrently.

The selection of units for assessment and the sequencing of training and assessments, especially where these form part of a formal course of study, are matters that need to be carefully negotiated with the RTO at an enterprise level. In this case, assessors need to take the industry packaging advice under 2.3 Packaging Advice on page .

Units defined as core units provide common ground across the industry for training, assessment and recognition activities. Elective units take into account individual or enterprise variations and requirements, and provide for flexibility in course design, delivery and assessment.

Various combinations of core and elective units may be required, depending on the particular occupational or service niche occupied by the candidate.

Fire Protection Equipment occupations

Typical Fire Protection Equipment occupations include:

Service technician

A service technician is responsible for service work pertaining to work involving inspection, testing and preventative maintenance of fire systems and portable fire equipment, and the installation and rectification of portable fire equipment. This individual typically would have competencies in Certificate II majoring in electives in their field of expertise. This may include electives from Certificate III.

Fire system technician

A fire system technician is responsible for service/installation work pertaining to work involving all facets of inspection, testing, maintenance, rectification, design, installation and commissioning of fire systems and portable fire equipment. This individual typically would have competencies in technical electives from the PRM30406 Certificate III in Asset Maintenance (Fire Protection Equipment) and may also have other related trade qualifications in their field of expertise.

4.1 Packaging and alignment of standards to the Australian Qualifications Framework – Fire Protection Equipment sector

Title: PRM20406 Certificate II in Asset Maintenance (Fire Protection Equipment)

To achieve Certificate II the candidate for recognition must have demonstrated competence in all 8 core units for Certificate II and:

- any 4 of the elective units available for Certificate II, or

- any 3 of the elective units available for Certificate II plus any 1 elective unit from those available in Group A from PRM30406 Certificate III in Asset Maintenance (Fire Protection Equipment).

Total units required for this qualification is 12.

Core units	
PRMCMN20 2A	Provide effective client service
PRMPFES03 C	Safely move materials and loads in the workplace
PRMPFES04 B	Identify fire protection equipment
PRMPFES05 B	Use portable firefighting equipment
PRMPFES06 C	Prepare for installation and servicing operations
PRMPFES07 B	Maintain quality of work and promote continuous improvement
PRMPFES32 A	Work effectively in the fire protection industry
PRMPFES53 A	Participate in workplace safety arrangements
Elective units	
PRMPFES09 B	Service portable fire extinguishers and fire blankets in the field
PRMPFES10 B	Inspect, test and replace fire hose reels in the field
PRMPFES11 B	Install portable fire extinguishers, fire blankets and battery powered smoke alarms
PRMPFES14 C	Service portable fire extinguishers in the workshop
PRMPFES15 B	Service delivery lay flat fire hoses in the workshop
PRMPFES16	Inspect and service delivery lay flat fire hoses and nozzles in the field

B	
PRMPFES18 B	Hydrostatic test portable and wheeled CO ₂ fire extinguishers
PRMPFES19 B	Install and service portable foam liquid proportioning equipment
PRMPFES20 B	Service wheeled fire extinguishers in the field
PRMPFES21 C	Service wheeled fire extinguishers in the workshop
PRMPFES33 A	Identify fire and smoke doors
PRMPFES35 A	Inspect and test hinged fire and smoke doors
PRMPFES37 A	Inspect and maintain fire hydrants
PRMPFES36 A	Identify passive fire and smoke containment products and systems
PRMPFES39 A	Inspect and test passive fire and smoke containment products and systems
PRMPFES43 A	Prevent ozone depleting substance and synthetic greenhouse gas emissions
PRMPFES47 A	Inspect and test control and indicating equipment
PRMPFES48 A	Receive and dispatch ozone depleting substance and synthetic greenhouse gas containers
PRMPFES49 A	Recover, reclaim and fill operations for ozone depleting substances and synthetic greenhouse gases
PRMPFES50 A	Monitor storage operations for ozone depleting substances and synthetic greenhouse gases

Title: PRM30406 Certificate III in Asset Maintenance (Fire Protection Equipment)

To achieve Certificate III the candidate must have demonstrated competence in all 9 core units and 7 elective units for Certificate III of which:

- 3 units are selected from the Certificate II elective units bank
- 3 units are selected from the Group A elective units bank
- 1 unit is selected from the Group B elective units bank.

Total units required for this qualification is 16.

Core units	
PRMCMN30 1A	Contribute to workplace safety arrangements
PRMCMN40 2A	Facilitate effective client relationships
PRMPFES03 C	Safely move materials and loads in the workplace
PRMPFES04 B	Identify fire protection equipment
PRMPFES05 B	Use portable firefighting equipment
PRMPFES06 C	Prepare for installation and servicing operations
PRMPFES07 B	Maintain quality of work and promote continuous improvement
PRMPFES22 B	Oversee operations to meet safety and quality standards
PRMPFES32 A	Work effectively in the fire protection industry
Group A elective units	
PRMPFES24 B	Inspect and maintain portable foam generating equipment
PRMPFES25 C	Inspect, test and maintain gaseous fire suppression systems
PRMPFES26 B	Inspect, test and maintain emergency/exit lighting systems
PRMPFES27 B	Inspect, test and maintain pre-engineered aqueous fire suppression systems

PRMPFES28 B	Install light vehicle foam fire suppression systems
PRMPFES29 B	Inspect, test and maintain pre-engineered powder fire suppression systems
PRMPFES30 B	Inspect, test and maintain pre-engineered wet chemical fire suppression systems
PRMPFES31 B	Inspect, test and maintain pre-engineered water mist fire suppression systems
PRMPFES34 A	Install hinged fire and smoke doors
PRMPFES38 A	Inspect and maintain portable fire monitors
PRMPFES40 A	Install passive fire and smoke containment systems
PRMPFES41 A	Install pre-engineered fixed plant fire suppression systems
PRMPFES42 A	Install, inspect, test and maintain pre-engineered fire system for transportable equipment
PRMPFES44 A	Interpret installation requirements for gaseous fire suppression systems
PRMPFES45 A	Install gaseous agent containers and actuation devices
PRMPFES46 A	Decommission gaseous agent containers and actuation devices
PRMPFES51 A	Design gaseous fire suppression systems
PRMPFES52 A	Prepare quotations for gaseous fire suppression system designs
Group B elective units	
BSBFLM305 C	Support operational plan
BSBFLM306 C	Provide workplace information and resourcing plans

BSBFLM312 B	Contribute to team effectiveness
PRMCMN40 3A	Facilitate effective teamwork
PRMCMN40 4A	Facilitate effective workplace relationships
PRMPFES17 B	Contribute to the training and assessment needs of the team
HLTFA301B	Apply first aid
TAAASS401 C	Plan and organise assessment
TAAASS402 C	Assess competence
TAAASS404 B	Participate in assessment validation
TAADEL301 C	Provide training through instruction and demonstration of work skills

Industry Overview - Fire Safety Systems Inspection

1.5 Scope and Development of the Training Package for the Fire Safety Systems Inspection Sector

Formal qualifications or national competency standards related to the role of Fire Safety Systems Inspectors have not existed in the Fire Safety Systems industry sector. New and existing regulatory requirements are a major focus of this sector.

Competency standards for Fire Safety Systems provide a vocational pathway for this industry sector. Fire Safety Systems Inspection competency standards have been developed in a manner that maximises common ground for the vocations that are encompassed by this sector, in the interests of flexible career paths.

Fire Safety Systems Inspection qualifications

In the packaging of the units of competency, it was found that Fire Safety Systems Inspection functions in the workforce are primarily reflected in qualifications at Certificate IV level.

School to work programs

New opportunities for competency-based, school-to-work entry to the industry may be developed from components of related courses and qualifications.

New Apprenticeships

The Fire Safety Systems Inspection sector is keen to embrace New Apprenticeships as a viable career entry point to the industry.

New Apprenticeships in this industry may utilise a flexible approach to the Training Package qualification. New Apprenticeship progression guidelines should recognise the Certificate IV in Asset Maintenance (Fire Safety Systems Inspection) as an entry point.

Language and literacy

Language and literacy skills required must be at a level suited to study for a Certificate IV qualification.

Key competencies in the standards

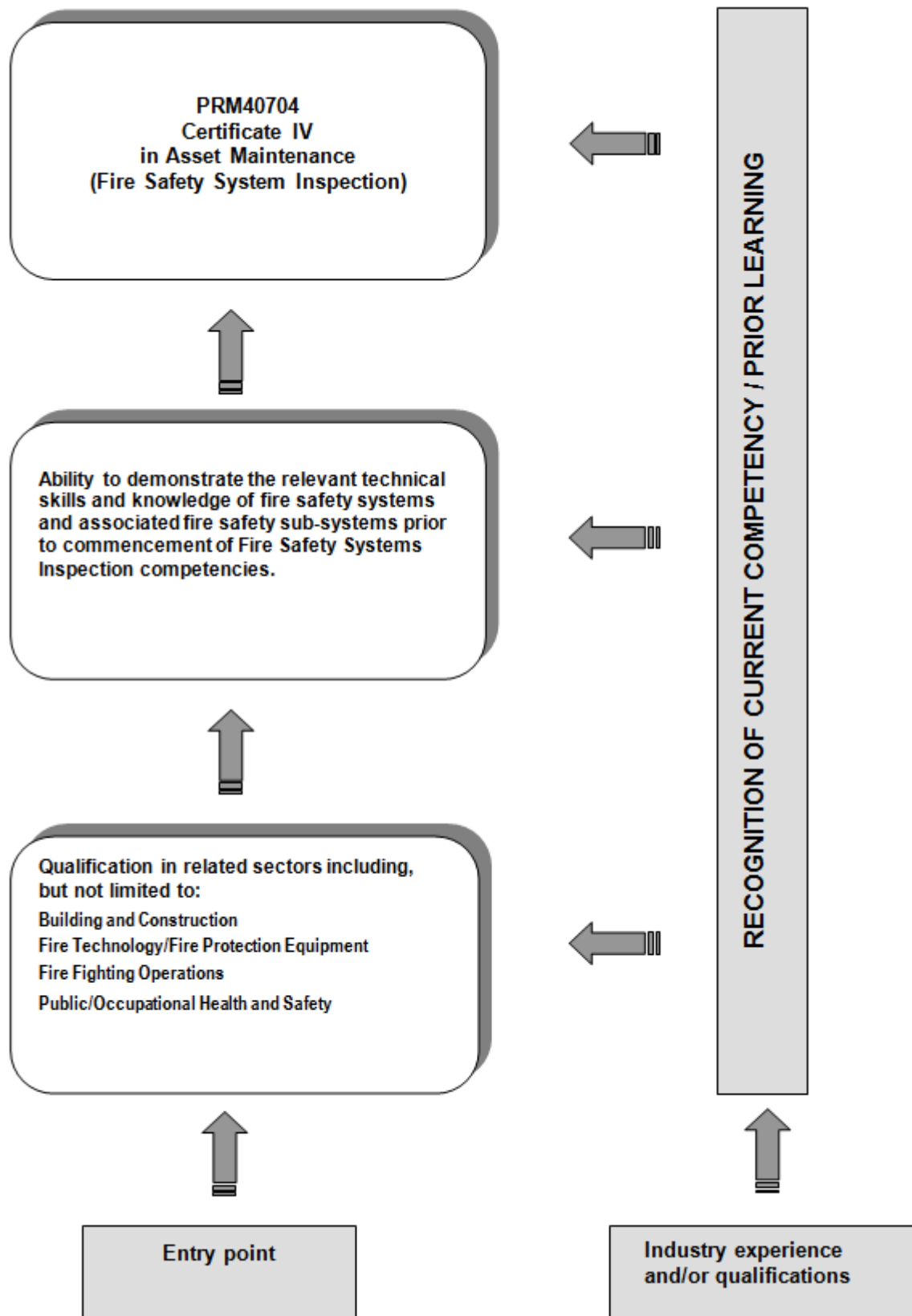
The key competencies have been identified and incorporated at the end of each unit of competency to ensure the complete information for assessment is available.

1.6 Licensing and Regulatory Arrangements

New and existing licensing and regulatory requirements are a major focus of the Fire Safety Systems Inspection sector. Industry standards that apply to the Certificate IV in Asset Maintenance (Fire Safety Systems Inspection) include:

- Australian petroleum industries requirements
- Australian Standards, technical specifications and policy guidelines
- Building Code of Australia
- dangerous goods regulations
- enterprise operating procedures
- environmental regulations
- federal/state/territory government building codes and regulations
- industry/workplace codes of practice
- local council building codes, regulations and building surveyor requirements
- product and manufacturers' technical manuals
- Standards Australia.

2.2 Fire Safety Systems Inspection Qualification Flowchart



2.7 Selection of Units (Career Planning)

The model adopted by the industry avoids the use of co-requisite and prerequisite groupings of units, although it should be noted that some units are interdependent and assessment of these may be undertaken concurrently.

The selection of units for assessment and the sequencing of training and assessments, especially where these form part of a formal course of study, are matters that need to be carefully negotiated with the RTO at an enterprise level. In this case, assessors need to take the industry packaging advice under 2.3 Packaging Advice on page .

Units defined as ‘core’ units provide common ground across the industry for training, assessment and recognition activities. Elective units take into account individual or enterprise variations and requirements, and provide for flexibility in course design, delivery and assessment.

Various combinations of core and elective units may be required, depending on the particular occupational or service niche occupied by the candidate. Fire Safety Systems Inspection occupations can include quality control for fire protection installers and tasks within the building approval regulatory process.

4.1 Packaging and Alignment of Standards to the Australian Qualifications Framework – Fire Safety Systems Inspection Sector

Title: PRM40704 Certificate IV in Asset Maintenance (Fire Safety Systems Inspection)

To achieve recognition at Certificate IV level, the candidate for recognition must demonstrate competency in all 9 core units plus 3 elective units (total of 12 units).

Core units	
PRMFSSI01A	Communicate effectively with fire safety systems personnel
PRMFSSI02A	Identify fire safety system inspection requirements
PRMFSSI03A	Review pre-installation fire safety system documentation
PRMFSSI04A	Assess fire safety system documentation for compliance
PRMFSSI05A	Identify, locate and match installed fire safety system to documentation
PRMFSSI06A	Follow on-site occupational health and safety requirements
PRMFSSI07A	Validate commissioning test data against performance documentation
PRMFSSI08A	Validate installation, testing and maintenance of fire safety systems

PRMFSSI09A	Negotiate and resolve issues regarding non-compliance of fire safety systems

Choose a minimum of 2 elective units from those listed in the table below and 1 elective unit from any endorsed Training Package qualification aligned at the Certificate IV level.

Elective units	
BSBFIA402A	Report on financial activity
BSBITS401A	Maintain business technology
BSBMKG507A	Interpret market trends and developments
BSBSMB401A	Establish legal and risk management requirements of small business
BSBSMB402A	Plan small business finances
BSBSMB403A	Market the small business
BSBSMB404A	Undertake small business planning
BSBSMB405A	Monitor and manage small business operations
BSBSMB406A	Manage small business finances
PUAFIR314A	Utilise installed fire safety systems
PUAFIR404A	Inspect dangerous goods facilities
PUAFIR405A	Collect, analyse and provide regulatory information
PUAPOL016A	Manage risk
TAAASS401C	Plan and organise assessment
TAAASS402C	Assess competence
TAAASS404B	Participate in assessment validation
TAADEL301C	Provide training through instruction and demonstration of work skills

Industry Overview - Pest Management

1.5 Scope and Development of the Training Package for the Pest Management Sector

National competency standards for Pest Management provide a vocational pathway for this industry sector. The Pest Management competency standards have been developed to cover the work performed by the pest management industry in managing pests in urban and rural environments but excluding the management of pests for agricultural purposes.

The Pest Management standards were developed by industry and first endorsed in 1995. In 1998, with the introduction of Training Packages, the Pest Management standards were revised and included in the first version of the Asset Maintenance Training Package (PRM98).

A condition of the endorsement of all Training Packages is that they are reviewed towards the later part of their three-year life. The Phase 1 Review of the Asset Maintenance Training Package was undertaken in 2001. The Review made a number of recommendations that applied to the Training Package generally and a number of pest management industry-specific recommendations. Overall, industry was very supportive of the Pest Management standards but also there was a strong desire to make further improvements to the standards, building on past experience and changing industry demands.

The Pest Management standards contained in the Asset Maintenance Training Package (PRM04) reflect a process of continuous improvement since the introduction of the initial industry standards and the result of extensive industry consultation and input.

Pest Management competency standards have been developed in a manner that maximises common ground for all the vocations that are encompassed by this sector, in the interests of flexible career paths.

Pest Management qualifications

In the packaging of the units of competency, it was found that Pest Management functions in the workforce are reflected in qualifications at Certificate III and Certificate IV levels.

Qualifications packaging rationale

Each qualification lists clearly all the units of competency required for that particular qualification. This means, for example, that the core units of competency required for a Certificate III in Asset Maintenance (Pest Management – Technical) also appear as core units of competency for a Certificate IV in Asset Maintenance (Pest Management).

This ‘embedding’ or ‘nesting’ has been done for two reasons:

- to articulate the complete range of skills required to achieve each qualification rather than relying on references to prerequisites or entry requirements for each successive qualification, and
- to ensure that the higher level qualification focusing on management and supervisory skills also contains the required ‘hands on’ practical and technical skills.

School to work programs

New opportunities for competency-based, school-to-work entry to the industry may be developed to meet a specific industry requirement, although the Pest Management industry does not typically recruit school-leavers.

New Apprenticeships

The Pest Management Industry Sector has recognised New Apprenticeships as a viable career entry point to the industry.

New Apprenticeships in this industry may utilise a flexible approach to the Training Package qualifications.

Language and literacy

The Pest Management standards have been written using the active voice to help facilitate understanding and, wherever possible, industry-specific technical terms have been used consistently and are also described in the Range Statement of the relevant unit(s).

RTOs may wish to develop further resources to assist in the delivery of the Pest Management standards.

Key competencies in the standards

The key competencies have been identified and incorporated at the end of each unit of competency to ensure the complete information for assessment is available.

1.6 Licensing and Regulatory Arrangements

Selected units of competency in the Pest Management sector have been identified and agreed as providing the basis for a nationally uniform statutory licensing system. These units are:

- PRMPM05B Modify environment to manage pests
- PRMPM06B Apply pesticide to manage pests
- PRMPM11B Conduct fumigation
- PRMPM18B Maintain an equipment and chemical storage area.

In addition to the above units being part of the national licensing system, the Queensland Building Services Authority requires the following units for licensing for people working with timber pests:

- PRMPM08B Inspect and report on timber pests
- PRMPM10B Control timber pests.

To satisfy the licensing arrangements, RTOs must meet the regulatory requirements of their state/territory. Contact your local regulatory agency to confirm jurisdictional requirements and ensure that training delivers a national outcome consistent with: regulatory arrangements that currently apply in the state/territory in which the training is delivered.

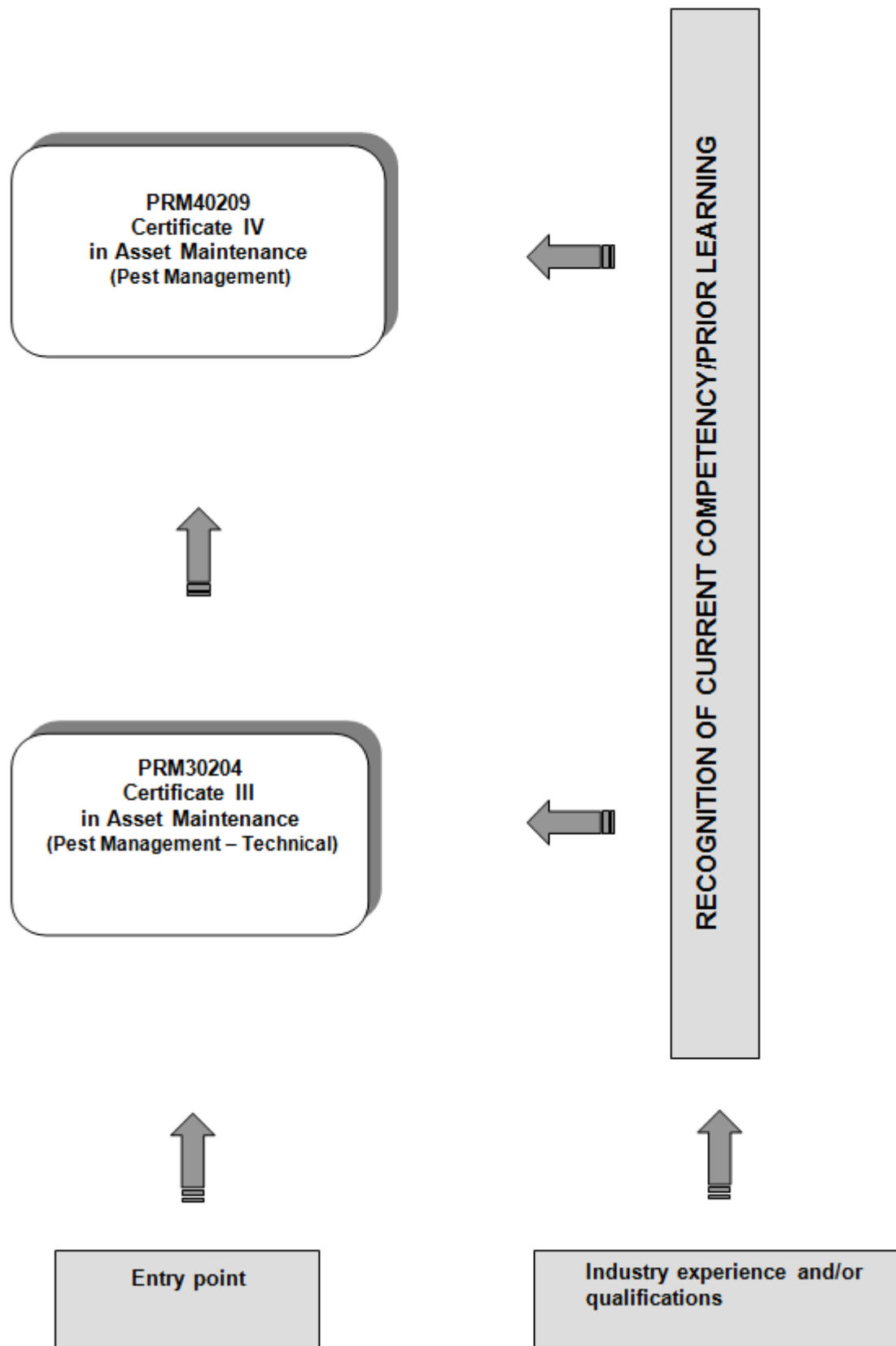
In addition to specific licensing requirements for working in the Pest Management industry, companies and personnel engaged in Pest Management are covered by legislation or regulations concerning aspects of their activities, including environmental, industrial and occupational health and safety matters.

Issues concerning the impact of these regulatory requirements have been integrated in the performance criteria of the relevant units and must be reflected in the assessment process.

State/territory contacts

	ITAB/ISC	Licensing Authority	State Training Authority
ACT	Not applicable	www.tams.act.gov.au (02) 6207 5311	www.det.act.gov.au
NSW	www.citab.com.au (02) 9987 4027	www.workcover.nsw.gov.au 13 10 50	www.vetab.nsw.gov.au
NT	www.sitac.com.au (08) 8942 1651	www.nt.gov.au/health (08) 8922 7341	www.nt.gov.au
QLD	www.isalliance.org.au	www.health.qld.gov.au (07) 3234 0938 www.bsa.qld.gov.au 1300 272 272	www.training.qld.gov.au
SA	www.bsisb.com.au	www.health.sa.gov.au (08) 8226 7137	www.dfeest.sa.gov.au
TAS	Not applicable	www.dpiw.tas.gov.au (03) 6336 5332	www.skills.tas.gov.au
VIC	www.bsv.org.au (03) 9329 4777	www.health.vic.gov.au	www.skills.vic.gov.au
WA	www.fpbsitc.com.au (08) 9226 4717	www.health.wa.gov.au	www.det.wa.gov.au/training
National	www.cpsisc.com.au (02) 6253 0002		

2.2 Pest Management Qualification Flowchart



2.7 Selection of Units (Career Planning)

The model adopted by the industry does not use co-requisite groupings of units and it has only one prerequisite unit. However, it should be noted that qualifications are nested. This means, for example, that the core units of competency required for a Certificate III in Asset Maintenance (Pest Management – Technical) also appear as core units of competency for a Certificate IV in Asset Maintenance (Pest Management).

The selection of units for assessment and the sequencing of training and assessments, especially where these form part of a formal course of study, are matters that need to be carefully negotiated with the RTO at an enterprise level. In this case, assessors need to take the industry packaging advice under 2.3 Packaging Advice on page 15.

Units defined as ‘core’ units provide common ground across the industry for training, assessment and recognition activities. Elective units take into account individual or enterprise variations and requirements, and provide for flexibility in course design, delivery and assessment.

Various combinations of core and elective units may be required, depending on the particular occupational or service niche occupied by the candidate. Typical Pest Management occupations include pest management technician, pest management supervisor, pest management business owner/manager and pest management administrator.

4.1 Packaging and Alignment of Standards to the Australian Qualifications Framework – Pest Management Sector

**Title: PRM30204 Certificate III in Asset Maintenance
(Pest Management – Technical)**

To achieve recognition at Certificate III level, the candidate for recognition must demonstrate competency in all 11 core units plus 2 elective units (total of 13 units).

Core units	
PRMCMN302A	Respond to client inquiries and complaints
PRMPM02B	Assess pest management options
PRMPM05B	Modify environment to manage pests
PRMPM06B	Apply pesticide to manage pests
PRMPM07B	Implement a pest management plan
PRMPM09B	Advise client on pest management options
PRMPM17B	Repair and maintain service equipment

PRMPM18B	Maintain an equipment and chemical storage area
PRMPM26B	Select and obtain pest management equipment and materials
PRMPM28B	Organise and operate a pest management vehicle
PRMPM43A	Prepare and present a pest management submission including quotation
Elective units	
BSBHRM402 A	Recruit, select and induct staff
BSBSMB407 A	Manage a small team
PRMPM08B	Inspect and report on timber pests
PRMPM10B	Control timber pests
PRMPM11B	Conduct fumigation
PRMPM19B	Organise and monitor pest management operations
PRMPM29B	Plan and schedule pest management operations
PRMPM42A	Install physical termite barriers
TAADEL301 C	Provide training through instruction and demonstration of work skills

Title: PRM40209 Certificate IV in Asset Maintenance (Pest Management)

To achieve recognition at Certificate IV level, the candidate for recognition must demonstrate competency in all 15 core units plus 7 elective units (total of 22 units).

Core units	
BSBSMB402 A	Plan small business finances
BSBSMB404 A	Undertake small business planning
PRMCMN30 2A	Respond to client inquiries and complaints
PRMPM02B	Assess pest management options

PRMPM05B	Modify environment to manage pests
PRMPM06B	Apply pesticide to manage pests
PRMPM07B	Implement a pest management plan
PRMPM09B	Advise client on pest management options
PRMPM17B	Repair and maintain service` equipment
PRMPM18B	Maintain an equipment and chemical storage area
PRMPM26B	Select and obtain pest management equipment and materials
PRMPM27B	Manage pest management operations risk
PRMPM28B	Organise and operate a pest management vehicle
PRMPM29B	Plan and schedule pest management operations
PRMPM43A	Prepare and present a pest management submission including quotation
Elective units	
BSBHRM401 A	Review human resources functions
BSBHRM402 A	Recruit, select and induct staff
BSBINN301 A	Promote innovation in a team environment
BSBSMB403 A	Market the small business
BSBSMB405 A	Monitor and manage small business operations
BSBSMB406 A	Manage small business finances
BSBSMB407 A	Manage a small team
PRMCMN40 2A	Facilitate effective client relationships
PRMPM22B	Develop and review company policies and procedures

PRMPM35B	Manage assets
TAADEL301 C	Provide training through instruction and demonstration of work skills

Industry Overview - Waste Management

1.5 Scope and Development of the Training Package for the Waste Management Sector

National competency standards for Waste Management provide a vocational pathway for this industry sector. While the terminology in the Waste Management competency standards is consistent with the technical language within the Waste Management industry, it is important to note that language and terminology varies (from company to company and from state/territory to state/territory).

Waste Management competency standards have been developed in a manner that maximises common ground for all the vocations that are encompassed by this sector, in the interests of flexible career paths.

Waste Management qualifications

In the packaging of the units of competency, it was found that Waste Management functions in the workforce are primarily reflected in qualifications at Certificate II, Certificate III and Certificate IV levels.

Qualifications packaging rationale

Waste Management qualifications have been packaged in a manner that reflects the industry's vocational structure and maximises choice of competency standards, without compromising the essential vocational requirements for this sector. Core units are a combination of waste/environmental specific and essential generic skills such as communication, occupational health and safety and supervisory at Certificate IV. Flexibility has been built into the elective units. 'Waste-specific electives' enable the user to meet immediate waste vocational needs and the 'open electives' enable choice on generic employability and vocational needs.

Vocational application of qualifications

The abovementioned qualifications may relate to the following vocations in the Waste Management industry.

Certificate II Occupational profiles	Certificate III Occupational profiles	Certificate IV Occupational profiles
Light vehicle driver Plant treatment	Communications room operator Customer service worker	Manager Landfill supervisor

Certificate II Occupational profiles	Certificate III Occupational profiles	Certificate IV Occupational profiles
operator Waste management site operator Waste assessment worker Waste dispatcher Landfill operator Incinerator operator Recycling line operator	Heavy vehicle driver (compactor and tanker) Waste management adviser/salesperson Landfill leading hand Waste management leading hand Waste management education officer	Incinerator plant supervisor Site waste manager Administrative supervisor Waste management education manager Driver supervisor Recycling plant supervisor Waste assessment team supervisor Salesperson supervisor

School to work programs

New opportunities for competency-based, school-to-work entry to the industry may be developed for components of Certificate II.

VET in schools Waste Management qualifications should be based on flexible application of the Training Package qualifications (that is, incorporate Statements of Attainment for partial completion of the Certificate II qualification).

Unit PRMWM101A Prepare for work in the waste management industry, is ideally suited to VET in Schools application.

New Apprenticeships

The Waste Management industry sector is keen to embrace New Apprenticeships as a viable career entry point to the industry.

New Apprenticeships in this industry may utilise a flexible approach to the Training Package qualifications. New Apprenticeship progression guidelines should recognise that the Certificate III in Asset Maintenance (Waste Management) entry point encompasses aspects of Certificate II in Asset Maintenance (Waste Management).

Language and literacy

The language used in the Waste Management competency standards is simple English (apart from the industry technical terminology) and has been written in the active voice. Support material is available from Australian Training Products and Property Services Training, and RTOs may develop their own material to further assist with the delivery of the Waste Management competency standards.

Key competencies in the standards

The key competencies have been identified and incorporated at the end of each unit of competency to ensure the complete information for assessment is available.

1.6 Licensing and Regulatory Arrangements

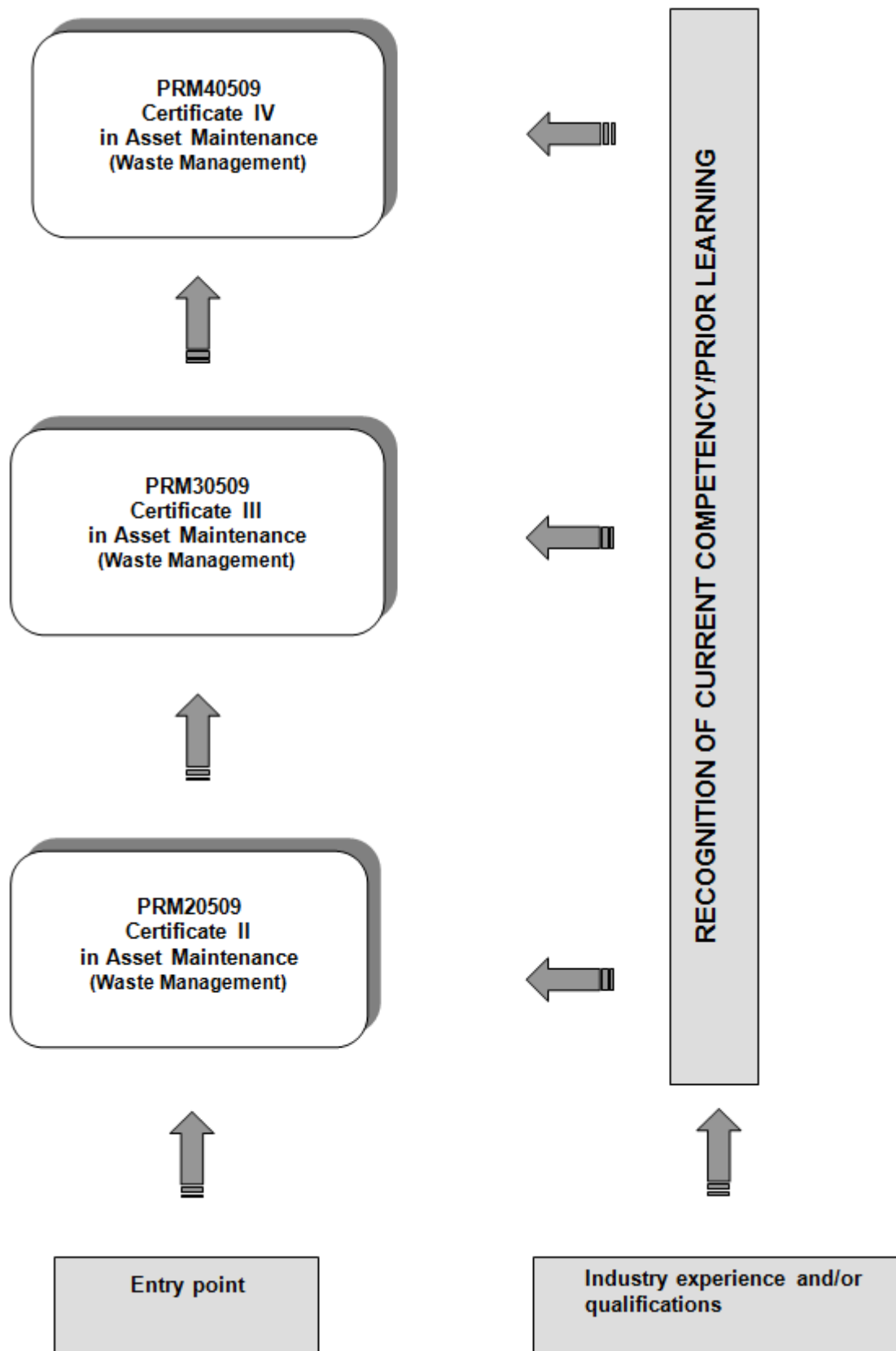
Waste management facilities (landfills, transfer stations, material recovery facilities, waste processing plants, some transport systems, etc) are licensed in each state/territory by the respective environment protection authority. These licences place restrictions on the amount of material that can be received, the types of material that can be received, and the emissions that are permitted to the receiving environment. Licences are for specific facilities and in the name of the owner/operator (company).

In addition, companies and personnel engaged in Waste Management are covered by legislation or regulations concerning aspects of their activities, including environmental, industrial and occupational health and safety matters.

Issues concerning the impact of regulatory requirements have been integrated into the performance criteria of the relevant units and must be reflected in the assessment process.

In Australia, there are no licensing requirements for individuals working in the Waste Management sector.

2.2 Waste Management Qualification Flowchart



2.7 Selection of Units (Career Planning)

The model adopted by the industry avoids the use of co-requisite and prerequisite groupings of units, although it should be noted that some units are interdependent and assessment of these may be undertaken concurrently in clusters.

The selection of units for assessment and the sequencing of training and assessments, especially where these form part of a formal course of study, are matters that need to be carefully negotiated with the RTO at an enterprise level. In this case, assessors need to take the industry packaging advice under 2.3 Packaging Advice on page .

Units defined as ‘core’ units provide common ground across the industry for training, assessment and recognition activities. Elective units take into account individual or enterprise variations and requirements, and provide for flexibility in course design, delivery and assessment.

Various combinations of core and elective units may be required, depending on the particular occupational or service niche occupied by the candidate.

4.1 Packaging and Alignment of Standards to the Australian Qualifications Framework – Waste Management Sector

The following tables list the competency standards that comprise the qualifications for the Waste Management sector of the *Asset Maintenance Training Package*. Also note the recommendations in section 3.8 ‘Qualification Customisation Within and Outside the Training Package’.

PRM20509 Certificate II in Asset Maintenance (Waste Management)

To achieve Certificate II, the candidate for recognition must have demonstrated competency against all 6 specified core units and 5 elective units.

Of the elective units:

- a minimum of 2 must be from Elective list A: Waste-specific units
- a maximum of 2 elective units may be chosen from any other approved Training Package, at level or above, as long as they contribute to a valid, industry supported vocational outcome and are not the same or similar to any of the units listed in either Elective list A: Waste-specific units or Elective list B: Non-specific industry-related units
- the remaining elective units may be chosen from Elective list A: Waste-specific units and Elective list B: Non-specific industry-related units.

Core units	
BSBSUS201 A	Participate in environmentally sustainable work practices
PRMCMN20	Participate in workplace safety arrangements

1A	
PRMCMN20 2A	Provide effective client service
PRMWWM11B	Respond to waste emergency
PRMWWM44B	Identify wastes and hazards
PRMWWM101 A	Prepare for work in the waste management industry
Elective list A: Waste-specific units	
PRMWWM02B	Carry out waste audit
PRMWWM05B	Identify and segregate waste
PRMWWM06B	Organise waste recovery
PRMWWM13B	Receive waste
PRMWWM14B	Manually sort waste
PRMWWM15B	Move waste using load shifting equipment
PRMWWM16B	Operate waste processing plant
PRMWWM17B	Store waste
PRMWWM18B	Dispatch processed waste
PRMWWM19B	Prepare waste for re-use
PRMWWM20B	Place and compact waste
PRMWWM21B	Cover waste
PRMWWM23B	Maintain disposal site
PRMWWM38B	Process waste
PRMWWM42B	Follow relevant environmental policies and procedures when transporting waste
PRMWWM51B	Dispose of waste water to sewer
PRMWWM63A	Apply safe operational practices to vehicle contact with overhead wires
RTE2506A	Assess and receive raw materials for composting

RTE2507A	Recognise raw materials, production processes and products on a composting site
Elective list B: Non-specific industry-related units	
BCCCM2002 B	Use small plant and equipment
BSBITU201 A	Produce simple word processed documents
BSBITU202 A	Create and use spreadsheets
BSBWOR203 A	Work effectively with others
HLTFA301B	Apply first aid
PRMWM34B	Maintain an equipment and consumables storage area
PRMWM37B	Conduct minor maintenance and repairs on waste processing plant/equipment
TLIB307C	Carry out vehicle servicing and maintenance
TLIB407C	Carry out vehicle inspection
TLIC107C	Drive vehicle
TLIC207C	Drive light rigid vehicle
TLIC307C	Drive medium rigid vehicle
TLID307D	Handle dangerous goods/hazardous substances
TLID407C	Load and unload goods/cargo
TLID1607C	Load and unload explosives and dangerous goods
TLID2107C	Use specialised bulk transfer equipment (dry)
TLIE707B	Use communication systems

SECTION 1: INTRODUCTION

SECTION 1: INTRODUCTION

1.1 Information on the Cleaning Operations Sector of the Asset Maintenance Training Package

The six industry sectors covered by the Training Package are:

- Carpet Cleaning
- Cleaning Operations
- Fire Protection Equipment
- Fire Safety Systems Inspection
- Pest Management
- Waste Management.

These sectors have each been developed over a number of years. The Cleaning Operations and Pest Management sectors were the original industry sectors included in the Asset Maintenance Training Package. Fire Protection Equipment and Waste Management were included at a later date. Carpet Cleaning and Fire Safety Systems Inspection were included as part of the redevelopment of the Asset Maintenance Training Package.

The Asset Maintenance Training Package has developed a number of units of competency for customer services and occupational health and safety functions that are common to all industry sectors within the Training Package. These units are identified with the code PRMCMN***A.

Similarly, where possible, other industry or cross-industry standards have been packaged into these qualifications in the interests of national recognition. For example, Business Services units have been adopted when administrative competencies are required and some Frontline Management units have been adopted to cover managerial requirements.

The sectors will stand alone and be useful as they are currently developed and packaged. Under review, however, advice will be taken in identifying unnecessary overlap.

Comment on implementation should be documented for the review as the standards are used within industry. This information will be needed to reach national agreement between stakeholders on a further refined set of industry standards.

1.2 What is a Training Package?

Introduction

Training Packages are a key feature of VET in Australia. They are part of the National Training Framework that aims to make training and regulatory arrangements simple, flexible and relevant to the needs of industry.

- **Training Packages are developed by industry for industry**

The Department of Education, Employment and Workplace Relations (DEEWR) funds national Industry Skills Councils (ISCs) to develop Training Packages. Extensive consultation occurs during development to ensure that the Training Package is relevant and useable. And before the completed Training Package is endorsed for use, the developer or ISC must validate it and show that it has broad industry support.

- **Training Packages encourage training at work**

Training may occur at the workplace, off the job, at a training organisation, during regular work, or through work experience, work placement or work simulation. Usually it involves a combination of these methods, depending on what suits the learner and the type of learning and particular vocational outcome.

- **Training Packages provide many pathways to competency**

Australians can achieve vocational competency in many ways. Training Packages acknowledge this by emphasising what the learner can do, not how or where they learned to do it. For example, some experienced workers might be able to demonstrate competency against the standards and gain a qualification without completing a formal training course.

1.3 Training Package Components

A Training Package comprises two components: *endorsed material* and *support materials*. The National Training Quality Council oversees the endorsed component.

Endorsed materials

Endorsed components of a Training Package consist of three parts: competency standards, national qualifications and assessment guidelines. Each of these components is outlined below.

1 Competency standards provide an industry benchmark for training and assessment. They specify the scope of knowledge and skills to be covered in the Training Package. They enable enterprises to accurately define particular roles within industry and are a useful guide when designing job classifications, workplace appraisal and skill development. They are the basis for designing VET courses and assessment approaches for delivery off the job by registered training providers.

Key features

- Each unit of competency identifies a discrete workplace requirement.
- Units incorporate the knowledge and skills that underpin competency. They encompass relevant values and attitudes, language, literacy and numeracy, and occupational health and safety requirements.
- Key competencies are identified at the unit or qualification level.
- Units are flexible in how they can be applied, but they are sufficiently detailed to guide RTOs and assessors, and to provide consistent outcomes.

2 National qualifications within the Australian Qualifications Framework (AQF) are awarded when a learner (who might be an employee) has been assessed as achieving a combination of units of competency that provides a meaningful outcome at an industry or enterprise level. Each qualification consists of a number of core and/or elective units of competency that industry representatives consider workers require to perform a particular job. Where an individual achieves one or more units of competency without completing a qualification, a Statement of Attainment is issued that recognises their achievement.

Key features

- Each qualification (comprising specified units of competency) is aligned directly against the AQF.
- The qualifications covered within a Training Package may range from Certificate I to Advanced diploma and will include the national title for each qualification.
- New Apprenticeship pathways will be identified within the Training Package.
- The qualification will display the Nationally Recognised Training logo.

A **Statement of Attainment** is issued to individuals who have been assessed and deemed competent against a unit of competency. Statements of Attainment issued by one RTO must be recognised by other RTOs. Accrual of specified Statements of Attainment can eventually lead to a learner meeting all the requirements of a qualification.

Key features

- Statements of Attainment will identify the units of competency for which the individual has been assessed and is deemed competent by the RTO.
- They will display the Nationally Recognised Training logo.
- They will identify the RTO.

3 Assessment guidelines provide a framework for accurate, reliable and valid assessment of the applicable competency standards. They ensure that all assessments are thorough, consistent and valid. They provide important quality assurance in the issuing of qualifications.

Endorsed components of a Training Package may be complemented and supported by the development of optional learning strategies, assessment tools and professional development materials.

Support materials

Support materials to be used in conjunction with a Training Package can be produced by RTOs, private and commercial developers, DEEWR or State Training Authorities. They can consist of:

- **learning strategies/delivery guides** that assist training providers to design specific training programs that will help trainees attain the required competencies
- **assessment materials** that can be used by assessors to gather sufficient evidence of competency to make reliable judgements about whether a person has met the required competency standard
- **professional development materials** that provide information, hints and resources for trainers and assessors that will help them successfully implement the Training Package.

RTOs will usually develop their own supporting resources. They can also draw upon any other resources developed specifically to support the Training Package.



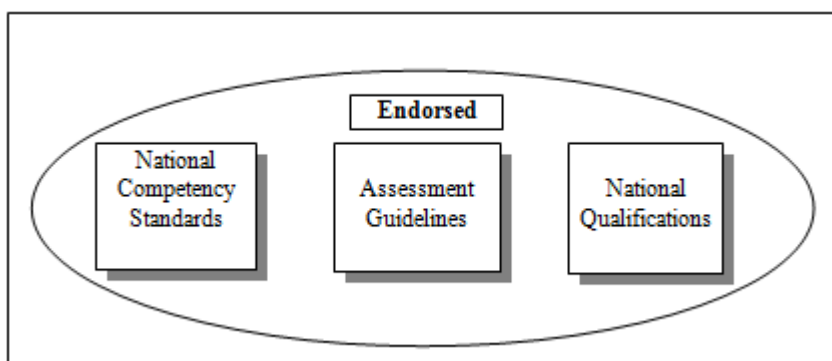
Support materials that have passed successfully through the official ‘noting’ process can use the official logo to indicate that they meet specified quality criteria. The logo is depicted here.

Noted support materials are listed on the National Training Information Service (NTIS), together with a detailed description and information on their availability and the type of product. NTIS can be located on www.ntis.gov.au.

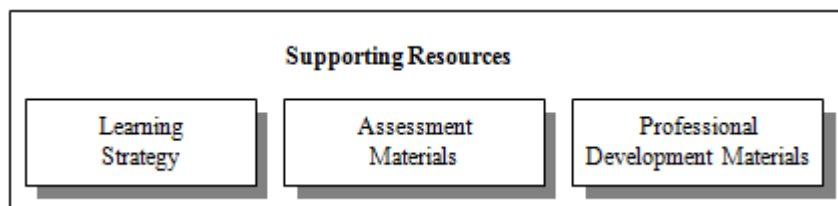
Although the noting process has been adopted as a guide to quality-assured supporting resources, it is not compulsory for RTOs to submit their support resources to DEEWR. They are at liberty to use whatever resources are available to them to meet the requirements of a qualification or a unit of competency.

1.4 General Information

The components of an endorsed Training Package are illustrated in the following diagram.



Supporting resources are generally produced to directly relate to a single or multiple units of competency, industry sector, qualification or the total Training Package. They tend to fall into one or more of the categories illustrated below.



Version control

DEEWR has a system for tracking changes across subsequent editions of Training Packages and their constituent components. Anyone using a Training Package should follow DEEWR's recommended procedure for determining the currency of the information in their edition.

Training Package

Each Training Package has been assigned a unique five-character code, for example PRM04. The final two characters (the version identifier) represent the year the Training Package was initially endorsed. Units of competency and qualifications originating in that Training Package will have their own longer codes, which will commence with the first three letters of the Training Package code (PRM in this example).

Units of competency

Whereas the first three characters of the code assigned signify the Training Package, the last character will always be a letter representing the version identifier. The code for a unit of competency is assigned when the initial Training Package is endorsed, or when new sectors or new units are added to an existing endorsed Training Package. A typical code consists of up to 12 characters. These characters normally consist of a mixture of capital letters and numbers. A typical style of code may be PRMCMN201A. The first three characters are always letters and are the same letters used to code the original Training Package of which the unit was part. In the example, the code for the original Training Package commenced with PRM. The last letter (A) in the unit of competency code is the letter used for the version control. The 'A' indicates that this is the original unit.

If one lot of changes has been incorporated since the unit was first endorsed, but without any change to the unit outcomes, the version identifier will be a 'B'. The different version identifier usually means that minor changes have been incorporated without affecting the overall unit outcome. Typically this would mean that wording has changed in the range statement or the evidence guide, providing clearer intent. The next batch of minor changes would result in a 'C', and so on throughout the life of the unit.

Any letters or numbers (this can be up to eight characters) between the first three characters and the version control letter are assigned by the developer of the unit and may relate to an industry sector, function or skill area.

Where changes are incorporated that alter the unit outcome, a new code is assigned and changes are made to the unit title.

Differences in the version identifier of units of competency on Statements of Attainment issued by RTOs are not significant, as outcomes of the unit have not changed significantly.

Qualifications

All qualifications are assigned a unique eight-character code. The last two characters (version identifier) are always numbers and represent the year in which the qualification was endorsed. In all instances, qualifications included and endorsed in the original Training Package have an identical version identifier to those of the originating Training Package. In cases where qualifications are added after the initial endorsement of the Training Package, they are assigned a version identifier denoting the year they were endorsed.

Review date

On the title page and in the footer of each Training Package page there is reference to a review date. This date is determined at the time of endorsement of the Training Package and indicates when the Training Package is to be reviewed in the light of changing technologies, circumstances, industrial relations, etc. The review date is not to be regarded as an expiry date, as the Training Package and its components remain current until they are reviewed or replaced.

SECTION 2: QUALIFICATIONS FRAMEWORK

SECTION 2: QUALIFICATIONS FRAMEWORK

2.1 What is the Australian Qualifications Framework?

The Australian Qualifications Framework (AQF) is a national framework for all education and training qualifications in Australia. There are 12 qualifications in the AQF. Six of these are relevant to the VET sector. The 12 qualifications are listed in the following table.

Schools sector	VET sector	Higher Education sector
Senior secondary certificate of education	Advanced diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral degree Masters degree Graduate diploma Graduate certificate Bachelor degree Advanced diploma Diploma

This categorisation of qualifications into these three sectors is in some ways misleading. In practice it is not unusual for the Schools sector to be delivering Certificates I or higher, for the VET sector to deliver Graduate certificates and for the Higher Education sector to be involved in delivery of Certificate IV.

The adoption of the AQF for all vocational education and training ensures national consistency for all trainees, students, employers and providers in the VET sector. It permits national recognition of competency, based on endorsed competency standards. Competency is assessed in accordance with the endorsed assessment guidelines.

Statement of Attainment

Where competence has been achieved in accordance with the endorsed standards, but does not meet the requirements of a qualification, a Statement of Attainment can be issued for the competencies successfully achieved. These can be combined with any additional competencies achieved later. Together they will build towards the awarding of a qualification. RTOs must recognise the achievement of competencies recorded on a Statement of Attainment issued by another RTO.

AQF level descriptors

Certificate I

The worker will normally be engaged in a workplace in which they:

- demonstrate knowledge by recall in a narrow range of areas
- demonstrate basic practical skills, such as the use of relevant tools
- perform a sequence of routine tasks under clear direction
- receive and pass on messages or information.

Certificate II

The worker will normally be engaged in a workplace in which they:

- demonstrate basic operational knowledge in a moderate range of areas
- apply a defined range of skills
- apply known solutions to a limited range of predictable problems
- perform a range of tasks where choice between a limited range of options is required
- assess and record information from varied sources
- take limited responsibility for their own outputs in work and learning.

Certificate III

The worker will normally be engaged in a workplace in which they:

- demonstrate some relevant theoretical knowledge
- apply a range of well-developed skills
- apply known solutions to a variety of predictable problems
- perform processes that require a range of well-developed skills where some discretion and judgement is required
- interpret available information using discretion and judgement
- take responsibility for their own outputs in work and learning
- take limited responsibility for the output of others.

Certificate IV

The worker will normally be engaged in a workplace in which they:

- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts
- apply solutions to a defined range of unpredictable problems
- identify and apply skill and knowledge areas to a wide variety of contexts, in some cases in depth
- identify, analyse and evaluate information from a variety of sources
- take responsibility for their own outputs in relation to specified quality standards
- take limited responsibility for the quantity and quality of the output of others.

Diploma

The worker will normally be engaged in a workplace in which they:

- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, in some cases in substantial depth
- analyse and plan approaches to technical problems or management requirements
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations
- evaluate information, using it in forecasting for planning or research purposes
- take responsibility for their own outputs in relation to broad quantity and quality parameters
- take some responsibility for the achievement of group outcomes.

Advanced diploma

The worker will normally be engaged in a workplace in which they:

- demonstrate understanding of specialised knowledge with depth in some areas
- analyse, diagnose, design and execute judgements across a broad range of technical or management functions
- generate ideas through the analysis of information and concepts at an abstract level
- demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills
- demonstrate accountability for personal outputs within broad parameters
- demonstrate accountability for personal and group outcomes within broad parameters.

2.3 Packaging Advice

The aim of combining units of competency into groups acceptable to the industry and to VET providers is to ensure a crucial link in the quality of education and training and work outcomes. Vocational qualifications need to have a relationship with the performance standards of the industry. Without this relationship, qualifications lack meaning in terms of indicating what the holder of the credential can actually do in relation to industry requirements.

A unit of competency is the minimum recording level in the formal VET system and provides the basis for credit transfer between competency-based courses and between sectors delivering different qualifications in the AQF.

2.4 Core and Elective Units

The standards in this Training Package are aligned to qualifications in various combinations of core and elective units. The combinations have been carefully selected to support multiple entry and exit points, as well as flexible delivery of VET. It is essential, therefore, that RTOs take the industry's packaging and alignment advice into consideration when designing learning and assessment opportunities.

As indicated above, the industry's advice is predicated on the notion that units of competency provide the basis for credit transfer, credit accumulation and articulation or advanced standing from one credential to another, irrespective of the educational sector delivering the credential.

The achievement of a single unit of competency aligned to multiple levels in the AQF means that the unit is assessed once only and recognition of competency achieved against that unit is carried forward as credit towards the achievement of a qualification at any level in which the unit appears.

2.5 Units Packaged at More than One Level

Qualifications in the AQF assume that differences between qualification levels occur because of:

- increasing levels of complexity in the acquisition and application of knowledge and skill
- greater autonomy in the application of competency in the workplace
- broadening of the job skill base.

This principle has been addressed through the packaging of competency units within qualifications. As an individual moves through the qualification framework, the selection of units at any level is governed by:

- the groups of units available at that level
- the selection of units available at that level compared with the individual's current, past and future career aspirations
- current work performance requirements
- recognised industry work structures.

This means that two individuals may enter the qualifications framework at different levels and exit at the same level. At either level, they would be subject to the package selection rules at the levels at which they enter the framework.

If one or both move from the qualification level at which they entered, to the same qualification level, each could conceivably emerge from that level with the same combination of core units, but a different combination of core and elective units, and still be eligible for the same qualification.

As a minimum, irrespective of how each arrived at the exit point, both should have the same core units and a prerequisite number of elective units drawn from the total bank of units available at the level at which they exit the framework.

The use of core and elective units at more than one level generally allows for:

- the recognition of key functions within an industry or enterprise that are carried on across levels

- recognition of current competency (or prior learning) based on the achievement of the unit
- an articulation pathway between levels.

Units that are only available at certain levels provide for the broadening and deepening of the knowledge and skill component at the level at which the units are located. The key to competency is not in the individual unit, but in the selection and packaging of units for assessment purposes at an AQF level.

Recognition can be achieved in a variety of ways, including:

- against an individual unit that is carried forward as credit towards a qualification at another level of the AQF
- by grouping units and assessing against the group of units in order to determine competency in relation to the requirements of the AQF level at which the units are packaged
- by using a qualification achieved at a lower level as credit towards a qualification located at a higher level.

2.6 New Apprenticeship Qualifications

New Apprenticeships include all forms of traineeships and have a number of features, including:

- a training agreement that links an industrial award or agreement, signed by the employer and the person in training
- they are employment-based
- the training component is undertaken by an RTO (public or private) and/or employer
- they result in the attainment of a qualification in the AQF
- they require attendance at training delivered by an RTO and/or attendance at work.

All the qualifications in this Training Package are open to New Apprenticeship pathways.

New Apprenticeships are being utilised more widely by the industry. At this stage, all New Apprenticeships are sector specific. While the majority of New Apprenticeships will be located at Certificate levels II to IV, all qualification levels addressed in this Training Package may potentially be used for the purpose of a New Apprenticeship.

Qualifications issued as a result of New Apprenticeships should not be different from qualifications issued as a result of competency demonstrated through other recognition pathways available in the industry.

SECTION 3: ASSESSMENT GUIDELINES

SECTION 3: ASSESSMENT GUIDELINES

3.1 Introduction

These Assessment Guidelines provide the endorsed framework for assessment of units of competency in this Training Package. They are designed to ensure that assessment is consistent with the AQTF 2007. Assessments against the units of competency in this Training Package must be carried out in accordance with these Assessment Guidelines.

Assessment System Overview

This section provides an overview of the requirements for assessment when using this Training Package, including a summary of the AQTF 2007 requirements; licensing and registration requirements; and assessment pathways.

Benchmarks for Assessment

Assessment within the National Skills Framework is the process of collecting evidence and making judgements about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

In the areas of work covered by this Training Package, the endorsed units of competency are the benchmarks for assessment. As such, they provide the basis for nationally recognised Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by Registered Training Organisations (RTOs).

Australian Quality Training Framework Assessment Requirements

Assessment leading to nationally recognised AQF qualifications and Statements of Attainment in the vocational education and training sector must meet the requirements of the AQTF as expressed in the AQTF 2007 *Essential Standards for Registration*.

The AQTF 2007 *Essential Standards for Registration* can be downloaded from <www.training.com.au>. The following points summarise the assessment requirements.

Registration of Training Organisations

Assessment must be conducted by, or on behalf of, an RTO formally registered by a State or Territory Registering/Course Accrediting Body in accordance with the AQTF 2007. The RTO must have the specific units of competency and/or AQF qualifications on its scope of registration.

Quality Training and Assessment

Each RTO must provide quality training and assessment across all its operations. See the AQTF 2007 *Essential Standards for Registration*, Standard 1.

Assessor Competency Requirements

Each person involved in training and assessment must be competent for the functions they perform. See the AQTF 2007 *Essential Standards for Registration*, Standard 1 for assessor (and trainer) competency requirements.

Assessment Requirements

The RTO's assessments, including RPL, must meet the requirements of the relevant endorsed Training Package. See the AQTF 2007 *Essential Standards for Registration*, Standard 1.

Assessment Strategies

Each RTO must have strategies for training and assessment that meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders. See the AQTF 2007 *Essential Standards for Registration*, Standard 1.

National Recognition

Each RTO must recognise the AQF qualifications and Statements of Attainment issued by any other RTO. See the AQTF 2007 *Essential Standards for Registration*, Condition of Registration 7: Recognition of qualifications issued by other RTOs.

Access and Equity and Client Outcomes

Each RTO must adhere to the principles of access and equity and maximise outcomes for its clients. See the AQTF 2007 *Essential Standards for Registration*, Standard 2.

Monitoring Assessments

Training and/or assessment provided on behalf of the RTO must be monitored to ensure that it is in accordance with all aspects of the *Essential Standards for Registration*. See the AQTF 2007 *Essential Standards for Registration*, Standard 3.

Recording Assessment Outcomes

Each RTO must manage records to ensure their accuracy and integrity. See the AQTF 2007 *Essential Standards for Registration*, Standard 3.

Issuing AQF qualifications and Statement of Attainment

Each RTO must issue AQF qualifications and Statements of Attainment that meet the requirements of the current AQF Implementation Handbook and the endorsed Training Packages within the scope of its registration. An AQF qualification is issued once the full requirements for a qualification, as specified in the nationally endorsed Training Package are met. A Statement of Attainment is issued when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s). See the AQTF 2007 and the 2007 edition of the AQF Implementation Handbook—available on the AQFAB website <www.aqf.edu.au>.

Licensing/Registration Requirements

This section provides information on licensing/registration requirements for this Training Package, with the following important disclaimer.

Licensing and registration requirements that apply to specific industries, and vocational education and training, vary between each State and Territory, and can regularly change. The developers of this Training Package, and DEEWR, consider that the licensing/registration requirements described in this section apply to RTOs, assessors or candidates with respect to this Training Package. While reasonable care has been taken in its preparation, the developers of this Training Package and DEEWR cannot guarantee that the list is definitive or accurate at the time of reading; the information in this section is provided in good faith on that basis.

Contact the relevant State or Territory Department(s) to check if the licensing/registration requirements described below still apply, and to check if there are any others with which you must comply. For further information contact Construction and Property Services Industry Skills Council (www.cpsisc.com.au).

Requirements for Assessors

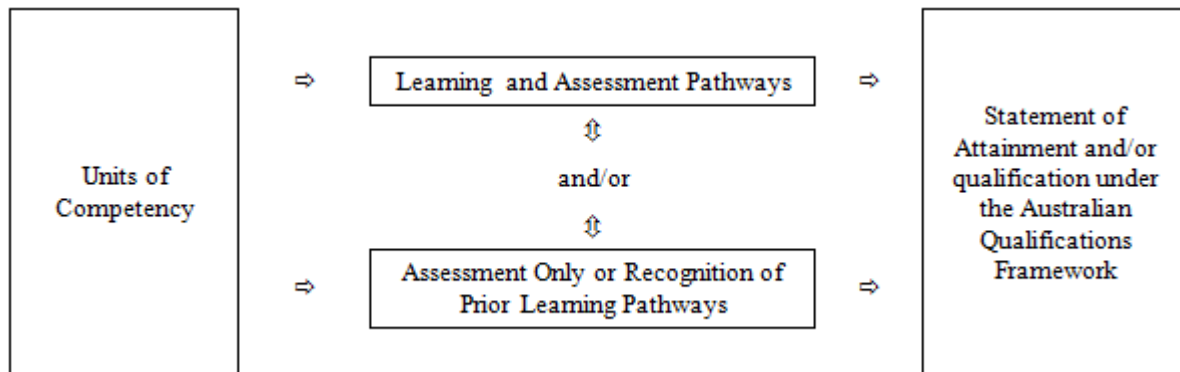
In order to conduct assessment for statutory licensing or other industry registration requirements, assessors must meet the AQTF 2007 requirements.

Pathways

The competencies in this Training Package may be attained in a number of ways including through:

- formal or informal education and training
- experiences in the workplace
- general life experience, and/or
- any combination of the above.

Assessment under this Training Package leading to an AQF qualification or Statement of Attainment may follow a learning and assessment pathway, an assessment-only or recognition pathway, or a combination of the two as illustrated in the following diagram.



Each of these assessment pathways leads to full recognition of competencies held – the critical issue is that the candidate is competent, not how the competency was acquired.

Assessment, by any pathway, must comply with the assessment requirements set out in the Assessment Guidelines of the Training Package and the AQTF 2007.

Learning and Assessment Pathways

Usually, learning and assessment are integrated, with assessment evidence being collected and feedback provided to the candidate at anytime throughout the learning and assessment process.

Learning and assessment pathways may include structured programs in a variety of contexts using a range of strategies to meet different learner needs. Structured learning and assessment programs could be: group-based, work-based, project-based, self-paced, action learning-based; conducted by distance or e-learning; and/or involve practice and experience in the workplace.

Learning and assessment pathways to suit Australian Apprenticeships have a mix of formal structured training and structured workplace experience with formative assessment activities through which candidates can acquire and demonstrate skills and knowledge from the relevant units of competency.

Assessment-Only or Recognition of Prior Learning Pathway

Competencies already held by individuals can be formally assessed against the units of competency in this Training Package, and should be recognised regardless of how, when or where they were achieved.

In an assessment-only or Recognition of Prior Learning (RPL) pathway, the candidate provides current, quality evidence of their competency against the relevant unit of competency. This process may be directed by the candidate and verified by the assessor, such as in the compilation of portfolios; or directed by the assessor, such as through observation of workplace performance and skills application, and oral and/or written assessment. Where the outcomes of this process indicate that the candidate is competent, structured training is not required. The RPL requirements of the AQTF 2007 must be met.

As with all assessment, the assessor must be confident that the evidence indicates that the candidate is currently competent against the endorsed unit of competency. This evidence may take a variety of forms and might include certification, references from past employers, testimonials from clients, and work samples. The onus is on candidates to provide sufficient evidence to satisfy assessors that they currently hold the relevant competencies. In judging evidence, the assessor must ensure that the evidence of prior learning is:

- authentic (the candidate's own work);
- valid (directly related to the current version of the relevant endorsed unit of competency);
- reliable (shows that the candidate consistently meets the endorsed unit of competency);
- current (reflects the candidate's current capacity to perform the aspect of the work covered by the endorsed unit of competency); and
- sufficient (covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, namely task skills, task management skills, contingency management skills, and job/role environment skills).

The assessment only or recognition of prior learning pathway is likely to be most appropriate in the following scenarios:

- candidates enrolling in qualifications who want recognition for prior learning or current competencies;
- existing workers;
- individuals with overseas qualifications;
- recent migrants with established work histories;
- people returning to the workplace; and
- people with disabilities or injuries requiring a change in career.

Combination of Pathways

Where candidates for assessment have gained competencies through work and life experience and gaps in their competence are identified, or where they require training in new areas, a combination of pathways may be appropriate.

In such situations, the candidate may undertake an initial assessment to determine their current competency. Once current competency is identified, a structured learning and assessment program ensures that the candidate acquires the required additional competencies identified as gaps.

3.2 Assessor Requirements

This section identifies the mandatory competencies for assessors, and clarifies how others may contribute to the assessment process where one person alone does not hold all the required competencies.

Assessor Competencies

The AQTF 2007 specifies mandatory competency requirements for assessors. For information, Element 1.4 from the AQTF 2007 *Essential Standards for Registration* follows:

- 1.4 Training and assessment are conducted by trainers and assessors who:
- a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors
 - b) have the relevant vocational competencies at least to the level being delivered or assessed
 - c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.

3.3 Designing Assessment Tools

This section provides an overview on the use and development of assessment tools.

Use of Assessment Tools

Assessment tools provide a means of collecting the evidence that assessors use in making judgements about whether candidates have achieved competency.

There is no set format or process for the design, production or development of assessment tools. Assessors may use prepared assessment tools, such as those specifically developed to support this Training Package, or they may develop their own.

Using Prepared Assessment Tools

If using prepared assessment tools, assessors should ensure these are benchmarked, or mapped, against the current version of the relevant unit of competency. This can be done by checking that the materials are listed on the National Training Information Service <www.ntis.gov.au>. Materials on the list have been noted by the National Quality Council as meeting their quality criteria for Training Package support materials.

Developing Assessment Tools

When developing their own assessment tools, assessors must ensure that the tools:

- are benchmarked against the relevant unit or units of competency;
- are reviewed as part of the validation of assessment strategies required under the AQTF 2007; and
- meet the assessment requirements expressed in the AQTF 2007 *Essential Standards for Registration*.

A key reference for assessors developing assessment tools is TAA04 Training and Assessment Training Package and the unit of competency TAAASS403A *Develop assessment tools*.

3.4 Conducting Assessments

This section details the mandatory assessment requirements and provides information on equity in assessment including reasonable adjustment.

Mandatory Assessment Requirements

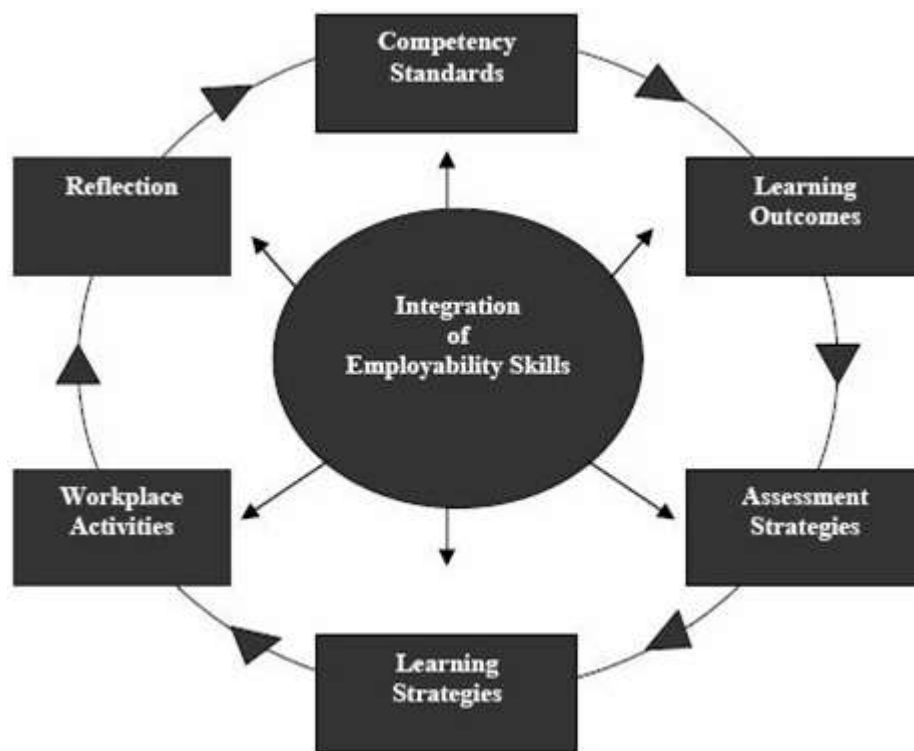
Assessments must meet the criteria set out in the AQTF 2007 *Essential Standards for Registration*.

For information, the mandatory assessment requirements from Standard 1 from the AQTF 2007 *Essential Standards for Registration* are as follows:

- 1.5 Assessment, including Recognition of Prior Learning (RPL):
- a) meets the requirements of the relevant Training Package or accredited course
 - b) is conducted in accordance with the principles of assessment and the rules of evidence
 - c) meets workplace and, where relevant, regulatory requirements.

Assessment of Employability Skills

Employability Skills are integral to workplace competency. As such, they must be considered in the design, customisation, delivery and assessment of vocational education and training programs in an integrated and holistic way, as represented diagrammatically below.



Employability Skills are embedded and explicit within each unit of competency. Training providers must use Employability Skills information in order to design valid and reliable training and assessment strategies. This analysis could include:

- reviewing units of competency to locate relevant Employability Skills and determine how they are applied within the unit
- analysing the Employability Skills Summary for the qualification in which the unit or units are packaged to help clarify relevant industry and workplace contexts and the application of Employability Skills at that qualification outcome
- designing training and assessment to address Employability Skills requirements.

For more information on Employability Skills in Construction and Property Services (CPSISC) Training Packages go to CPSISC's website at www.cpsisc.com.au.

Access and Equity

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in this Training Package: training and assessment must be bias-free.

Under the rules for their development, Training Packages must reflect and cater for the increasing diversity of Australia's VET clients and Australia's current and future workforce. The flexibilities offered by Training Packages should enhance opportunities and potential outcomes for all people so that we can all benefit from a wider national skills base and a shared contribution to Australia's economic development and social and cultural life.

Reasonable adjustments

It is important that education providers take meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for students with disability.

Under the *Disability Standards for Education 2005*, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While ‘reasonable adjustment’ and ‘unjustifiable hardship’ are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability.

An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student’s disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.

An education provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; education providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship. See Part 4, Chapter 2 of the *Training Package Development Handbook* (DEST, September 2007) for more information on reasonable adjustment, including examples of adjustments.

3.5 Further Sources

The section provides a listing of useful contacts and resources to assist assessors in planning, designing, conducting and reviewing of assessments against this Training Package.

Contacts

Construction and Property Services
Industry Skills Council

PO Box 151
Belconnen ACT 2616
Telephone: 02 6253 0002
Fax: 02 6253 0004
Web: www.cpsisc.com.au
Email: info@cpsisc.com.au

Technical and Vocational Education and
Training (TVET) Australia Limited

Level 21, 390 St Kilda Road, Melbourne
VIC 3150
PO Box 12211, A’Beckett Street Post
Office,
Melbourne, Victoria, 8006
Ph: 03 9832 8100
Fax: 03 9832 8198
Email: sales@tvetaustralia.com.au
Web: www.tvetaustralia.com.au

For information on the *TAA04 Training and Assessment Training Package* contact:

Innovation and Business Skills Australia

Level 2, Building B, 192 Burwood Road

HAWTHORN VIC 3122

Telephone: 03 9815 7000

Facsimile: 03 9815 7001

Email: virtual@ibsa.org.au

Web: www.ibsa.org.au

3.6 General Resources

Construction and Property Services Industry Skills Council has developed a range of support materials and learning resources to complement training and assessment against the units of competency in the Asset Maintenance Training Package and Property Services Training Package.

For the latest information on support materials and learning resources please visit the website of Construction and Property Services Industry Skills Council at www.cpsisc.com.au or contact:

Construction and Property Services Industry Skills Council

Tel: 02 6253 0002

Email: info@cpsisc.com.au

In addition, refer to <http://antapubs.dest.gov.au/publications/search.asp> to locate the following publications.

AQF Implementation Handbook, third Edition. Australian Qualifications Framework Advisory Board, 2002 <www.aqf.edu.au>

Australian Quality Training Framework (AQTF) - for general information go to <www.dest.gov.au/sectors>

Australian Quality Training Framework (AQTF) - for resources and information go to: <www.dest.gov.au>

Australian Quality Training Framework Standards for Registered Training Organisations, Australian National Training Authority, Melbourne, 2005, and from 1 July 2007, the AQTF 2007. Available in hard copy from State and Territory Training Authorities or can be downloaded from <www.dest.gov.au>

TAA04 Training and Assessment Training Package. This is available from the Innovation and Business Skills Australia (IBSA) Industry Skills Council and can be viewed, and components downloaded, from the National Training Information Service (NTIS).

National Training Information Service, an electronic database providing comprehensive information about RTOs, Training Packages and accredited courses - <www.ntis.gov.au>

Style Guide for Training Package Support Materials, Australian National Training Authority, Melbourne, 2003. Can be downloaded from <www.dest.gov.au>

Training Package Development Handbook (DEST, September 2007). Can be downloaded from <www.dest.gov.au>

Assessment Resources

Training Package Assessment Guides - a range of resources to assist RTOs in developing Training Package assessment materials (originally developed by ANTA with funding from the Department of Education, Training and Youth Affairs) and made up of 10 separate titles, as described at the publications page of <www.dest.gov.au>. Go to <www.resourcegenerator.gov.au/loadpage.asp?TPAG.htm>

Printed and CD ROM versions of the Guides can be purchased from Technical and Vocational Education and Training Australia Limited (TVET). The resource includes the following guides:

1. Training Package Assessment Materials Kit
2. Assessing Competencies in Higher Qualifications
3. Recognition Resource
4. Kit to Support Assessor Training
5. Candidate's Kit: Guide to Assessment in Australian Apprenticeships
6. Assessment Approaches for Small Workplaces
7. Assessment Using Partnership Arrangements
8. Strategies for ensuring Consistency in Assessment
9. Networking for Assessors
10. Quality Assurance Guide for Assessment

An additional guide 'Delivery and Assessment Strategies' has been developed to complement these resources.

Assessment Tool Design and Conducting Assessment

VETASSESS & Western Australian Department of Training and Employment 2000, *Designing Tests – Guidelines for designing knowledge based tests for Training Packages*.

Vocational Education and Assessment Centre 1997, *Designing Workplace Assessment Tools, A self-directed learning program*, NSW TAFE.

Manufacturing Learning Australia 2000, *Assessment Solutions*, Australian Training Products, Melbourne.

Rumsey, David 1994, *Assessment practical guide*, Australian Government Publishing

Service, Canberra.

Assessor Training

Australian Committee on Training Curriculum (ACTRAC) 1994, *Assessor training program – learning materials*, Australian Training Products, Melbourne.

Australian National Training Authority, *A Guide for Professional Development*, ANTA, Brisbane.

Australian Training Products Ltd *Assessment and Workplace Training, Training Package – Toolbox*, ATPL Melbourne (available from TVET).

Green, M, et al. 1997, *Key competencies professional development Package*, Department for Education and Children's Services, South Australia.

Victorian TAFE Association 2000, *The professional development CD: A learning tool*, VTA, Melbourne.

Assessment System Design and Management

Office of Training and Further Education 1998, *Demonstrating best practice in VET project – assessment systems and processes*, OTFE Victoria.

Toop, L., Gibb, J. & Worsnop, P. *Assessment system designs*, Australian Government Publishing Service, Canberra.

Western Australia Department of Training and VETASSESS 1998, *Kit for Skills Recognition Organisations*, WADOT, Perth.

3.7 Units of Competency from Other Endorsed Training Packages

Within the qualifications contained in this Training Package there are units of competency from other endorsed Training Packages. These Training Packages are:

- BCC03 Civil Construction
- BSB07 Business Services
- HLT07 Health
- LGA04 Local Government
- MTM07 Australian Meat Industry
- PUA00 Public Safety
- RTE Rural Production
- SIT07 Tourism, Hospitality and Events

- TAA04 Training and Assessment
- TLI07 Transport and Logistics.

RTOs are advised to check the National Training Information Service (www.ntis.gov.au) for assessment guidelines relating to units of competency from these Training Packages.

3.8 Qualification Customisation Within and Outside the Training Package

Customisation allows for the capacity to substitute units of competency from other Training Packages where there is consistency in outcomes.

Any customisation must ensure the integrity of:

- endorsed national competency standards or other standards forming the basis of accredited courses
- AQF qualifications
- industry skill and portability requirements.

Customisation may occur in the following circumstances.

- Regulators prescribe competencies from other Training Packages.
- A demand for traineeships in areas not yet covered by the standards in this Training Package arises.
- There is a demand by regulators for prescribed training at an AQF level not covered by the standards.
- A unit in another Training Package better expresses the content of a work function covered by a unit in one of the standards in this Training Package. In this case, the second unit delivers the same outcomes, but the language used may be better understood (customised) in terms of the candidate's work environment.
- A candidate's range of work functions includes all core functions in this industry, but also includes specialist functions performed in other industries, but not included in this Training Package.
- Generally, the work described in the unit is performed in an allied industry context, for example project management in the building industry. The variable is the location in which work is performed rather than the nature of the work or the performance criteria that have to be demonstrated.

In each case, the situation can be addressed by combining units of competency in this Training Package with units of competency in other endorsed industry Training Packages. If the recombined units deliver the same outcome, the qualification level stays the same, but the package of units within the qualification may be different from the original packaging advice.

To ensure quality outcomes and avoid duplication of training/assessment effort, customisation of any qualification is governed by the following criteria:

- each unit delivers a workplace outcome within a coherent industry recognition framework
- the combination of unit outcomes provides the basis for a qualification at a prescribed level of the AQF

- the purpose of the customisation is to provide training that is tailored to the needs of a specific workplace.

Therefore:

- core units may not be replaced or substituted
- elective units in any package of units may be replaced or substituted by other units of competency but only where equivalence of outcome has been established between relevant Industry Skills Councils
- only elective units that are not required for purposes of occupational/functional regulation in the industry may be replaced
- only a unit that delivers an outcome in the qualification structure equivalent to the elective unit that it replaces may be used as a replacement unit
- the replacement unit must not restrict the candidate's access to further education or employment opportunities in this industry
- training modules may not be substituted for endorsed units of competency.

All other variables can be managed through customised training. There is no restriction on the use by other industries and enterprises of individual units (either core or elective) in endorsed standards covered by this Training Package.

SECTION 5: COMPETENCY STANDARDS

SECTION 5: COMPETENCY STANDARDS

5.1 What are Competency Standards?

The broad concept of competency is related to realistic work practices expressed as an outcome that can be understood by all people in the workplace as well as by trainers and assessors. It is important that the meaning of competency is interpreted and understood in the same way by different users and in different situations.

Competency comprises specified knowledge and skills relevant to an industry and the application of that knowledge and skills to the standard of performance required in the workplace.

The definition of competency encompasses several features: *The concept of competency focuses on what is expected of an employee in the workplace, rather than the learning process and embodies the ability to transfer and apply skills and knowledge to new situations and environments.*

An element of the Training Package is the 'competency standard', which is made up of a number of units of competency. Each unit of competency has a title, unit descriptor, elements, performance criteria, a range statement and an evidence guide.

Unit title

The unit title is a succinct statement of the broad area of competency covered by the unit and is expressed in terms of the outcome.

Unit descriptor

The unit descriptor expands, as necessary, on the title of the unit to accurately and clearly reflect the complete purpose and intent of the unit.

Elements of competency

Elements of competency are the basic building blocks of the unit. They describe, in terms of outcome, the significant functions and tasks that a person in a particular area of work is able to perform.

Performance criteria

The performance criteria specify all the relevant tasks, roles, skills and applied knowledge and understanding that demonstrate competent performance.

Range statement

The range statement links the required knowledge and organisational and technical requirements to a context. It describes any contextual variables that will be used or encountered when applying the competency in work situations.

Evidence guide

The evidence guide specifies the evidence required to demonstrate competency of the unit of competency. The actual assessment should be conducted in the workplace and/or training environment. The evidence guide provides reliable and succinct information about how the quality and level of performance could be determined. The evidence must relate directly to the elements, performance criteria and range statement.

The evidence guide includes the following advice:

- Clear statements about the assessment process that direct the focus of the individual, the trainer and the assessor to the holistic nature of competency and the link to the performance criteria and underpinning knowledge. The evidence guide specifically indicates evidence demonstrating that the competent person can deal with unexpected contingencies beyond the usual routine.
- The evidence guide details the specific products, materials or outcomes that must be available to demonstrate competency. Other units of competency that can or should be jointly assessed are indicated. It also deals with any specific issues about the context of assessment; whether it must be assessed under particular workplace conditions and what conditions a valid simulated environment should meet. It may also include a specific statement of the resource implications, for example, access to particular equipment, infrastructure or situations.

The evidence guide may cover consistency in performance to indicate any requirement to demonstrate competency over time in a number of contexts and involving a range of evidence.

Key competencies must be identified in the competency standard within each unit of competency, or at the qualification level. The Mayer Committee has defined seven key competencies underpinning successful activity in life and work. These are:

- collecting, analysing and organising information

- communicating ideas and information
- planning and organising activities
- working with others in teams
- solving problems
- using mathematical ideas and techniques
- using technology.

They have three levels of performance that should be specified when identifying where they apply in industry competencies.

5.2 Integration of Key Competencies Within Training Packages

The key competencies are general capabilities prepared by the Mayer Committee in *Putting Education to Work: The Key Competencies* report (Mayer 1992). They were described in the Mayer report as being fundamental to the transfer and application of learning and were defined as a set of capabilities that enable people to transfer to the workplace knowledge and skills developed in classrooms and other learning situations.

The critical role of the key competencies was recognised in ensuring that the Australian workforce is equipped with the skills necessary to effectively participate in current and emerging forms of work organisation.

The seven key competencies identified in the Mayer (1992) report are described below.

1. Collecting, analysing and organising information

The capacity to locate, sift and sort information in order to select what is required and to present it in a useful way, and evaluate both the information itself and the sources and methods used to collect it.

2. Communicating ideas and information

The capacity to communicate effectively with others using the range of spoken, written, graphic and other non-verbal means of expression.

3. Planning and organising activities

The capacity to plan and organise one's own work activities, including making good use of time and resources, sorting out priorities and monitoring one's performance.

4. Working with others and in teams

The capacity to interact effectively with other people both on a one-to-one basis and in groups, including understanding and responding to the needs of a client and working effectively as a member of a team to achieve a shared goal.

5. Solving problems

The capacity to apply problem-solving strategies in purposeful ways, both in situations where the problem and the solution are clearly evident and in situations requiring creative thinking and a creative approach to achieve a desired outcome.

6. Using mathematical ideas and techniques

The capacity to use mathematical ideas, such as number and space, and techniques such as estimation and approximation, for practical purposes.

7. Using technology

The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems.

Key Competencies are essential for effective participation in the emerging patterns of work and work organisation. They focus on the capacity to apply knowledge and skills in an integrated way in work situations. Key Competencies are generic, in that they apply to work generally rather than to work in particular occupations or industries.

(Mayer 1992, p. 5)

Levels of performance

The Mayer committee (1992, p. 13) established three levels of performance in each of the seven key competencies. These are stand-alone levels and do not correspond to levels in the Australian Qualifications Framework (AQF).

Performance levels

- **Performance level 1** describes the competence needed to undertake activities efficiently and with sufficient self-management to meet the explicit requirements of the activity, and to make judgements about the quality of outcome against established criteria.
- **Performance level 2** describes the competence needed to manage activities requiring the selection, application and integration of a number of elements, and to select from established criteria to judge quality of process and outcome.
- **Performance level 3** describes the competence needed to evaluate and reshape processes, to establish and use principles in order to determine appropriate ways of approaching activities, and to establish criteria for judging quality of process and outcome.

In simple terms:

- level 1 is concerned with the level of competence needed to undertake tasks effectively
- level 2 with the ability to manage tasks
- level 3 with concepts of evaluating and reshaping tasks.

Although the levels are designed and used within competency standards to indicate levels of complexity, the current definitions are problematic. The industry or workplace context is generally seen as far more indicative in determining the degree of difficulty of the application of the key competencies than the prescribed and abstracted performance levels above.

Where the key competencies are explicitly embedded within the units of competency, the level of performance for the group of key competencies involved will align to the AQF level for that unit. This will be more readily understood by those delivering training and/or assessment of the unit rather than the performance levels outlined in the units themselves.

Implications of key competencies for vocational education and training

The skills identified by the Mayer committee describe capabilities commonly used as key selection criteria by employers. They underpin the ability of employees to adapt to technological, organisational, societal and functional change.

The key competencies need to be explicitly developed and applied in vocational education and training, both in delivery and assessment, in order to ensure that staff members have the flexibility and adaptability to respond effectively to current and future directions and challenges within Australian workplaces. This means that the key competencies cannot be considered as supplementary to vocational competence; they are integral to it. They are part of good learning and are essential to good practice. It is, therefore, critical that Training Package developers, training program developers, teachers and trainers deliberately incorporate the key competencies into the design, customisation, delivery and assessment of VET programs.

A deliberate effort is required to incorporate the key competencies explicitly into every stage of the training cycle, represented in Figure 1, through competency standard and Training Package development and through delivery, learning, assessment and reflection.

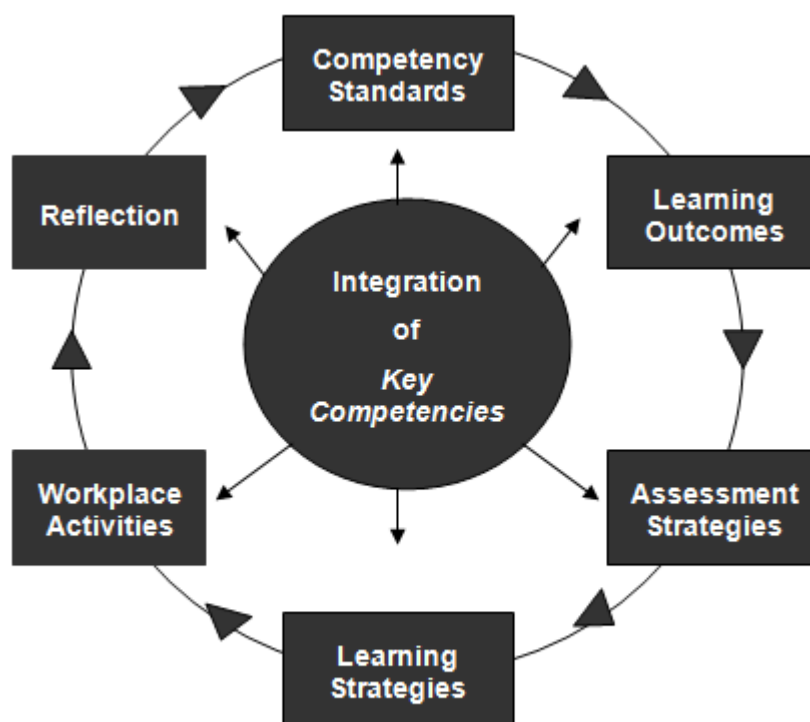


Figure 1: Training Cycle

PRM10104 Certificate I in Asset Maintenance (Cleaning Operations)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve recognition at Certificate I level, the candidate for recognition must demonstrate competency in 3 core units (total of 3 units).

Core units	
PRMCL40A	Prepare for work in the cleaning industry
PRMCL41A	Apply basic communication skills
PRMCMN101 A	Follow workplace safety arrangements

PRM20104 Certificate II in Asset Maintenance (Cleaning Operations)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve recognition at Certificate II level, the candidate for recognition must demonstrate competency in all 3 core units plus 8 elective units (total of 11 units).

The elective units must include a minimum of 7 units from the elective units listed below. One unit in Certificate II may be selected from any other approved Training Package as long as it is not the same or similar to those units listed below.

Core units	
PRMCL33B	Plan for safe and efficient cleaning activities
PRMCL35B	Maintain a cleaning storage area
PRMCMN201	Participate in workplace safety arrangements

Core units	
A	
Elective units	
PRMCL01B	Maintain a hard floor surface
PRMCL02B	Restore a hard floor surface
PRMCL04B	Maintain a carpeted floor
PRMCL09B	Clean glass surfaces
PRMCL10B	Clean ceiling surfaces and fittings
PRMCL15B	Maintain furniture and fittings and room dressing
PRMCL17B	Clean a wet area
PRMCL19B	Remove waste
PRMCL37A	Clean external surfaces
PRMCL38A	Clean a food handling area
PRMCMN202 A	Provide effective client service
HLTFA301B	Apply first aid
HLTIN301A	Comply with infection control policies and procedures in health work
MTMPS201B	Clean work area during operations
MTMPS205B	Clean chillers
MTMP2192A	Clean carcase hanging equipment
MTMP2196B	Overview cleaning program
MTMP2197B	Clean after operations - boning room
MTMP2198B	Clean after operations - slaughter floor
PRMCC02A	Use bonnet cleaning
PRMCC07A	Perform basic stain removal

Core units	
SITHACS005 A	Prepare rooms for guests

PRM20406 Certificate II in Asset Maintenance (Fire Protection Equipment)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve Certificate II the candidate for recognition must have demonstrated competence in all 8 core units for Certificate II and:

- any 4 of the elective units available for Certificate II, or
- any 3 of the elective units available for Certificate II plus any 1 elective unit from those available in Group A from PRM30406 Certificate III in Asset Maintenance (Fire Protection Equipment).

Total units required for this qualification is 12.

Core units	
PRMCMN202 A	Provide effective client service

Core units	
PRMPFES03C	Safely move materials and loads in the workplace
PRMPFES04B	Identify fire protection equipment
PRMPFES05B	Use portable firefighting equipment
PRMPFES06C	Prepare for installation and servicing operations
PRMPFES07B	Maintain quality of work and promote continuous improvement
PRMPFES32 A	Work effectively in the fire protection industry
PRMPFES53 A	Participate in workplace safety arrangements
Elective units	
PRMPFES09B	Service portable fire extinguishers and fire blankets in the field
PRMPFES10B	Inspect, test and replace fire hose reels in the field
PRMPFES11B	Install portable fire extinguishers, fire blankets and battery powered smoke alarms
PRMPFES14C	Service portable fire extinguishers in the workshop
PRMPFES15B	Service delivery lay flat fire hoses in the workshop
PRMPFES16B	Inspect and service delivery lay flat fire hoses and nozzles in the field
PRMPFES18B	Hydrostatic test portable and wheeled CO ₂ fire extinguishers
PRMPFES19B	Install and service portable foam liquid proportioning equipment
PRMPFES20B	Service wheeled fire extinguishers in the field
PRMPFES21C	Service wheeled fire extinguishers in the workshop
PRMPFES33 A	Identify fire and smoke doors
PRMPFES35 A	Inspect and test hinged fire and smoke doors
PRMPFES37 A	Inspect and maintain fire hydrants

Core units	
PRMPFES36 A	Identify passive fire and smoke containment products and systems
PRMPFES39 A	Inspect and test passive fire and smoke containment products and systems
PRMPFES43 A	Prevent ozone depleting substance and synthetic greenhouse gas emissions
PRMPFES47 A	Inspect and test control and indicating equipment
PRMPFES48 A	Receive and dispatch ozone depleting substance and synthetic greenhouse gas containers
PRMPFES49 A	Recover, reclaim and fill operations for ozone depleting substances and synthetic greenhouse gases
PRMPFES50 A	Monitor storage operations for ozone depleting substances and synthetic greenhouse gases

PRM20509 Certificate II in Asset Maintenance (Waste Management)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve Certificate II, the candidate for recognition must have demonstrated competency against all 6 specified core units and 5 elective units.

Of the elective units:

- a minimum of 2 must be from Elective list A: Waste-specific units
- a maximum of 2 elective units may be chosen from any other approved Training Package, at level or above, as long as they contribute to a valid, industry supported vocational outcome and are not the same or similar to any of the units listed in either Elective list A: Waste-specific units or Elective list B: Non-specific industry-related units
- the remaining elective units may be chosen from Elective list A: Waste-specific units and Elective list B: Non-specific industry-related units.

Core units

BSBSUS201A	Participate in environmentally sustainable work practices
PRMCMN201A	Participate in workplace safety arrangements
PRMCMN202A	Provide effective client service
PRMW11B	Respond to waste emergency
PRMW44B	Identify wastes and hazards
PRMW101A	Prepare for work in the waste management industry
Elective list A: Waste-specific units	
PRMW02B	Carry out waste audit
PRMW05B	Identify and segregate waste
PRMW06B	Organise waste recovery
PRMW13B	Receive waste
PRMW14B	Manually sort waste
PRMW15B	Move waste using load shifting equipment
PRMW16B	Operate waste processing plant
PRMW17B	Store waste
PRMW18B	Dispatch processed waste
PRMW19B	Prepare waste for re-use
PRMW20B	Place and compact waste
PRMW21B	Cover waste
PRMW23B	Maintain disposal site
PRMW38B	Process waste
PRMW42B	Follow relevant environmental policies and procedures when transporting waste
PRMW51B	Dispose of waste water to sewer

PRMWM63A	Apply safe operational practices to vehicle contact with overhead wires
RTE2506A	Assess and receive raw materials for composting
RTE2507A	Recognise raw materials, production processes and products on a composting site
Elective list B: Non-specific industry-related units	
BCCCM2002 B	Use small plant and equipment
BSBITU201A	Produce simple word processed documents
BSBITU202A	Create and use spreadsheets
BSBWOR203 A	Work effectively with others
HLTFA301B	Apply first aid
PRMWM34B	Maintain an equipment and consumables storage area
PRMWM37B	Conduct minor maintenance and repairs on waste processing plant/equipment
TLIB307C	Carry out vehicle servicing and maintenance
TLIB407C	Carry out vehicle inspection
TLIC107C	Drive vehicle
TLIC207C	Drive light rigid vehicle
TLIC307C	Drive medium rigid vehicle
TLID307D	Handle dangerous goods/hazardous substances
TLID407C	Load and unload goods/cargo
TLID1607C	Load and unload explosives and dangerous goods
TLID2107C	Use specialised bulk transfer equipment (dry)
TLIE707B	Use communication systems

PRM20604 Certificate II in Asset Maintenance (Carpet Cleaning)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve recognition at Certificate II level, the candidate for recognition must demonstrate competency in all 6 core units plus 2 elective units (total of 8 units).

Core units	
PRMCC06A	Identify carpet fibre and construction
PRMCC07A	Perform basic stain removal
PRMCL33B	Plan for safe and efficient cleaning activities
PRMCL35B	Maintain a cleaning storage area
PRMCMN201 A	Participate in workplace safety arrangements

Core units	
PRMCMN202 A	Provide effective client service
Elective units	
PRMCC01A	Use hot water extraction
PRMCC02A	Use bonnet cleaning
PRMCC03A	Use dry foam shampoo
PRMCC04A	Use dry absorbent compound
PRMCC05A	Use wet foam shampoo

PRM30104 Certificate III in Asset Maintenance (Cleaning Operations)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve recognition at Certificate III level, the candidate for recognition must demonstrate competency in all 5 core units plus 14 elective units (total of 19 units).

The elective units must include a minimum of 7 units from Group A and a minimum of 4 units from Group B.

In addition, up to 3 elective units may be selected from any other approved Training Package as long as the unit(s) is not the same or similar to those units listed below or being selected from other Training Package(s). At least 2 of the units selected from another Training Package(s) must be level III units.

Core units	
PRMCL33B	Plan for safe and efficient cleaning activities

Core units	
PRMCL35B	Maintain a cleaning storage area
PRMCL39A	Support leadership in the workplace
PRMCMN201A	Participate in workplace safety arrangements
PRMCMN301A	Contribute to workplace safety arrangements
Group A elective units	
HLTFA301B	Apply first aid
HLTIN301A	Comply with infection control policies and procedures in health work
PRMCC02A	Use bonnet cleaning
PRMCC07A	Perform basic stain removal
PRMCL01B	Maintain a hard floor surface
PRMCL02B	Restore a hard floor surface
PRMCL04B	Maintain a carpeted floor
PRMCL09B	Clean glass surfaces
PRMCL10B	Clean ceiling surfaces and fittings
PRMCL15B	Maintain furniture and fittings and room dressing
PRMCL17B	Clean a wet area
PRMCL19B	Remove waste
PRMCL37A	Clean external surfaces
PRMCL38A	Clean a food handling area
PRMCMN202A	Provide effective client service
MTMPS201B	Clean work area during operations
MTMPS205B	Clean chillers

Core units	
MTMP2192A	Clean carcase hanging equipment
MTMP2196B	Overview cleaning program
MTMP2197B	Clean after operations - boning room
MTMP2198B	Clean after operations - slaughter floor
SITHACS005 A	Prepare rooms for guests
Group B elective units	
HLTIN403B	Implement and monitor infection control policy and procedures
PRMCC01A	Use hot water extraction
PRMCC03A	Use dry foam shampoo
PRMCC04A	Use dry absorbent compound
PRMCC05A	Use wet foam shampoo
PRMCL03B	Replace a hard floor finish
PRMCL13B	Clean window coverings
PRMCL14B	Maintain a 'clean room' environment
PRMCL16B	Wash furniture and fittings
PRMCL20B	Clean using pressure washing
PRMCL21B	Clean industrial machinery
PRMCL36B	Clean at high levels
PRMCMN302 A	Respond to client inquiries and complaints
TAADEL301 C	Provide training through instruction and demonstration of work skills

PRM30204 Certificate III in Asset Maintenance (Pest Management - Technical)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve recognition at Certificate III level, the candidate for recognition must demonstrate competency in all 11 core units plus 2 elective units (total of 13 units).

Core units	
PRMCMN302 A	Respond to client inquiries and complaints
PRMPM02B	Assess pest management options
PRMPM05B	Modify environment to manage pests
PRMPM06B	Apply pesticide to manage pests

Core units	
PRMPM07B	Implement a pest management plan
PRMPM09B	Advise client on pest management options
PRMPM17B	Repair and maintain service equipment
PRMPM18B	Maintain an equipment and chemical storage area
PRMPM26B	Select and obtain pest management equipment and materials
PRMPM28B	Organise and operate a pest management vehicle
PRMPM43A	Prepare and present a pest management submission including quotation
Elective units	
BSBHRM402 A	Recruit, select and induct staff
BSBSMB407 A	Manage a small team
PRMPM08B	Inspect and report on timber pests
PRMPM10B	Control timber pests
PRMPM11B	Conduct fumigation
PRMPM19B	Organise and monitor pest management operations
PRMPM29B	Plan and schedule pest management operations
PRMPM42A	Install physical termite barriers
TAADEL301 C	Provide training through instruction and demonstration of work skills

PRM30406 Certificate III in Asset Maintenance (Fire Protection Equipment)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve Certificate III the candidate must have demonstrated competence in all 9 core units and 7 elective units for Certificate III of which:

- 3 units are selected from the Certificate II elective units bank
- 3 units are selected from the Group A elective units bank
- 1 unit is selected from the Group B elective units bank.

Total units required for this qualification is 16.

Core units	
PRMCMN301 A	Contribute to workplace safety arrangements
PRMCMN402	Facilitate effective client relationships

Core units	
A	
PRMPFES03C	Safely move materials and loads in the workplace
PRMPFES04B	Identify fire protection equipment
PRMPFES05B	Use portable firefighting equipment
PRMPFES06C	Prepare for installation and servicing operations
PRMPFES07B	Maintain quality of work and promote continuous improvement
PRMPFES22B	Oversee operations to meet safety and quality standards
PRMPFES32 A	Work effectively in the fire protection industry
Group A elective units	
PRMPFES24B	Inspect and maintain portable foam generating equipment
PRMPFES25C	Inspect, test and maintain gaseous fire suppression systems
PRMPFES26B	Inspect, test and maintain emergency/exit lighting systems
PRMPFES27B	Inspect, test and maintain pre-engineered aqueous fire suppression systems
PRMPFES28B	Install light vehicle foam fire suppression systems
PRMPFES29B	Inspect, test and maintain pre-engineered powder fire suppression systems
PRMPFES30B	Inspect, test and maintain pre-engineered wet chemical fire suppression systems
PRMPFES31B	Inspect, test and maintain pre-engineered water mist fire suppression systems
PRMPFES34 A	Install hinged fire and smoke doors
PRMPFES38 A	Inspect and maintain portable fire monitors
PRMPFES40 A	Install passive fire and smoke containment systems

Core units	
PRMPFES41 A	Install pre-engineered fixed plant fire suppression systems
PRMPFES42 A	Install, inspect, test and maintain pre-engineered fire system for transportable equipment
PRMPFES44 A	Interpret installation requirements for gaseous fire suppression systems
PRMPFES45 A	Install gaseous agent containers and actuation devices
PRMPFES46 A	Decommission gaseous agent containers and actuation devices
PRMPFES51 A	Design gaseous fire suppression systems
PRMPFES52 A	Prepare quotations for gaseous fire suppression system designs
Group B elective units	
BSBFLM305 C	Support operational plan
BSBFLM306 C	Provide workplace information and resourcing plans
BSBFLM312 B	Contribute to team effectiveness
PRMCMN403 A	Facilitate effective teamwork
PRMCMN404 A	Facilitate effective workplace relationships
PRMPFES17B	Contribute to the training and assessment needs of the team
HLTFA301B	Apply first aid
TAAASS401C	Plan and organise assessment
TAAASS402C	Assess competence
TAAASS404B	Participate in assessment validation

Core units	
TAADEL301 C	Provide training through instruction and demonstration of work skills

PRM30509 Certificate III in Asset Maintenance (Waste Management)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve Certificate III, the candidate for recognition must have demonstrated competency against all 6 specified core units and 11 elective units.

Of the elective units:

- a maximum of 4 may be from the Certificate II level units
- a minimum of 4 must be from Elective list A: Waste-specific units
- a maximum of 2 elective units may be chosen from any other approved Training Package, at level or above, as long as they contribute to a valid, industry supported vocational outcome and are not the same or similar to any of the units listed in either Elective list A: Waste-specific units or Elective list B: Non-specific industry-related units
- the remaining elective units may be chosen from Elective list A: Waste-specific units and Elective list B: Non-specific industry-related units.

Core units	
BSBSUS201A	Participate in environmentally sustainable work practices
PRMCMN301A	Contribute to workplace safety arrangements
PRMCMN302A	Respond to customer inquiries and complaints
PRMW11B	Respond to waste emergency
PRMW30B	Determine waste management services
PRMW44B	Identify wastes and hazards
Elective list A: Waste-specific units	
PRMW07B	Implement waste management plan
PRMW22B	Monitor disposal site
PRMW25B	Monitor contained waste
PRMW32B	Inform and educate clients on waste management issues
PRMW56A	Implement landfill rehabilitation plan
RTE3323A	Dispatch materials and composted product
RTE3512A	Prepare raw materials and compost the feedstocks
RTE3513A	Prepare value-added compost-based products
RTE4519A	Develop a composting recipe
Elective list B: Non-specific industry-related units	
BSBFIA301A	Maintain financial records
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBRKG304B	Maintain business records
LGAWORK302A	Oversee traffic control plan around a work site

PRMWM54B	Maintain credit control
PRMWM55A	Provide quotation
TLIB607C	Carry out inspection of vehicles designed to carry special loads
TLIC407D	Drive heavy rigid vehicle
TLIC507D	Drive heavy combination vehicle
TLIC607C	Drive multi-combination vehicle
TLID2407C	Use specialised liquid bulk transfer equipment (gravity/pressurised)
TLIF1307C	Coordinate breakdowns and emergencies
TLIH207D	Plan and navigate routes
SIRXMER002A	Coordinate merchandise presentation
SIRXSLS003A	Coordinate sales performance

PRM30604 Certificate III in Asset Maintenance (Carpet Cleaning)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve recognition at Certificate III level, the candidate for recognition must demonstrate competency in all 9 core units plus 9 elective units (total of 18 units).

The elective units must include a minimum of 2 units from Group A and a minimum of 5 units from Group B.

In addition, up to 2 elective units may be selected from the Cleaning Operations sector of the Asset Maintenance Training Package.

Core units	
PRMCC06A	Identify carpet fibre and construction
PRMCC07A	Perform basic stain removal

Core units	
PRMCC15A	Perform advanced stain removal
PRMCL33B	Plan for safe and efficient cleaning activities
PRMCL35B	Maintain a cleaning storage area
PRMCMN201 A	Participate in workplace safety arrangements
PRMCMN202 A	Provide effective client service
PRMCMN301 A	Contribute to workplace safety arrangements
PRMCMN302 A	Respond to client inquiries and complaints
Group A elective units	
PRMCC01A	Use hot water extraction
PRMCC02A	Use bonnet cleaning
PRMCC03A	Use dry foam shampoo
PRMCC04A	Use dry absorbent compound
PRMCC05A	Use wet foam shampoo
Group B elective units	
PRMCC08A	Mitigate water damage
PRMCC09A	Restore smoke damaged carpet
PRMCC10A	Apply odour control
PRMCC11A	Perform carpet repair and reinstallation
PRMCC12A	Perform carpet colour repair and restoration
PRMCC13A	Clean leather upholstery
PRMCC14A	Clean fabric upholstery
PRMCC16A	Apply topical treatments

Core units	
PRMCC17A	Identify upholstery fibre and construction

PRM40109 Certificate IV in Asset Maintenance (Cleaning Management)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve recognition at Certificate IV level, the candidate for recognition must demonstrate competency in all 8 core units plus 5 elective units (total of 13 units).

The elective units may include PRMCMN403A Facilitate effective teamwork, or any level IV (or above) units from BSB07 Business Services Training Package or TAA04 Training and Assessment Training Package other than those listed below or those that are equivalent to these units.

Core units	
BSBHRM402 A	Recruit, select and induct staff
PRMCL22B	Organise and monitor cleaning operations

Core units	
PRMCL24B	Control the supply of resources to the work site
PRMCL25B	Provide quotation for cleaning services
PRMCL42A	Implement and review risk management process
PRMCMN401 A	Manage workplace safety arrangements
PRMCMN402 A	Facilitate effective client relationships
PRMCMN404 A	Facilitate effective workplace relationships
Elective unit	
PRMCMN403 A	Facilitate effective teamwork

PRM40209 Certificate IV in Asset Maintenance (Pest Management)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve recognition at Certificate IV level, the candidate for recognition must demonstrate competency in all 15 core units plus 7 elective units (total of 22 units).

Core units	
BSBSMB402 A	Plan small business finances
BSBSMB404 A	Undertake small business planning
PRMCMN302 A	Respond to client inquiries and complaints

Core units	
PRMPM02B	Assess pest management options
PRMPM05B	Modify environment to manage pests
PRMPM06B	Apply pesticide to manage pests
PRMPM07B	Implement a pest management plan
PRMPM09B	Advise client on pest management options
PRMPM17B	Repair and maintain service` equipment
PRMPM18B	Maintain an equipment and chemical storage area
PRMPM26B	Select and obtain pest management equipment and materials
PRMPM27B	Manage pest management operations risk
PRMPM28B	Organise and operate a pest management vehicle
PRMPM29B	Plan and schedule pest management operations
PRMPM43A	Prepare and present a pest management submission including quotation
Elective units	
BSBHRM401 A	Review human resources functions
BSBHRM402 A	Recruit, select and induct staff
BSBINN301A	Promote innovation in a team environment
BSBSMB403 A	Market the small business
BSBSMB405 A	Monitor and manage small business operations
BSBSMB406 A	Manage small business finances
BSBSMB407 A	Manage a small team
PRMCMN402	Facilitate effective client relationships

Core units	
A	
PRMPM22B	Develop and review company policies and procedures
PRMPM35B	Manage assets
TAADEL301 C	Provide training through instruction and demonstration of work skills

PRM40509 Certificate IV in Asset Maintenance (Waste Management)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve Certificate IV, the candidate for recognition must have demonstrated competency against all 13 specified core units and 13 elective units.

Of the elective units:

- a maximum of 2 may be from the Certificate II level units
- a maximum of 2 may be from the Certificate III level units
- a minimum of 5 must be from Elective list A: Waste-specific units at Certificate IV level
- a maximum of 2 elective units may be chosen from any other approved Training Package, at level or above, as long as they contribute to a valid, industry supported vocational outcome and are not the same or similar to any of the units listed in either Elective list A: Waste-specific units or Elective list B: Non-specific industry-related units

- the remaining elective units may be chosen from Elective list A: Waste-specific units and Elective list B: Non-specific industry-related units.

Core units

BSBFIM501A	Manage budgets and financial plans
BSBHRM401A	Review human resources functions
BSBSMB404A	Undertake small business planning
BSBSUS301A	Implement and monitor environmentally sustainable work practices
PRMCMN401A	Manage workplace safety arrangements
PRMCMN402A	Facilitate effective client relationships
PRMCMN403A	Facilitate effective team work
PRMCMN404A	Facilitate effective workplace relationships
PRMWM04B	Develop waste management strategies
PRMWM30B	Determine waste management services
PRMWM36B	Develop a waste management plan
PRMWM45B	Develop site safety plan
PRMWM58A	Develop emergency response plan

Elective list A: Waste-specific units

PRMWM01B	Plan waste audit
PRMWM03B	Review, evaluate and document waste assessment findings
PRMWM27B	Select and obtain waste management plant, equipment and materials
PRMWM33B	Educate public on waste management issues
PRMWM35B	Undertake process audit
PRMWM43B	Develop an environmental management strategy
PRMWM52A	Organise waste management operation
PRMWM53A	Conduct and monitor waste management operation
PRMWM57A	Develop landfill rehabilitation plan

PRMWM59A	Carry out waste assessment
PRMWM60A	Apply cleaner production techniques
PRMWM61A	Plan resource recovery
PRMWM62A	Apply waste avoidance techniques
Elective list B: Non-specific industry-related units	
BSBADM504B	Plan or review administration systems
BSBFIM501A	Manage budgets and financial plans
BSBHRM402A	Recruit, select and induct staff
BSBHRM501A	Manage human resources services
BSBHRM503A	Manage performance management systems
BSBINN301A	Promote innovation in a team environment
BSBITB501A	Establish and maintain a workgroup computer network
BSBMKG514A	Implement and monitor marketing activities
BSBMKG502B	Establish and adjust the marketing mix
BSBSMB406A	Manage small business finances
BSBWOR402A	Promote team effectiveness
PRMCL42A	Implement and review risk management process
PRMWM31B	Prepare detailed tender
TAAASS401C	Plan and organise assessment
TAAASS402C	Assess competence
TAAASS404B	Participate in assessment validation
TAADEL301C	Provide training through instruction and demonstration of work skills
TAADEL401B	Plan and organise group-based delivery
TAADEL402B	Facilitate group-based learning
TAADES402B	Design and develop learning programs

PRM40704 Certificate IV in Asset Maintenance (Fire Safety Systems Inspection)

Modification History

Not Applicable

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Not Applicable

Packaging Rules

To achieve recognition at Certificate IV level, the candidate for recognition must demonstrate competency in all 9 core units plus 3 elective units (total of 12 units).

Core units	
PRMFSSI01A	Communicate effectively with fire safety systems personnel
PRMFSSI02A	Identify fire safety system inspection requirements
PRMFSSI03A	Review pre-installation fire safety system documentation
PRMFSSI04A	Assess fire safety system documentation for compliance
PRMFSSI05A	Identify, locate and match installed fire safety system to

Core units	
	documentation
PRMFSSI06A	Follow on-site occupational health and safety requirements
PRMFSSI07A	Validate commissioning test data against performance documentation
PRMFSSI08A	Validate installation, testing and maintenance of fire safety systems
PRMFSSI09A	Negotiate and resolve issues regarding non-compliance of fire safety systems

Choose a minimum of 2 elective units from those listed in the table below and 1 elective unit from any endorsed Training Package qualification aligned at the Certificate IV level.

Elective units	
BSBFIA402A	Report on financial activity
BSBITS401A	Maintain business technology
BSBMKG507A	Interpret market trends and developments
BSBSMB401A	Establish legal and risk management requirements of small business
BSBSMB402A	Plan small business finances
BSBSMB403A	Market the small business
BSBSMB404A	Undertake small business planning
BSBSMB405A	Monitor and manage small business operations
BSBSMB406A	Manage small business finances
PUAFIR314A	Utilise installed fire safety systems
PUAFIR404A	Inspect dangerous goods facilities
PUAFIR405A	Collect, analyse and provide regulatory information
PUAPOL016A	Manage risk
TAAASS401C	Plan and organise assessment
TAAASS402C	Assess competence

Elective units	
TAAASS404B	Participate in assessment validation
TAADEL301C	Provide training through instruction and demonstration of work skills

PRMCC01A Use hot water extraction

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for using hot water extraction to remove dirt and soil from carpet. The water extraction method of cleaning can be applied to domestic or commercial carpets and is considered a restoration style of cleaning.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the carpet and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Note: Hot water covers a range of water temperatures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and/or <i>testing</i> in accordance with <i>company requirements</i> 1.4 Identify type of <i>soil</i> through observation and in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique(s)</i> for the <i>carpet(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with

ELEMENT**PERFORMANCE CRITERIA**

- legislative, OHS and company requirements*
- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order, OHS and company requirements*
- 3.3 Install appropriate *signage and barriers* as required to maximise public safety during the cleaning operation in accordance with *OHS and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Clean work site using hot water extraction
- 4.1 Remove *soil* and clean the *carpet(s)* using appropriate *cleaning technique(s), equipment, PPE* and *chemicals* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 4.2 Conduct all work in accordance with *work order, manufacturers' specifications* and *legislative, OHS and company requirements*
- 5 Tidy work site
- 5.1 Dispose of all collected *soil* and *waste* in accordance with client specifications, *work order, manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with client requests, *work order* and *OHS requirements*
- 5.3 Remove *signage and barriers* used in accordance with *work order, OHS and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
- 6.1 Clean *equipment* and *PPE* in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*
- 6.2 Safety-check *equipment* and *PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
- 6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications, OHS and company requirements*

ELEMENT**PERFORMANCE CRITERIA**

6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to use the hot water extraction method on carpet. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient cleaning methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Company management structure and reporting procedures.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- analysis of surface suitability for water extraction
- accurate classification of soil and stains
- extraction cleaning techniques
- accurate selection of chemicals to suit carpet type
- handling and disposing of chemicals safely
- applying manual handling techniques
- reading and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem-solving
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCC07A Perform basic stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpet
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- 1** Perform the process **2** Perform and administer the process **3** Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- agitation
- assisted drying
- dwell time
- grooming
- neutralisation
- pre-treatment chemical application
- using extraction tool
- vacuuming to prepare work site.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet cleaning bonnets/hand bonnets
- carpet drying equipment e.g. air movers or drying bonnets
- carpet groomer
- carpet spot cleaning kit
- cloths (towelling)
- extraction unit, self-contained or truck/van mounted
- garbage bin
- gloves
- measuring equipment e.g. jug or cup
- plastic coasters or polystyrene blocks
- respirators
- rotary or cylindrical scrubbing machine
- safety goggles
- safety signage
- scraper or spatula
- selected tools and hand tools
- sponges
- spray equipment (pressurised or unpressurised)
- steam iron
- trigger sprayers
- vacuum cleaner, upright or truck/van mounted
- waste recovery tank.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements

- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)
- candle wax
- chewing gum
- cigarette butts
- dust
- dye stuffs
- food
- grease
- heavy dirt build-up
- hospital waste
- hydrocarbons
- industrial/chemical waste
- lipstick
- nail polish
- oil
- paper
- plant stains
- rainwater
- shoe polish
- tar.

Testing may include:

- burn test

- chemical tests
- sink/float test.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC02A Use bonnet cleaning

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to bonnet clean carpet to achieve a clean surface appearance. Bonnet cleaning is recommended as a maintenance cleaning procedure. Bonnet cleaning is not normally used to replace extraction cleaning.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the carpet and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and/or <i>testing</i> in accordance with <i>company requirements</i> 1.4 Identify type of <i>soil</i> through observation and in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique(s)</i> for the <i>carpet(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS</i> and <i>company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order, OHS and company requirements*
 - 3.3 Install appropriate *signage and barriers* as required to maximise public safety during the cleaning operation in accordance with *OHS, work order and company requirements*
 - 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Clean work site using bonnet cleaning method
 - 4.1 Remove *soil* and clean the *carpet(s)* using appropriate *cleaning technique(s), equipment, PPE and chemicals* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
 - 4.2 Conduct all work in accordance with *work order, manufacturers' specifications* and *legislative, OHS and company requirements*
- 5 Tidy work site
 - 5.1 Dispose of all collected *soil and waste* in accordance with client specifications, *work order, manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
 - 5.2 Replace all furniture and fittings in accordance with client requests, *work order* and *OHS requirements*
 - 5.3 Remove *signage and barriers* used in accordance with *work order, OHS and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
 - 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*
 - 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
 - 6.3 Store and maintain *equipment and PPE* to allow ready access in accordance with *manufacturers' specifications, OHS and company requirements*
 - 6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS and*

ELEMENT**PERFORMANCE CRITERIA***company requirements***Required Skills and Knowledge**

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to use the bonnet cleaning method on carpet. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet(s).
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient cleaning methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Company management structure and reporting procedures.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- analysis of carpet suitability for bonnet cleaning
- accurate classification of soil and stains
- transfer cleaning techniques
- accurate selection of chemicals to suit surface type
- handling and disposing of chemicals safely
- applying manual handling techniques
- reading and responding appropriately to instructions in equipment manuals and MSDS and on chemical labels
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem-solving
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCC07A Perform basic stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpet
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- 1** Perform the process **2** Perform and administer the process **3** Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Measure and prioritise work tasks to meet operational schedules in an efficient and effective manner.
How can teamwork be applied?	1	Provide support and assistance within the team to complete work tasks within designated timelines.
How can the use of mathematical ideas and techniques be applied?	1	Use mathematics to calculate floor area and to measure and perform calculations required for using chemicals.
How can problem-solving skills be applied?	1	Clarify contradictory or ambiguous information or instructions with colleagues or the supervisor.
How can the use of technology be applied?	1	Record data for future use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers

- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- agitation
- assisted drying
- dwell time
- grooming
- neutralisation
- pre-treatment chemical application
- removal by absorption
- vacuuming to prepare work site.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines

- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet cleaning bonnets/hand bonnets
- carpet drying equipment e.g. air movers or drying bonnets
- carpet groomer
- carpet spot cleaning kit
- cloths (towelling)
- extraction unit, self-contained or truck/van mounted
- garbage bin
- gloves
- measuring equipment e.g. jug or cup
- plastic coasters or polystyrene blocks
- respirators
- rotary or cylindrical scrubbing machine
- safety goggles
- safety signage
- scraper or spatula
- selected tools and hand tools
- sponges
- spray equipment (pressurised or unpressurised)
- steam iron
- trigger sprayers
- vacuum cleaner, upright or truck/van mounted
- waste recovery tank.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products

- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity

- availability of chemical registers/manifests
- chemical controls
- consumer protection
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace

- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)

- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)
- candle wax
- chewing gum
- cigarette butts
- dust
- dye stuffs
- food
- grease
- heavy dirt build-up
- hospital waste
- hydrocarbons
- industrial/chemical waste
- lipstick
- nail polish
- oil
- paper
- plant stains
- rainwater
- shoe polish
- tar.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC03A Use dry foam shampoo

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to dry foam shampoo a carpet to remove in-ground dirt and soil from the upper layer of the carpet. Dry foam shampooing can be applied to commercial or domestic carpets.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the carpets and applying company policies and procedures in order to perform the task. A single person working alone usually cleans a carpet using the dry foam shampooing method but it can be done using a team. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and/or <i>testing</i> in accordance with <i>company requirements</i> 1.4 Identify type of <i>soil</i> through observation and in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique</i> for the <i>carpet(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with

ELEMENT**PERFORMANCE CRITERIA**

	<i>legislative, OHS and company requirements</i> 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with <i>work order, OHS and company requirements</i> 3.3 Install appropriate <i>signage and barriers</i> to maximise public safety during the cleaning operation in accordance with <i>OHS, work order and company requirements</i> 3.4 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Clean work site using dry foam method	4.1 Remove <i>soil</i> and clean the <i>carpet(s)</i> using appropriate <i>cleaning technique(s), equipment, PPE</i> and <i>chemicals</i> in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS and company requirements</i> 4.2 Conduct all work in accordance with <i>work order, manufacturers' specifications</i> and <i>legislative, OHS and company requirements</i>
5 Tidy work site	5.1 Dispose of all collected <i>soil</i> and <i>waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS and company requirements</i>
	5.2 Replace all furniture and fittings in accordance with client requests, <i>work order</i> and <i>OHS requirements</i> 5.3 Remove <i>signage and barriers</i> in accordance with <i>work order, OHS and company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, OHS and company requirements</i> 6.2 Safety-check <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> and record any required maintenance in accordance with <i>company requirements</i> 6.3 Store and maintain <i>equipment</i> and <i>PPE</i> to allow ready access in accordance with <i>manufacturers' specifications, OHS and company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to use the dry foam shampoo method on carpet. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient cleaning methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Company management structure and reporting procedures.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- analysis of carpet suitability for dry foam shampoo
- accurate classification of soil and stains
- extraction cleaning techniques
- accurate selection of chemicals to suit carpet type
- handling and disposing of chemicals safely
- applying manual handling techniques
- reading and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem solving
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCC07A Perform basic stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpet
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- 1** Perform the process **2** Perform and administer the process **3** Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Measure and prioritise work tasks to meet operational schedules in an efficient and effective manner.
How can teamwork be applied?	1	Provide support and assistance within the team to complete work tasks within designated timelines.
How can the use of mathematical ideas and techniques be applied?	1	Use mathematics to calculate floor area and to measure and perform calculations required for using chemicals.
How can problem-solving skills be applied?	1	Clarify contradictory or ambiguous information or instructions with colleagues or the supervisor.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers

- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- assisted drying
- grooming
- using extraction tool
- vacuuming to prepare work site.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers

- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet cleaning bonnets/hand bonnets
- carpet drying equipment e.g. air movers or drying bonnets
- carpet groomer
- carpet spot cleaning kit
- cloths (towelling)
- extraction unit, self-contained or truck/van mounted
- garbage bin
- gloves
- measuring equipment e.g. jug or cup
- plastic coasters or polystyrene blocks
- respirators
- rotary or cylindrical scrubbing machine
- safety goggles
- safety signage
- scraper or spatula
- selected tools and hand tools
- sponges
- spray equipment (pressurised or unpressurised)
- steam iron
- trigger sprayers
- vacuum cleaner, upright or truck/van mounted
- waste recovery tank.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment

- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues

- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance

- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters

- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)
- candle wax
- chewing gum
- cigarette butts
- dust
- dye stuffs
- food
- grease
- heavy dirt build-up
- hospital waste
- hydrocarbons
- industrial/chemical waste
- lipstick
- nail polish
- oil
- paper
- plant stains
- rainwater
- shoe polish
- tar.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging

- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC04A Use dry absorbent compound

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for using the dry absorbent compound method to remove dirt and soil from carpet. The dry absorbent compound cleaning method can be applied to domestic or commercial carpets.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the carpeted floor or fabric upholstery and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and/or <i>testing</i> in accordance with <i>company requirements</i> 1.4 Identify type of <i>soil</i> through observation and in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique(s)</i> for the <i>carpet(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS</i> and <i>company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order, OHS and company requirements*
- 3.3 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *OHS, work order and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Clean work site using dry absorbent compound cleaning method
 - 4.1 Remove *soil* and clean the *carpet(s)* using appropriate *cleaning technique(s), equipment, PPE and chemicals* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
 - 4.2 Conduct all work in accordance with *work order, manufacturers' specifications* and *legislative, OHS and company requirements*
- 5 Tidy work site
 - 5.1 Dispose of all collected *soil and waste* in accordance with client specifications, *work order, manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
 - 5.2 Replace all furniture and fittings in accordance with client requests, *work order* and *OHS requirements*
 - 5.3 Remove *signage and barriers* used in accordance with *work order, OHS and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
 - 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*
 - 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
 - 6.3 Store and maintain *equipment and PPE* to allow ready access in accordance with *manufacturers' specifications, OHS and company requirements*
 - 6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS and*

ELEMENT**PERFORMANCE CRITERIA***company requirements***Required Skills and Knowledge**

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to apply the dry absorbent compound cleaning method to carpet. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient cleaning methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Company management structure and reporting procedures.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- analysis of carpet suitability for dry compound absorbent method

- accurate classification of soil and stains
- extraction cleaning techniques
- accurate selection of chemicals to suit carpet type
- handling and disposing of chemicals safely
- applying manual handling techniques
- reading and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem-solving
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCC07A Perform basic stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpet
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- 1 Perform the process 2 Perform and administer the process 3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues

- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- agitation
- dwell time
- grooming
- neutralisation
- pre-treatment chemical application
- using extraction tool
- vacuuming to prepare work site.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines

- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet cleaning bonnets/hand bonnets
- carpet drying equipment e.g. air movers or drying bonnets
- carpet groomer
- carpet spot cleaning kit
- cloths (towelling)
- extraction unit, self-contained or truck/van mounted
- garbage bin
- gloves
- measuring equipment e.g. jug or cup
- plastic coasters or polystyrene blocks
- respirators
- rotary or cylindrical scrubbing machine
- safety goggles
- safety signage
- scraper or spatula
- selected tools and hand tools
- sponges
- spray equipment (pressurised or unpressurised)
- steam iron
- trigger sprayers
- vacuum cleaner, upright or truck/van mounted
- waste recovery tank.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products

- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity

- availability of chemical registers/manifests
- chemical controls
- consumer protection
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace

- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)

- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)
- candle wax
- chewing gum
- cigarette butts
- dust
- dye stuffs
- food
- grease
- heavy dirt build-up
- hospital waste
- hydrocarbons
- industrial/chemical waste
- lipstick
- nail polish
- oil
- paper
- plant stains
- rainwater
- shoe polish
- tar.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC05A Use wet foam shampoo

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to wet foam shampoo a carpet to remove in-ground dirt and soil from the upper layer of the carpet. Wet foam shampooing can be applied to commercial or domestic carpets.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the carpets and applying company policies and procedures in order to perform the task. A single person working alone usually cleans a carpet using the wet foam shampooing method but it can be done using a team. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and/or <i>testing</i> in accordance with <i>company requirements</i> 1.4 Identify type of <i>soil</i> through observation and in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique(s)</i> for the <i>carpet(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with

ELEMENT**PERFORMANCE CRITERIA**

- legislative, OHS and company requirements*
- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order, OHS and company requirements*
- 3.3 Install appropriate *signage and barriers* as required to maximise public safety during the cleaning operation in accordance with *OHS and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Clean work site using wet foam method
- 4.1 Remove *soil* and clean the *carpet(s)* using appropriate *cleaning technique(s), equipment, PPE* and *chemicals* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 4.2 Conduct all work in accordance with *work order, manufacturers' specifications* and *legislative, OHS and company requirements*
- 5 Tidy work site
- 5.1 Dispose of all collected *soil* and *waste* in accordance with client specifications, *work order, manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with client requests, *work order* and *OHS requirements*
- 5.3 Remove *signage and barriers* in accordance with *work order, OHS and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
- 6.1 Clean *equipment* and *PPE* in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*
- 6.2 Safety-check *equipment* and *PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
- 6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications, OHS and company requirements*

ELEMENT**PERFORMANCE CRITERIA**

6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to apply the wet foam shampoo cleaning method to carpet. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient cleaning methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Company management structure and reporting procedures.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- analysis of carpet suitability for wet foam shampoo method
- accurate classification of soil and stains
- extraction cleaning techniques
- accurate selection of chemicals to suit carpet type
- handling and disposing of chemicals safely
- applying manual handling techniques
- reading and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem solving
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCC07A Perform basic stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpet
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- 1** Perform the process **2** Perform and administer the process **3** Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients

- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- agitation
- assisted drying
- dwell time
- grooming
- neutralisation
- pre-treatment chemical application
- using extraction tool
- vacuuming to prepare work site.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)

- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet cleaning bonnets/hand bonnets
- carpet drying equipment e.g. air movers or drying bonnets
- carpet groomer
- carpet spot cleaning kit
- cloths (towelling)
- extraction unit, self-contained or truck/van mounted
- garbage bin
- gloves
- measuring equipment e.g. jug or cup
- plastic coasters or polystyrene blocks
- respirators
- rotary or cylindrical scrubbing machine
- safety goggles
- safety signage
- scraper or spatula
- selected tools and hand tools
- sponges
- spray equipment (pressurised or unpressurised)
- steam iron
- trigger sprayers
- vacuum cleaner, upright or truck/van mounted
- waste recovery tank.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste

- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards

- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)
- candle wax
- chewing gum
- cigarette butts
- dust
- dye stuffs
- food
- grease
- heavy dirt build-up
- hospital waste
- hydrocarbons
- industrial/chemical waste
- lipstick
- nail polish
- oil
- paper
- plant stains
- rainwater
- shoe polish
- tar.

Testing may include:

- burn test

- chemical tests
- sink/float test.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC06A Identify carpet fibre and construction

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the correct identification of carpet fibre and construction. The unit requires the ability to identify carpet construction, including the backing materials used, classify the carpet fibre and assess the installation method.

The correct identification of these elements is an essential activity prior to undertaking any cleaning, maintenance or restorative work on carpet, rugs or related soft floor coverings. The application of this unit requires the attainment of a wide range of underpinning knowledge, as well as completion of a number of basic testing procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA****1 Identify carpet construction**

- 1.1 Determine type of *yarn, fibre and carpet construction method* used by checking *carpet(s)* visually in accordance with *company requirements*
- 1.2 Establish the type of *pile or tuft* through observation and touch in accordance with *manufacturers' specifications* and *company requirements*
- 1.3 Inspect and identify the *backing materials* used through observation after lifting a corner of the *carpet(s)* in accordance with *manufacturers' specifications, occupational health and safety (OHS)* and *company requirements*
- 1.4 Confirm *carpet construction method* with *appropriate person(s)* in accordance with *company requirements*

2 Classify carpet fibre

- 2.1 Obtain small sample of *carpet fibre* and perform appropriate *test(s)* to identify *fibre type(s)* in accordance with *OHS* and *company requirements*
- 2.2 Inspect *fibre* to determine possible *dye methods* used during manufacture in accordance with *manufacturers' specifications* and *company requirements*
- 2.3 Confirm *fibre* classification with *appropriate person(s)* in accordance with *company requirements*
- 2.4 Identify any *pre-existing conditions* in accordance with *work order* and *company requirements*

3 Identify installation method

- 3.1 Inspect and identify the *installation method* and *underlay* used during initial installation by lifting a corner of the *carpet* in accordance with *work order, OHS* and *company requirements*
- 3.2 Confirm *installation method* with *appropriate person(s)* in accordance with *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to identify carpet fibre and construction method. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate analysis of data gathered during visual and tactile inspection.
- Accurate identification of type of yarns, fibres, construction methods, dyes and backing used in carpet making.
- Accurate identification of installation methods used during carpet installation.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of yarns, fibres and piles used in carpet construction and their characteristic features.
- Knowledge of a range of dyeing methods.
- Knowledge of the range of carpet installation methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Company management structure and reporting procedures.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communicating clearly and concisely using written and verbal modes
- handling and disposing of chemicals safely
- reading and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback

- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpet
- access to a range of samples of carpet materials
- access to suitable equipment and chemicals
- access to personal protective equipment
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through written or oral examination, practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.

How can the use of mathematical ideas and techniques be applied?	1	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Backing materials may include:

- cotton
- jute
- latex
- polyester
- polypropylene
- PVC.

Carpet construction method may include:

- flocked
- fusion bonded
- needle punched
- tufted
- woven.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Dye methods may include:

- acid
- beck
- continuous
- differential
- print
- solution
- space
- spray
- stock

- yarn.

Fibre type may include continuous filament and staple yarn.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Installation methods may include:

- direct stick
- double bond
- loose lay
- stretch in
- tackless carpet gripper
- turn and tack
- two-sided tape.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance

- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Pile or tuft type may include:

- cut
- cut and loop
- loop
- shag.

Pre-existing conditions may include:

- abrading
- corn rowing
- crimp loss
- crocking
- delamination
- dye migration
- fading
- fume fading
- pile reversal
- pooling
- shrinkage
- watermark
- wear.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights

- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Tests may include:

- burn test
- chemical tests
- sink/float test.

Underlay may include:

- crumble foam
- felt
- foam
- sandwich
- urethane
- waffle rubber.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials

- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Yarn type may include:

- heat set
- plied
- single
- textured
- twist.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Carpet Cleaning

PRMCC07A Perform basic stain removal

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the removal of stains and spots from a carpet using basic stain removal techniques. The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the carpet and applying company policies and procedures in order to perform the task.

Removing stains and spots may occur as a single task or more likely in conjunction with other cleaning methods such as vacuuming, extraction, patrolling and general cleaning. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

A spot is defined as foreign material on a fibre that changes the texture of the fibre. A stain is defined as foreign material in a fibre that changes the appearance of the fibre but not the texture.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be spot cleaned	1.1 Assess the area to be spot cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and/or <i>testing</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify type of <i>soil</i> causing the spot or stain through observation and in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site

ELEMENT**PERFORMANCE CRITERIA**

	and control risks in accordance with <i>legislative, OHS and company requirements</i>
	3.2 Remove furniture and fittings that impede the cleaning operation in accordance with <i>work order, OHS and company requirements</i>
	3.3 Install appropriate <i>signage and barriers</i> to maximise public safety during the cleaning operation in accordance with <i>OHS, work order and company requirements</i>
	3.4 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Clean work site	4.1 Remove <i>soil</i> and clean using appropriate <i>cleaning technique(s), equipment, PPE and chemicals</i> in accordance with <i>manufacturers' specifications and legislative, OHS and company requirements</i>
	4.2 Compare treated area with surrounding surface to determine need for further action in accordance with the <i>work order and company requirements</i>
	4.3 Report results to <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
	4.4 Conduct all work in accordance with <i>work order, manufacturers' specifications and legislative, OHS and company requirements</i>
5 Tidy work site	5.1 Dispose of all collected <i>soil and waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications and environmental, legislative, OHS and company requirements</i>
	5.2 Replace all furniture and fittings in accordance with client requests, <i>work order and OHS requirements</i>
	5.3 Remove <i>signage and barriers</i> used in accordance with <i>work order, OHS and company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications and environmental, OHS and company requirements</i>
	6.2 Safety-check <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications</i>

ELEMENT**PERFORMANCE CRITERIA**

and *OHS requirements* and record any required maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications*, *OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications*, *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to remove stains and spots from carpet. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Accurate identification of the type of stain or spot.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.

- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of carpet type
- accurate identification of stain or spot
- accurate selection of chemicals to suit carpet and type of stain or spot
- correct spot cleaning techniques
- extraction of soil and chemicals
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposing of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- reading and responding to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCC01A Use hot water extraction
- PRMCC02A Use bonnet cleaning
- PRMCC03A Use dry foam shampoo
- PRMCC04A Use dry absorbent compound
- PRMCC05A Use wet foam shampoo.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpet
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- chemical treatment followed by extraction spot cleaning
- chemical treatment followed by the transfer method using hand application.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards

- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet groomer
- carpet spot cleaning kit
- cloths (towelling)
- garbage bin
- gloves
- safety goggles
- safety signage
- scraper or spatula
- sponges
- spray equipment (pressurised or unpressurised).

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces

- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection

- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light

- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards

- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)
- candle wax
- chewing gum
- cigarette butts
- dust
- dye stuffs
- food
- grease
- heavy dirt build-up
- hospital waste
- hydrocarbons
- industrial/chemical waste
- lipstick
- nail polish
- oil
- paper
- plant stains
- rainwater
- shoe polish
- tar.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter

- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Carpet Cleaning

PRMCC08A Mitigate water damage

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to mitigate water damage to carpet. This can be applied to domestic or commercial carpets.

The unit requires the ability to assess the extent of the water damage through understanding client expectations, the characteristics of the carpet and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Assess area to be cleaned	1.1 Assess area of <i>water damage</i> and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and/or <i>testing</i> in accordance with <i>company requirements</i> 1.4 Identify and classify type of <i>water damage</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique(s)</i> for the <i>carpet(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine characteristics of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify extent of damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS</i> and <i>company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order, OHS and company requirements*
- 3.3 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *OHS, work order and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Dry carpet
 - 4.1 Ensure water source is identified and eliminated or contained in accordance with *OHS and company requirements*
 - 4.2 Remove excess water using appropriate *equipment* in accordance with *work order, OHS and company requirements*
 - 4.3 Activate in-structure drying *equipment* if appropriate and monitor progress in accordance with *work order and company requirements*
 - 4.4 Conduct all work in accordance with *work order, manufacturers' specifications and legislative, OHS and company requirements*
- 5 Tidy work site
 - 5.1 Dispose of all collected soil and waste in accordance with client specifications, *work order, manufacturers' specifications and environmental, legislative, OHS and company requirements*
 - 5.2 Replace all furniture and fittings in accordance with client requests, *OHS and work order requirements*
 - 5.3 Remove *signage and barriers* in accordance with *OHS, work order and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
 - 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications and environmental, OHS and company requirements*
 - 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications and OHS requirements* and record any required maintenance in accordance with *company requirements*

ELEMENT**PERFORMANCE CRITERIA**

6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications*, *OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications*, *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to mitigate water damage to carpet. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient cleaning methods and water mitigation methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of sub-floors, underlay types and carpet fixing methodologies.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- OHS issues and requirements.
- Company management structure and reporting procedures.
- Company procedures and practices.

- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- analysis of carpet suitability for water extraction
- accurate classification of soil and stains
- extraction cleaning techniques
- accurate selection of chemicals to suit carpet type
- handling and disposing of chemicals safely
- applying manual handling techniques
- reading, interpreting and responding to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem-solving
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCC10A Apply odour control
- PRMCC15A Perform advanced stain removal

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpet
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans, schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Disseminate relevant information to customers, work groups and other appropriate people through discussion.
How can information be collected, analysed and organised ?	2	Measure information against legislative, customer and organisational requirements through observation and discussion with the work group.
How are activities planned and organised ?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- insurance assessors or other damage/loss assessors
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- anti-microbial
- neutral cleaners
- solvent cleaners
- specialised cleaners.

Cleaning technique(s) may include:

- pre-spraying
- rotary scrubbing
- spot cleaning
- using extraction tool
- vacuuming to prepare work site.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures

- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet cleaning bonnets
- carpet drying equipment e.g. air movers
- carpet groomer
- cloths (towelling)
- dehumidification equipment
- drying charts
- extraction tools
- garbage bin
- gloves
- hygrometer
- measuring equipment e.g. jug or cup
- moisture detection equipment
- mop
- plastic coasters or polystyrene blocks
- psychometric evaluation charts
- safety signage

- scraper or spatula
- selected tools and hand tools
- sponges
- spray equipment
- step tool
- trigger sprayers
- waste recovery tank
- wet vacuum system, self-contained or truck/van mounted.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps

- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances

- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public

- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)
- cigarette butts
- dust
- food
- gravel
- heavy dirt build-up
- hospital waste
- industrial/chemical waste
- liquids
- oil
- paper
- rainwater

- stones
- syringes
- tar.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Water damage may include:

- black water
- clean water
- grey water.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment

- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC09A Restore smoke damaged carpet

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to restore smoke damaged carpet. This can be applied to domestic or commercial carpets.

The unit requires the ability to assess the extent of the smoke damage through understanding client expectations, the characteristics of the carpet and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Assess area to be treated	1.1 Assess area to be treated and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and/or <i>testing</i> in accordance with <i>company requirements</i> 1.4 Identify type of <i>smoke damage</i> through observation and in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning/restoration technique(s)</i> for the <i>carpet(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i>
	2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with

ELEMENT**PERFORMANCE CRITERIA**

	<i>legislative, OHS and company requirements</i>
	3.2 Remove furniture, fittings and/or debris that impede the cleaning operation in accordance with <i>work order, OHS and company requirements</i>
	3.3 Install appropriate <i>signage and barriers</i> to maximise public safety during the cleaning operation in accordance with <i>work order, OHS and company requirements</i>
	3.4 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Clean work site	4.1 Remove <i>soil</i> and clean the <i>carpet(s)</i> using appropriate <i>cleaning/restoration technique(s), equipment, PPE and chemicals</i> in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS and company requirements</i>
	4.2 Conduct all work in accordance with <i>work order, manufacturers' specifications</i> and <i>legislative, OHS and company requirements</i>
5 Tidy work site	5.1 Dispose of all collected <i>soil and waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS and company requirements</i>
	5.2 Replace all furniture and fittings in accordance with client requests, <i>work order</i> and <i>OHS requirements</i>
	5.3 Remove <i>signage and barriers</i> used in accordance with <i>work order, OHS and company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, OHS and company requirements</i>
	6.2 Safety-check <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> and record any required maintenance in accordance with <i>company requirements</i>
	6.3 Store and maintain <i>equipment and PPE</i> to allow ready access in accordance with <i>manufacturers' specifications, OHS and</i>

ELEMENT**PERFORMANCE CRITERIA**

company requirements

6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to restore smoke damaged carpet. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient cleaning and restoration methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- OHS issues and requirements.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.

- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- analysis of carpet suitability for cleaning/restoration
- accurate classification of soil and stains
- extraction cleaning techniques
- accurate selection of chemicals to suit carpet type
- handling and disposing of chemicals safely
- applying manual handling techniques
- reading, interpreting and responding to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem-solving
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCC15A Perform advanced stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable venue with carpet
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans, schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- 1 Perform the process 2 Perform and administer the process 3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Disseminate relevant information to customers, work groups and other appropriate people through discussion.
How can information be collected, analysed and organised ?	2	Measure information against legislative, customer and organisational requirements through observation and discussion with the work group.
How are activities planned and organised ?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners
- specialised cleaners.

Cleaning/restoration technique(s) may include:

- pre-spraying
- rotary scrubbing
- spot cleaning
- using extraction tool
- vacuuming to prepare work site.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet cleaning bonnets
- carpet drying equipment e.g. air movers
- carpet rake
- carpet spot cleaning kit
- cloths (towelling)
- extraction unit, self-contained or truck/van mounted
- garbage bin
- gloves
- measuring equipment e.g. jug or cup
- mop
- plastic coasters or polystyrene blocks
- rotary or cylindrical scrubbing machine
- safety signage
- scraper or spatula
- selected tools and hand tools
- sponges
- spray equipment
- step tool
- trigger sprayers
- vacuum cleaner, upright or truck/van mounted, double-action
- waste recovery tank.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice

- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Smoke damage may include:

- carbon
- oil
- soot
- water.

Soil types may be wet or dry and include:

- beverages (drinks)
- blood
- candle wax
- chewing gum
- dye stuffs
- food
- glue
- grease
- human and/or animal waste
- hydrocarbons
- lipstick
- medicine
- mud and dirt
- nail polish
- oil
- paint
- plant stains

- shoe polish
- smoke
- soot.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.

-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC10A Apply odour control

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the removal of odours from carpets, upholstery and soft furnishings.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the carpet, upholstery and soft furnishings, and applying company policies and procedures in order to perform the task. Odour control may occur as a single task or more likely in conjunction with other cleaning methods such as vacuuming, extraction and after general cleaning. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Assess area to be odour controlled	1.1 Assess area to be treated and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s), upholstery</i> and/or <i>soft furnishings</i> through observation and/or <i>testing</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify the cause of <i>odour</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Confirm the most appropriate <i>odour treatment technique(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site

ELEMENT**PERFORMANCE CRITERIA**

- and control risks in accordance with *legislative, OHS and company requirements*
- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order, OHS and company requirements*
- 3.3 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order, OHS and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Clean work site
- 4.1 Remove *soil and odour* using appropriate *odour treatment technique(s), equipment, PPE and chemicals* in accordance with *manufacturers' specifications and legislative, OHS and company requirements*
- 4.2 Compare *odour* of the treated area with the surrounding surface to determine need for further action in accordance with the *work order and company requirements*
- 4.3 Report results to *appropriate person(s)* in accordance with *company requirements*
- 4.4 Conduct all work in accordance with *work order, manufacturers' specifications and legislative, OHS and company requirements*
- 5 Tidy work site
- 5.1 Dispose of all collected *soil and waste* in accordance with client specifications, *work order, manufacturers' specifications and environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with client requests, *OHS and work order requirements*
- 5.3 Remove *signage and barriers* in accordance with *OHS, work order and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
- 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications and environmental, OHS and company requirements*
- 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications*

ELEMENT**PERFORMANCE CRITERIA**

and *OHS requirements* and record any required maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications*, *OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications*, *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to apply odour control techniques. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet, upholstery or soft furnishing.
- Accurate classification of the type of odour.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient odour treatment methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s), upholstery or soft furnishings and their characteristic features.
- Knowledge of the range of cleaning equipment and chemicals.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.

- OHS legislation and procedures.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of carpet, upholstery or soft furnishing type
- accurate identification of the cause of the odour
- accurate selection of chemicals to suit carpet and stain
- correct spot cleaning techniques
- extraction of soil and chemicals
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposing of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team
- sourcing, organising and recording information.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCC15A Perform advanced stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpets, upholstery or soft furnishing
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans, schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Disseminate relevant information to customers, work groups and other appropriate people through discussion.
How can information be collected, analysed and organised ?	2	Measure information against legislative, customer and organisational requirements through observation and discussion with the work group.
How are activities planned and organised ?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s), upholstery and soft furnishings may include:

- carpet
 - mixed blends
 - natural fibres e.g. wool, silk and plant fibres such as cotton and sisal
 - synthetic fibres e.g. nylon, polypropylene and acrylic
- coir matting
- drapes and blinds
- mats and rugs
- soft furnishings
- synthetic grass
- upholstery (leather or fabric)
- wall hangings.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- anti-microbial
- neutral cleaners
- odour neutralising/masking/destruction agents
- ozone gas
- sealers
- solvent cleaners.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures

- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- air scrubber
- carpet groomer
- carpet repair kit
- chemical hand spray unit
- cloths
- eye dropper
- fogger
- hair dryer
- nylon bristle brush
- ozone machine
- scraper or spatula
- sponges
- steam generator

- steam iron.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways

- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Odour may be wet or dry and may include:

- animal or human body odour
- animal waste
- chemical sources
- decaying matter
- faeces
- fire damage
- mould
- urine
- vomit
- water damage.

Odour treatment technique(s) may include:

- chemical treatment followed with extraction spot cleaning
- chemical treatment followed with heat application process
- chemical treatment followed with the transfer method using hand application
- floor sealing
- lifting and re-fitting of carpet
- pad removal and replacement.

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator

- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)

- blood
- food
- human and/or animal waste
- mould
- mud and dirt.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team

- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC11A Perform carpet repair and reinstallation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for basic restretching of carpets, seam repairs, patch work and basic carpet installation repairs. Maintenance and restoration cleaning methods are dependent upon good carpet installation and continuing face yarn tension for effective cleans. Delamination and other more complicated repairs should be assigned to a qualified carpet layer.

The unit requires the ability to assess the extent of the installation repair task through understanding client requirements, the characteristics of the carpeted floor and applying company policies and procedures in order to perform the task. This work may be performed in teams or individually and will require basic carpet-laying installation tools. The selection of appropriate equipment and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess carpet condition	1.1 Assess area to be repaired and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify condition of <i>carpet(s)</i> and <i>sub-flooring</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Select the most appropriate <i>repair and reinstallation technique(s)</i> for the <i>carpet(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment and materials</i>
2 Select equipment and materials	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment and materials</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i>
	2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 3.2 Remove furniture and fittings that impede the reinstallation or repair operation in accordance with <i>work order, OHS</i> and <i>company requirements</i> 3.3 Install appropriate <i>signage and barriers</i> to maximise public safety during the operation in

ELEMENT**PERFORMANCE CRITERIA**

- accordance with *work order*, *OHS* and *company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Repair carpet
- 4.1 Repair the *carpet(s)* using appropriate *repair and reinstallation technique(s)*, *equipment and materials* and *PPE* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 4.2 Conduct all work in accordance with *work order*, *manufacturers' specifications* and *legislative, OHS and company requirements*
- 5 Tidy work site
- 5.1 Dispose of all collected waste in accordance with client specifications, *work order*, *manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with client requests, *work order* and *OHS requirements*
- 5.3 Remove *signage and barriers* in accordance with *work order*, *OHS and company requirements*
- 6 Clean, safety-check and store equipment
- 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*
- 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
- 6.3 Store and maintain *equipment and materials* and *PPE* to allow ready access in accordance with *manufacturers' specifications* and *OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to repair and reinstall carpet. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Accurate identification of the type and characteristics of the carpet installation and sub-flooring.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient repair and reinstallation methods.
- Selection of appropriate cleaning equipment and materials.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet installations and characteristic features.
- Knowledge of the range of installation/repair equipment and tools and their uses.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- OHS legislation and procedures.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of carpet installation type
- accurate selection of equipment and materials
- applying glues correctly
- using appropriate sewing and stitching techniques
- using correct carpet cutting and replacement techniques
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes

- customer service
- handling and disposing of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpets
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans, schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Disseminate relevant information to customers, work groups and other appropriate people after discussion in the workplace.

How can information be	2 Measure information against legislative, customer

collected, analysed and organised?		and organisational requirements through observation and discussion with the work group.
How are activities planned and organised?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate carpet area to be repaired or reinstalled.
How can problem-solving skills be applied?	2	Identify the risks associated with specific hazards.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Company requirements may include:

- access and equity policy, principles and practice

- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment and materials may include:

- adhesives
- awl
- duct tape
- glue gun with glue sticks
- hammer
- kicker
- kneepads
- latex

- masking tape
- metal bars (various)
- nails (various sizes and for different backing surfaces)
- napping shears
- power stretchers (various)
- protector board
- seam roller
- seaming iron
- seaming tape
- smoothedge
- stair tool/spatula
- trimming knife.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques

- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)

- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- knee pads
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks.

Personnel may include:

- client's staff
- fellow workers (colleagues)

- general public
- venue/facility/building/shopping centre staff/management.

Repair and reinstallation technique(s) may include:

- gluing
- replacement of damaged carpet with same carpet
- restretching
- sewing.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Sub-flooring may include:

- concrete
- old carpet
- wood
- wood panelling.

Waste may include:

- carpet cuttings
- contact adhesive
- glue
- latex
- litter
- masking tape
- obsolete equipment
- packaging
- seaming tape
- smooth edge
- soil
- used containers.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC12A Perform carpet colour repair and restoration

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the cleaning and neutralising of colour damaged carpet and the restoration of colour to appropriate areas of damage.

The unit requires the ability to assess the extent of the task through understanding client requirements, the characteristics of the carpet and applying company policies and procedures in order to perform the task.

Performing colour repair and restoration may occur as a single task or more likely in conjunction with other cleaning methods such as vacuuming, extraction, patrolling and general cleaning. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess area to be coloured	1.1 Assess area to be treated and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and <i>testing</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify type of <i>agent(s)</i> causing the colour damage through observation and <i>testing</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.6 Identify extent of damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS</i> and <i>company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

	3.2 Remove furniture and fittings that impede the treatment operation in accordance with <i>work order, OHS and company requirements</i> 3.3 Install appropriate <i>signage and barriers</i> to maximise public safety during the operation in accordance with <i>work order, OHS and company requirements</i> 3.4 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Treat work site	4.1 Clean <i>carpet(s)</i> using appropriate <i>equipment, neutralization method</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS and company requirements</i> 4.2 Compare treated area with surrounding surface to determine need for further action in accordance with the <i>work order</i> and <i>company requirements</i> 4.3 Prepare and apply spot dye baths in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 4.4 Report results to <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
	4.5 Conduct all work in accordance with <i>work order, manufacturers' specifications</i> and <i>legislative, OHS and company requirements</i>
5 Tidy work site	5.1 Dispose of all <i>waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS and company requirements</i> 5.2 Replace all furniture and fittings in accordance with client requests, <i>work order</i> and <i>OHS requirements</i> 5.3 Remove <i>signage and barriers</i> used in accordance with <i>work order, OHS and company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, OHS and company requirements</i> 6.2 Safety-check <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> and record any required

ELEMENT**PERFORMANCE CRITERIA**

maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications, OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to perform colour repair and restoration to carpet. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Accurate classification of the type of colour damage.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient treatment methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of the range of neutralising equipment and chemicals.
- Knowledge of dyes and colour theory.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.

- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of carpet type
- accurate selection of chemicals for colour repair and restoration
- correct spot cleaning techniques
- extraction of soil and chemicals
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- handling and disposing of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- reading, interpreting and responding to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCC11A Perform carpet repair and reinstallation
- PRMCC15A Perform advanced stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpet
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans, schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Disseminate relevant information to customers, work groups and other appropriate people through discussion.
How can information be collected, analysed and organised ?	2	Measure information against legislative, customer and organisational requirements through observation and discussion with the work group.
How are activities planned and organised ?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Agent(s) causing colour damage may include:

- airborne pollutants
- bleaches
- dye strippers/reducing agents
- fluorocarbons
- hydrocarbons
- oxidising agents
- pesticides
- pharmaceutical preparations
- sunlight ultraviolet.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- dyes
- neutralisation chemicals
- reducing agents.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes

- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet rake
- chemical hand spray unit
- cloths
- extraction unit
- eye dropper
- hair dryer
- nylon bristle brush
- sponges
- steam generator
- steam iron.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings

- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:

- anti-discrimination and diversity
- availability of chemical registers/manifests
- chemical controls
- consumer protection
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Neutralisation method(s) may include:

- chemical application followed by extraction
- chemical application followed by heat transfer.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials

- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC13A Clean leather upholstery

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for cleaning leather upholstery. A number of cleaning methods may be used to achieve the desired outcome, depending on customer requirements, condition of upholstery, workplace procedures and standards, and environmental considerations.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the upholstery and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess leather upholstery to be cleaned	1.1 Assess <i>leather upholstery</i> to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify <i>leather upholstery</i> style, condition and colouration system in accordance with <i>company requirements</i> 1.4 Identify type of <i>soil</i> through observation and in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with

ELEMENT**PERFORMANCE CRITERIA**

- legislative, OHS and company requirements*
- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with the *work order, OHS and company requirements*
- 3.3 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *OHS and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Clean leather upholstery
- 4.1 Remove *soil* and clean *leather upholstery* using appropriate *cleaning technique(s), equipment, PPE and chemicals* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 4.2 Apply *topical treatments* as required in the *work order* using appropriate *equipment, chemicals and application methods*
- 4.3 Conduct all work in accordance with *work order, manufacturers' specifications* and *legislative, OHS and company requirements*
- 5 Tidy work site
- 5.1 Dispose of all collected *soil and waste* in accordance with client specifications, *work order, manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with client requests, *work order* and *OHS requirements*
- 5.3 Remove *signage and barriers* used in accordance with *work order, OHS and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
- 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*
- 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
- 6.3 Store and maintain *equipment and PPE* to

ELEMENT**PERFORMANCE CRITERIA**

allow ready access in accordance with *manufacturers' specifications, OHS and company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean leather upholstery. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the style and characteristics of leather upholstery.
- Accurate classification of the type of stain or spillage.
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient cleaning and topical treatment application methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of leather and characteristic features and finishes.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Knowledge of topical treatments.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- OHS issues and requirements.
- Company management structure and reporting procedures.

- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate selection of cleaning method to suit leather type
- accurate classification of soil and stains
- accurate selection of chemicals to suit leather upholstery
- handling and disposing of chemicals safely
- applying manual handling techniques
- reading, interpreting and responding to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem-solving
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team
- sourcing, organising and recording information
- customer service.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with upholstered furniture
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans, schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- 1 Perform the process 2 Perform and administer the process 3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Disseminate relevant information to customers, work groups and other appropriate people through discussion.
How can information be collected, analysed and organised ?	2	Measure information against legislative, customer and organisational requirements through observation and discussion with the work group.
How are activities planned and organised ?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate surface area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Application methods may include:

- hand application by cloth
- hand application by sponge.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include specialist leather products.

Cleaning technique(s) may include:

- chemical treatment followed by the transfer method using hand application
- chemical treatment followed by extraction spot cleaning.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors

- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- barrier paper
- cleaning screen
- cloths (towelling)
- crevice device
- drop sheet
- flood lights
- garbage bin
- gloves
- leather cleaning kit
- measuring equipment e.g. jug or cup
- safety signage
- selected tools and hand tools
- soft brush
- sponges
- trigger sprayers
- vacuum cleaner, upright or truck/van mounted
- work table
- wrist support.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- environmental impact
- extremes of heat and temperature
- fatigue
- fire

- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Leather upholstery styles may include:

- aniline leather
- antiqued
- corrected grain leather
- full grain leather
- nubuck leather
- pearlised
- semi-aniline leather
- top coated or pigmented finish
- two-tone finish
- wax/oil
- wipe finish.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:

- anti-discrimination and diversity
- availability of chemical registers/manifests
- chemical controls
- consumer protection
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust

- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care

- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)
- cigarette butts
- dust
- food
- gravel
- heavy dirt build-up
- hospital waste
- industrial/chemical waste
- liquids
- oil
- paper
- rainwater
- stones
- syringes
- tar.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Topical treatments may include:

- anti-microbial agents
- anti-static agents
- deodorisers

- protectors.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC14A Clean fabric upholstery

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for cleaning fabric upholstery. A number of cleaning techniques may be used to achieve the desired outcome, depending on customer requirements, condition of upholstery, workplace procedures and standards, and environmental considerations.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the upholstery, and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess fabric upholstery to be cleaned	1.1 Assess <i>fabric upholstery</i> to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition, colour fastness and construction of <i>fabric upholstery</i> and any <i>topical treatment</i> through observation and/or <i>testing</i> in accordance with <i>company requirements</i> 1.4 Identify type of <i>soil</i> through observation and in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique(s)</i> for the <i>fabric upholstery</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and

ELEMENT**PERFORMANCE CRITERIA**

company requirements

3 Prepare work site

- 3.1 Confirm and reassess *hazards* in the work site and control risks in accordance with *legislative, OHS and company requirements*
- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with the *work order, OHS and company requirements*
- 3.3 Install appropriate *signage and barriers* as required to maximise public safety during the cleaning operation in accordance with *OHS and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* and advise promptly the *appropriate person(s)*

4 Clean work site

- 4.1 Remove *soil* and clean the *fabric upholstery* using appropriate *cleaning technique(s), equipment, PPE and chemicals* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 4.2 Conduct all work in accordance with *work order, manufacturers' specifications* and *legislative, OHS and company requirements*

5 Tidy work site

- 5.1 Dispose of all collected *soil and waste* in accordance with client specifications, *work order, manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with client requests, *work order* and *OHS requirements*
- 5.3 Remove *signage and barriers* in accordance with *work order, OHS and company requirements*

6 Clean, safety-check and store equipment and chemicals

- 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*
- 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
- 6.3 Store and maintain *equipment and PPE* to

ELEMENT**PERFORMANCE CRITERIA**

allow ready access in accordance with *manufacturers' specifications, OHS and company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean fabric upholstery. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of fabric upholstery.
- Accurate classification of the type of soil and stain or spot.
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient fabric upholstery cleaning methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of fabric upholstery and characteristic features and finishes.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Knowledge of topical treatments.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- OHS issues and requirements.
- Company management structure and reporting procedures.

- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate selection of cleaning methods to suit fabric upholstery
- accurate classification of soil and stains
- extraction cleaning techniques
- accurate selection of chemicals to suit fabric upholstery type
- handling and disposing of chemicals safely
- applying manual handling techniques
- reading, interpreting and responding to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem-solving
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCC17A Identify upholstery fibre and construction
- PRMCC16A Apply topical treatments.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with upholstered furniture
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans, schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Disseminate relevant information to customers, work groups and other appropriate people through discussion.
How can information be collected, analysed and organised ?	2	Measure information against legislative, customer and organisational requirements through observation and discussion with the work group.
How are activities planned and organised ?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate surface area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- absorbent compound
- dry foam shampoo
- dry solvent extraction cleaning
- dry vacuuming
- pre-spraying followed by hot water extraction
- wet foam shampoo.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- barrier paper
- cleaning screen
- cloths (towelling)
- crevice device
- drop sheet
- extraction equipment, either self-contained or truck-mounted
- flood lights
- garbage bin
- gloves
- measuring equipment e.g. jug or cup
- respirators
- safety signage
- selected tools and hand tools
- soft brush
- specialist dry solvent extraction equipment with exhaust capabilities
- sponges
- trigger sprayers
- upholstery cleaning bonnets/hand bonnets
- upholstery drying equipment e.g. air movers or drying bonnets
- upholstery rake
- upholstery spot cleaning kit
- vacuum cleaner, upright or truck/van mounted

- work table
- wrist support.

Fabric upholstery may include any furniture, wall hangings, curtains, loose furnishings made from:

- acetate
- acrylic
- cotton
- jute
- nylon
- polyester
- polypropylene
- rayon
- silk
- wool.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment

- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs

- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)
- blood
- candle wax
- chewing gum
- dye stuffs
- food

- glue
- grease
- human and/or animal waste
- hydrocarbons
- lipstick
- medicine
- mud and dirt
- nail polish
- paint
- plant stains
- shoe polish.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Topical treatments may include:

- anti-microbial agents
- anti-static agents
- deodorisers
- fire retardants
- protectors.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials

- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC15A Perform advanced stain removal

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the removal of stubborn stains and spots from a carpet after normal spot removal and cleaning has failed to remove the stain or spot.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements and the characteristics of the carpet, and applying company policies and procedures in order to perform the task. Removing stains and spots may occur as a single task or more likely in conjunction with other cleaning methods such as vacuuming, extraction, patrolling and general cleaning. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

A spot is defined as foreign material on a fibre that changes the texture of the fibre. A stain is defined as foreign material in a fibre that changes the appearance of the fibre but not the texture.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s)</i> through observation and/or <i>testing</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify type of <i>soil</i> causing the spot or stain through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site

ELEMENT**PERFORMANCE CRITERIA**

- and control risks in accordance with *legislative, OHS and company requirements*
- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order, OHS and company requirements*
- 3.3 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order, OHS and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Clean work site
- 4.1 Remove *soil* using appropriate *cleaning technique(s), equipment, PPE and chemicals* in accordance with *manufacturers' specifications and legislative, OHS and company requirements*
- 4.2 Compare treated area with surrounding surface to determine need for further action in accordance with the *work order and company requirements*
- 4.3 Report results to *appropriate person(s)* in accordance with *company requirements*
- 4.4 Conduct all work in accordance with *work order, manufacturers' specifications and legislative, OHS and company requirements*
- 5 Tidy work site
- 5.1 Dispose of all collected *soil and waste* in accordance with client specifications, *work order, manufacturers' specifications and environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with the *work order and client requests*
- 5.3 Remove *signage and barriers* in accordance with *OHS, work order and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
- 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications and environmental, OHS and company requirements*
- 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications and OHS requirements* and record any required

ELEMENT**PERFORMANCE CRITERIA**

maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications, OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications, OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to remove stains and spots from carpet that remain after routine cleaning. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet.
- Accurate classification of the type of stain or spot.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient stain and spot removal methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s) and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals (including oxidizing and reducing chemicals).
- Knowledge of the heat transfer process.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.

- OHS legislation and procedures.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of carpet type
- accurate identification of stain or spot
- accurate selection of chemicals to suit type of stain or spot
- correct application of oxidising and reducing techniques
- correct application of heat transfer process
- extraction of soil and chemicals
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposing of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpets
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans, schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Disseminate relevant information to customers, work groups and other appropriate people through discussion.
How can information be collected, analysed and organised ?	2	Measure information against legislative, customer and organisational requirements through observation and discussion with the work group.
How are activities planned and organised ?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s) may include carpet, mats and rugs made from:

- mixed blends
- natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
- synthetic fibres e.g. nylon, polypropylene, acrylic and polyester.

Chemicals may include:

- acid chemicals
- alkaline chemicals
- neutralising chemicals
- oxidation chemicals (bleaches)
- reduction chemicals (dye strippers)
- solvents.

Cleaning technique(s) may include:

- chemical treatment followed by the transfer method using hand application
- chemical treatment followed by extraction spot cleaning
- dye stripping
- heat transfer with a steam iron
- using oxidation.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards

- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- carpet groomer
- carpet spot cleaning kit
- cloths (towelling)
- extraction unit
- eye dropper
- garbage bin
- gloves
- hair dryer
- nylon bristle brush
- safety goggles
- scraper or spatula
- sponges
- spray equipment (pressurised or unpressurised)
- steam generator
- steam iron.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies

- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards

- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil causing spots that contain dyes and pigments and are not removed through normal cleaning may include:

- beverages (drinks)
- blood
- candle wax
- dye stuffs
- food
- human and/or animal waste
- lipstick/makeup
- medicine
- nail polish
- oil
- plant stains
- shoe polish
- tar
- timber stains.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers

- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Carpet Cleaning

PRMCC16A Apply topical treatments

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the application of topical treatments to carpets, upholstery and soft furnishings.

Topical treatments may be applied to surfaces to provide protection against the effects of odour, fire and soil.

The unit requires the ability to assess the extent of the application task through understanding client requirements, the characteristics of the carpet, upholstery and soft furnishings, and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess surfaces to be treated	1.1 Assess surfaces to be treated and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type, condition and colour fastness of <i>carpet(s), upholstery or soft furnishing</i> through observation and/or <i>testing</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Confirm the most appropriate <i>application technique(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>topical treatment chemicals</i> 1.6 Identify any pre-existing damage and report it to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and topical treatment chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>topical treatment chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>topical treatment chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with

ELEMENT**PERFORMANCE CRITERIA**

- legislative, OHS and company requirements*
- 3.2 Remove furniture and fittings that impede the application of treatment in accordance with *work order, OHS and company requirements*
- 3.3 Install appropriate *signage and barriers* to maximise public safety during the application in accordance with *OHS, work order and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 3.5 Ensure surface area to be treated is prepared in accordance with *manufacturers' specifications, work order and company requirements*
- 4 Perform treatment
- 4.1 Perform treatment using appropriate *application technique(s), equipment, PPE and topical treatment chemicals* in accordance with *manufacturers' specifications and legislative, OHS and company requirements*
- 4.2 Compare treated area with surrounding surface to determine need for further action in accordance with the *work order and company requirements*
- 4.3 Conduct all work in accordance with *work order, manufacturers' specifications and legislative, OHS and company requirements*
- 5 Tidy work site
- 5.1 Dispose of all *waste* in accordance with client specifications, *work order, manufacturers' specifications and environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with client requests, *work order and OHS requirements*
- 5.3 Remove *signage and barriers* in accordance with *work order, OHS and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
- 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications and environmental, OHS and company requirements*
- 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications and OHS requirements* and record any required

ELEMENT**PERFORMANCE CRITERIA**

maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications*, *OHS* and *company requirements*

6.4 Store *topical treatment chemicals* in accordance with *manufacturers' specifications*, *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to apply topical treatments. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpet, upholstery or soft furnishing.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient topical treatment application methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpet(s), upholstery or soft furnishing and characteristic features.
- Knowledge of the range of topical treatment application equipment and chemicals.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- OHS legislation and procedures.
- Company management structure and reporting procedures.

- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of carpet, upholstery or soft furnishing type
- accurate selection of topical treatment chemicals to suit requirements
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposing of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCC15A Perform advanced stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpets, upholstery or soft furnishing
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans, schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Disseminate relevant information to customers, work groups and other appropriate people through discussion.
How can information be collected, analysed and organised ?	2	Measure information against legislative, customer and organisational requirements through observation and discussion with the work group.
How are activities planned and organised ?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Application technique(s) may include:

- airless sprayers
- powered sprayers
- pump-up sprayers
- rakes/brushes.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Carpet(s), upholstery and soft furnishings may include:

- carpet
 - mixed blends
 - natural fibres e.g. wool, silk and plant fibres such as cotton and sisal
 - synthetic fibres e.g. nylon, polypropylene and acrylic
- coir matting
- drapes and blinds
 - curtains
 - drapery
 - fabric blinds
 - fabric pelmets
- mats and rugs
- soft furnishings
 - loose cushions
- synthetic grass
- upholstery
 - banners and signage
 - fabric
 - fabric wall coverings
 - leather
 - room dividers
- wall hangings.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- absorbent cloths
- carpet rake
- chemical hand spray unit
- horse hair brush
- power sprayer
- pump-up sprayer.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human/animal waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice

- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Testing may include:

- burn test
- chemical tests
- sink/float test.

Topical treatment chemicals may include:

- anti-microbial agents
- anti-static agents
- deodorisers
- fire retardants
- protectors.

Waste may be either solid or liquid and includes:

- chemicals past the expiry date
- obsolete equipment
- packaging
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)

- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Carpet Cleaning

PRMCC17A Identify upholstery fibre and construction

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the correct identification of upholstery fibre and construction. The unit requires the ability to identify upholstery construction, including the backing materials used, classify the upholstery fibre and assess the furniture construction.

The correct identification of these elements is an essential activity prior to undertaking any cleaning, maintenance or restorative work on fabric type upholstery. The application of this unit requires the attainment of a wide range of underpinning knowledge, as well as completion of a number of basic testing procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Identify upholstery construction	1.1 Review <i>work order</i> and assess upholstery to determine <i>yarn type</i> and <i>fibre form</i> used in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i>
	1.2 Establish <i>weave type</i> and <i>texture style</i> using observation and tactile methods in accordance with <i>company requirements</i>
2 Classify upholstery fibre	2.1 Obtain a small upholstery <i>fibre</i> sample from inside the cushion or other source and perform appropriate <i>test(s)</i> to identify <i>fibre(s)</i> in accordance with <i>manufacturers' specifications</i> and <i>occupational health and safety (OHS)</i> and <i>company requirements</i>
	2.2 Inspect <i>fibre</i> to determine possible <i>dye methods</i> used during manufacture in accordance with <i>company requirements</i>
	2.3 Identify any <i>pre-existing conditions</i> and report them to the <i>appropriate person</i> in accordance with <i>work order</i> and <i>company requirements</i>
3 Inspect furniture construction	3.1 Identify <i>backing materials</i> and <i>cushion filling</i> by opening cushioning where possible or inspecting behind buttons in accordance with <i>work order</i> and <i>company requirements</i>
	3.2 Inspect <i>pipng</i> for filling material used and classify in accordance with <i>manufacturers' specifications</i> , <i>work order</i> and <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to identify upholstery fibre and construction. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate analysis of data gathered during visual and tactile inspection.
- Accurate identification of the type of yarns, fibres, methods, dyes, filling material and backing used in upholstery making.
- Selection of appropriate testing techniques.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of yarns, fibres and weaves used in upholstery construction and their characteristic features.
- Knowledge of a range of dyeing methods.
- Knowledge of the range of upholstery manufacture methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- OHS legislation and procedures.
- Company management structure and reporting procedures.
- Company procedures and practices
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communicating clearly and concisely using written and verbal modes
- handling and disposing of chemicals safely
- reading, interpreting and responding to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with upholstered furniture
- access to a range of samples of upholstery materials
- access to suitable equipment and chemicals
- access to personal protective equipment

- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through written or oral examination, practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Disseminate relevant information to customers, work groups and other appropriate people through discussion.
How can information be collected, analysed and organised ?	2	Measure information against legislative, customer and organisational requirements through observation and discussion with the work group.
How are activities planned and organised ?	2	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Apply principles in collaborative and consultative ways that contribute to a safe and effective work environment.
How can the use of mathematical ideas and techniques be applied?	2	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology be applied?	2	Enter, amend and access work-related information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Backing materials may include:

- cellulose
- coir
- copra
- felt
- foam
- horse hair
- jute
- latex
- non-colourfast fabrics
- rubber.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements

- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Cushion filling may include:

- feathers
- foam rubber
- latex rubber
- plastic foam
- polyfibre.

Dye methods may include:

- acid
- beck
- continuous
- differential
- direct
- disperse
- paints
- pigment
- print
- solution
- space
- spray
- stock
- yarn.

Fibre form may include:

- continuous filament
- staple yarn.

Fibre may include:

- acetate
- acrylic
- cotton
- jute
- linen
- nylon
- polyester
- polypropylene
- rayon
- silk
- wool.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- irregular blood testing (health surveillance and monitoring)
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)

- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as workplace health and safety*

Piping material may include:

- foam
- jute
- paper
- plastic tubing.

Pre-existing conditions may include:

- abrading/wear
- crimp loss
- crocking
- dye migration
- fading
- fume fading
- pile reversal
- shrinkage.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the *Commonwealth Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence

- commit acts of disloyalty such as revealing confidential information
- use abusive language.

Tests may include:

- burn test
- chemical tests
- sink/float test.

Texture style may include:

- crushed velvet
- damask
- glazed (polished)
- moire
- quilted.

Weave type may include:

- flat (basket)
- jacquard
- knitted
- satin
- twill
- velvet.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Yarn type may include:

- novelty
- plied
- single
- textured
- twist.

-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Carpet Cleaning

PRMCL01B Maintain a hard floor surface

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for cleaning a hard floor surface. The unit applies to both manual and mechanical methods of cleaning a hard floor surface. It requires the ability to assess the extent of the cleaning task through understanding client requirements and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Assess area to be cleaned

PERFORMANCE CRITERIA

1.1 Assess area to be cleaned and review work order in accordance with company

ELEMENT**PERFORMANCE CRITERIA**

- requirements and clarify any issues with appropriate person(s)
- 1.2 Identify *hazards* and control risks in the work site in accordance with *legislative, occupational health and safety (OHS)* and *company requirements*
- 1.3 Identify type and condition of surface on the *hard floor* through observation in accordance with *work order* and *company requirements*
- 1.4 Identify *soil* type through observation in accordance with *work order* and *company requirements*
- 1.5 Determine the size and usage pattern of the work site to ensure safety of *personnel* and efficient use of *equipment* and *chemicals*
- 1.6 Identify and report any pre-existing damage to the *appropriate person(s)* in accordance with *company requirements*
- 2 Select equipment and chemicals
- 2.1 Select and use suitable *personal protective equipment (PPE)* in accordance with *manufacturers' specifications, OHS* and *company requirements*
- 2.2 Select *equipment* and *chemicals* appropriate for the *work order* in accordance with *OHS* and *company requirements*
- 2.3 Check operational effectiveness of *equipment* in accordance with *manufacturers' specifications* and *company requirements*
- 2.4 Adjust *equipment* to suit operator's requirements in accordance with *manufacturers' specifications* and *OHS requirements*
- 2.5 Prepare *chemicals* in accordance with *manufacturers' specifications, OHS* and *company requirements*
- 3 Prepare work site
- 3.1 Confirm and reassess *hazards* in the work site and control risks in accordance with *legislative, OHS* and *company requirements*
- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order* and *OHS* and *company requirements*
- 3.3 Install appropriate *signage and barriers* to maximise public safety during the cleaning

ELEMENT**PERFORMANCE CRITERIA**

- operation in accordance with *work order* and *OHS* and *company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* and advise promptly the *appropriate person(s)*
- 4 Clean work site
- 4.1 Clean *hard floor* using appropriate *equipment, PPE, chemicals* and *cleaning technique(s)* in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
- 4.2 Conduct all work in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
- 5 Tidy work site
- 5.1 Dispose of all collected *soil* and *waste* in accordance with client specifications, *work order, manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*
- 5.2 Replace all furniture and fittings in accordance with client requests, *work order* and *OHS requirements*
- 5.3 Remove *signage and barriers* in accordance with *work order* and *OHS* and *company requirements*
- 6 Clean, safety-check and store equipment and chemicals
- 6.1 Clean *equipment* and *PPE* in accordance with *manufacturers' specifications* and *environmental, OHS* and *company requirements*
- 6.2 Safety-check *equipment* and *PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
- 6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications* and *OHS* and *company requirements*
- 6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain hard floors. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and condition of the hard floor surface.
- Compliance with company and legislative/regulatory requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of hard floor surfaces and characteristic finishes.
- Knowledge of the range of cleaning equipment and chemicals.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- sweeping
- mopping
- buffing
- using floor squeegee and deck scrubber
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service

- handling and disposal of contaminated and toxic waste
- handling and disposal of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning and organising work
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCL02B Restore a hard floor surface.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- air blowing
- automatic floor scrubbing
- dry buffing
- dust mopping/sweeping
- scrubbing
- spray buffing
- wet mopping.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- air blowers
- brooms (bassine, banister set, deck fibre, household, millet, nylon, PVC, union fibre and yard)
- cleaning trolley
- cloths
- damp mops (ragged or fixed shape), cotton/polycotton
- doodle bag holder
- dust mops (straight or scissored), anti-static/cotton
- dust pans and brush
- floor squeegee
- gloves - non-permeable
- hospital mops
- mechanical sweepers
- mop buckets, including ergonomic and split systems
- mopping system
- scouring pads
- split mops
- water hoses.

Hard floors may include:

- brick
- ceramic tile
- concrete

- cork
- marble
- parquetry
- pavers
- polished wood
- quarry tiles
- rubber
- slate
- terrazzo
- vinyl
- wood.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices

- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc

- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public

- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may be wet or dry and include:

- beverages (drinks)
- cigarette butts
- dust
- food
- gravel
- heavy dirt build-up
- hospital waste
- industrial/chemical
- liquids
- oil
- paint
- paper

- rainwater
- stones
- syringes
- tar.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- obsolete equipment
- packaging
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL02B Restore a hard floor surface

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for restoring a hard floor surface. The unit applies to both manual and mechanical methods of hard floor surface restoration. It requires the ability to assess the extent of the restoration task through understanding client requirements and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Assess area to be cleaned

PERFORMANCE CRITERIA

1.1 Assess area to be cleaned and review *work order* in accordance with *company*

ELEMENT**PERFORMANCE CRITERIA**

	<i>requirements and clarify any issues with appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type of surface on the <i>hard floor</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify type of <i>surface texture</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Identify type of <i>embedded soil</i> through observation in accordance with <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Select the most appropriate <i>cleaning restoration technique(s)</i> to restore the floor condition in accordance with <i>company requirements</i> 1.8 Identify and report any pre-existing damage to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of equipment in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site

ELEMENT**PERFORMANCE CRITERIA**

	and control risks in accordance with <i>legislative, OHS and company requirements</i>
	3.2 Remove furniture and fittings that impede the cleaning operation in accordance with <i>work order and OHS and company requirements</i>
	3.3 Install appropriate <i>signage and barriers</i> to maximise public safety during the cleaning operation in accordance with <i>work order and OHS and company requirements</i>
	3.4 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> and advise promptly the <i>appropriate person(s)</i>
4 Restore hard floor surface	4.1 Restore <i>hard floor</i> surface using appropriate <i>equipment, PPE, chemicals and restoration cleaning technique(s)</i> in accordance with <i>work order, manufacturers' specifications and OHS and company requirements</i>
	4.2 Conduct all work in accordance with <i>manufacturers' specifications and OHS and company requirements</i>
5 Tidy work site	5.1 Dispose of all collected <i>soil and waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications and environmental, legislative, OHS and company requirements</i>
	5.2 Replace all furniture and fittings in accordance with client requests, <i>work order and OHS requirements</i>
	5.3 Remove <i>signage and barriers</i> in accordance with <i>work order and OHS and company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications and environmental, OHS and company requirements</i>
	6.2 Safety-check <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications and OHS requirements</i> and record any required maintenance in accordance with <i>company requirements</i>
	6.3 Store and maintain <i>equipment and PPE</i> to allow ready access in accordance with <i>manufacturers' specifications and OHS and</i>

ELEMENT**PERFORMANCE CRITERIA**

company requirements

6.4 Store *chemicals* in accordance with
manufacturers' specifications and *OHS* and
company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to restore hard floor surfaces. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and condition of the hard floor surface and the soil type.
- Compliance with company and legislative/regulatory requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient restoration methods.
- Selection of appropriate cleaning equipment.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of hard floors and characteristic surfaces.
- Knowledge of the range of cleaning equipment and chemicals.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.

- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- sweeping
- mopping
- machine scrubbing/scrubbing with deck scrubber
- buffing and spray buffing
- applying sealer finish
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of contaminated and toxic waste
- handling and disposal of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCL01B Maintain a hard floor surface.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning restoration technique(s) may include:

- applying floor sealer finishes
- dry buffing
- dust mopping/sweeping
- scrubbing
- spray buffing
- wet mopping.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Embedded soil may include:

- food and beverages (drinks)
- gravel
- grease
- heavy dirt build-up
- oil
- paint
- tar.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- bassine brush
- bristle scrubbing brooms e.g. deck scrubber, stiff nylon, tynex for concrete
- buckets, including ergonomic and split systems
- cleaning trolley
- cloths
- cotton and anti-static mops
- cotton and polycotton mops
- doodle bag holder
- dust control mops
- inst-lock pad holder
- mechanical scrubbers
- range of floor pads for scrubbing and buffing
- rotary brushes (for flat surfaces)
- scouring pads, scrapers and steel wool

- vertical drum scrubbers (where indentations need to be scrubbed), cylindrical brush.

Hard floors may include:

- brick
- ceramic tile
- concrete
- cork
- marble
- parquetry
- pavers
- polished wood
- quarry tiles
- rubber
- slate
- terrazzo
- vinyl
- wood.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures

- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels

- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection

- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types can be wet or dry and include:

- beverages (drinks)
- cigarette butts
- dust
- food
- gravel
- heavy dirt build-up
- hospital waste

- industrial/chemical
- liquids
- oil
- paint
- paper
- rainwater
- stones
- syringes
- tar.

Surface texture may include:

- non-slip surface
- porous/non-porous
- sealed/non-sealed
- smooth/textured.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- obsolete equipment
- packaging
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment

- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL03B Replace a hard floor finish

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for replacing a hard floor finish. This unit covers the processes involved in removing the old floor sealant and replacing it with a new protective coating. This process is commonly known within the industry as 'strip and seal'.

The unit requires the ability to assess the extent of the removal and replacement needed through understanding client requirements and applying organisational policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA****1 Assess area to be cleaned**

- 1.1 Assess area requiring the *strip and seal* and review *work order* in accordance with *company requirements* and clarify any issues with *appropriate person(s)*
- 1.2 Identify *hazards* and control risks in the work site in accordance with *legislative, occupational health and safety (OHS)* and *company requirements*
- 1.3 Identify type of *sealant* on the *hard floor* through observation in accordance with the *work order* and *company requirements*
- 1.4 Identify type and condition of the surface *sealant/finisher* through observation and testing in accordance with the *work order* and *company requirements*
- 1.5 Select a compatible *sealant/finisher* to replace the existing *sealant* in accordance with *work order* and *company requirements*
- 1.6 Determine the size and usage pattern of the work site to ensure safety of *personnel* and efficient use of *equipment* and *chemicals*
- 1.7 Assess the extent of the *strip and seal* required and select the appropriate *replacement method* in accordance with *work order* and *company requirements*
- 1.8 Confirm timing and availability of the work site to perform the *strip and seal* in accordance with *work order* and *company requirements*
- 1.9 Identify and report any pre-existing damage to the *appropriate person(s)* in accordance with *company requirements*

2 Select equipment and chemicals

- 2.1 Select and use suitable *personal protective equipment (PPE)* in accordance with *manufacturers' specifications, OHS* and *company requirements*
- 2.2 Select *equipment* and *chemicals* appropriate for the *work order* in accordance with *company requirements*
- 2.3 Check operational effectiveness of *equipment* in accordance with *manufacturers' specifications* and *company requirements*
- 2.4 Adjust *equipment* to suit operator's

ELEMENT**PERFORMANCE CRITERIA**

- requirements in accordance with *manufacturers' specifications* and *OHS requirements*
- 2.5 Prepare *chemicals* in accordance with *manufacturers' specifications*, *OHS* and *company requirements*
- 3 Prepare work site
- 3.1 Confirm and reassess *hazards* in the work site and control risks in accordance with *legislative*, *OHS* and *company requirements*
- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order* and *OHS* and *company requirements*
- 3.3 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order* and *OHS* and *company requirements*
- 3.4 Clean floor surface to remove all soil in accordance with *company requirements*
- 3.5 Identify any *work restrictions* affecting the completion of the *work order* and advise promptly the *appropriate person(s)*
- 4 Remove and replace hard floor surface
- 4.1 Use appropriate *equipment* and *chemicals* to strip the existing *sealant/finish* off the *hard floor* in accordance with *work order*, *manufacturers' specifications* and *company requirements*
- 4.2 Use appropriate *equipment* and *chemicals* to seal the hard floor surface by applying *sealant/finish* in accordance with *work order*, *manufacturers' specifications* and *company requirements*
- 4.3 Conduct all work in accordance with *manufacturers' specifications* and *legislative*, *OHS* and *company requirements*
- 5 Tidy work site
- 5.1 Dispose of all collected *soil* and *waste* in accordance with *client specifications*, *work order*, *manufacturers' specifications* and *environmental*, *legislative*, *OHS* and *company requirements*
- 5.2 Replace all furniture and fittings in accordance with *client requests*, *work order* and *OHS requirements*
- 5.3 Remove *signage and barriers* in accordance

ELEMENT**PERFORMANCE CRITERIA**

with *work order* and *OHS* and *company requirements*

6 Clean, safety-check and store equipment and chemicals

6.1 Clean *equipment* and *PPE* in accordance with *manufacturers' specifications* and *environmental, OHS* and *company requirements*

6.2 Safety-check *equipment* and *PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to replace hard floor finishes. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type of hard floor surface and the sealant/finish.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient replacement methods.
- Selection of appropriate cleaning equipment and chemicals including sealants/finishes to produce a quality finish.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of hard floors surfaces.
- Knowledge of the range of equipment and chemicals including sealants/finishes.
- Knowledge of sealant/finishes application requirements.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- sweeping techniques
- mopping techniques
- machine scrubbing/scrubbing with deck scrubber techniques
- buffing and spray buffing techniques
- applying sealants/finishes
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- displaying team leadership
- handling and disposal of contaminated and toxic waste
- handling and disposal of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning and organising work
- problem solving and critical analysis
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL01B Maintain a hard floor surface

- PRMCL02B Restore a hard floor surface.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and chemicals including sealants/finishers
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Identify and communicate to team members the mechanical and chemical equipment requirements in accordance with company policy, OHS and other legislative requirements.
How can information be collected, analysed and organised ?	1 Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	2 Plan and prioritise work tasks to meet company and client requirements in an efficient and effective manner.
How can teamwork be applied?	1 Provide support and assistance to team members to complete work tasks within designated timelines and

		to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	2	Access, organise and record information relevant to all technology use such as computer system and cleaning equipment, in accordance with company policy.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- finishes
- neutral cleaners
- sealants
- solvent cleaners
- stripping agents.

Company requirements may include:

- access and equity policy, principles and practice

- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- abrasive pads
- automatic scrubbers
- bassine brush
- cleaner's trolley
- cloths
- dry vacuum cleaner
- floor pads of various sizes for stripping old sealant and buffing
- floor scraper

- floor squeegee
- hand doodlebug holders
- insta-lock pad holder
- long-handled dustpan and brush
- low and/or high-speed buffers
- mops (polycotton or cotton)
- nylon pads
- scrubbers, usually mechanical
- sealant applicator (wringer mop, fringe mop, lambswool applicator or weighted acrylic covered applicator)
- steel wool
- wet vacuum cleaner.

Hard floors may include:

- brick
- ceramic tile
- concrete
- cork
- marble
- parquetry
- pavers
- polished wood
- quarry tiles
- rubber
- slate
- terrazzo
- vinyl
- wood.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact

- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations

- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Replacement methods may include:

- light strip and seal
- total strip and seal.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the *Commonwealth Workplace Relations Act 1996*):

- are negligent, careless or cause an accident
- commit a criminal offence
- commit acts of disloyalty such as revealing confidential information
- use abusive language.

Sealant/finishes may include:

- solvent-based wax finishes
- water-based sealants e.g. acrylic co-polymers and water-based urethanes.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types can be wet or dry and include:

- beverages (drinks)
- cigarette butts
- dust
- food
- gravel
- heavy dirt build-up
- hospital waste
- industrial/chemical
- liquids
- oil
- paper
- rainwater
- stones
- syringes
- tar.

Strip and seal involves:

- reducing the existing sealant cover to a solution using an approved stripper
- removal of slurry of sealant and stripper from the floor using manual or machine methods
- applying the approved sealer/finish to the bare hard floor surface using manual or machine methods.

Surface texture may include:

- non-slip finish
- porous/non-porous
- sealed/non-sealed
- smooth/textured.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- litter
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocation
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL04B Maintain a carpeted floor

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the maintenance of carpeted floors. The unit applies to both manual and mechanical methods of maintaining a carpeted floor. It requires the ability to assess the extent of the cleaning task through understanding client requirements and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned

1.1 Assess area to be cleaned and review *work order* in accordance with *company*

ELEMENT**PERFORMANCE CRITERIA**

- requirements and clarify any issues with appropriate person(s)*
- 1.2 Identify *hazards* and control risks in the work site in accordance with *legislative, occupational health and safety (OHS)* and *company requirements*
- 1.3 Identify type and condition of the *carpeted floor* through observation in accordance with *work order* and *company requirements*
- 1.4 Identify *soil* type through observation in accordance with *work order* and *company requirements*
- 1.5 Determine the size and usage pattern of the work site to ensure safety of *personnel* and efficient use of *equipment* and *chemicals*
- 1.6 Identify and report any pre-existing damage to the *appropriate person(s)* in accordance with *company requirements*
- 2 Select equipment and chemicals
- 2.1 Select and use suitable *personal protective equipment (PPE)* in accordance with *manufacturers' specifications, OHS* and *company requirements*
- 2.2 Select *equipment* and *chemicals* appropriate for the *work order* in accordance with *company requirements*
- 2.3 Check operational effectiveness of *equipment* in accordance with *manufacturers' specifications* and *company requirements*
-
- 2.4 Adjust *equipment* to suit operator's requirements in accordance with *manufacturers' specifications* and *OHS requirements*
- 2.5 Prepare *chemicals* in accordance with *manufacturers' specifications, OHS* and *company requirements*
- 3 Prepare work site
- 3.1 Confirm and reassess *hazards* in the work site and control risks in accordance with *legislative, OHS* and *company requirements*
- 3.2 Remove furniture and fittings that impede the cleaning operation in accordance with *work order* and *company requirements*
- 3.3 Install appropriate *signage and barriers* to maximise public safety during the cleaning

ELEMENT**PERFORMANCE CRITERIA**

	operation in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i>
	3.4 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Clean work site	4.1 Clean <i>carpeted floor</i> using appropriate <i>equipment</i>, <i>PPE</i>, <i>chemicals</i> and <i>cleaning technique(s)</i> in accordance with <i>work order</i>, <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 4.2 Identify the need for any follow-up action for spot and stain removal in accordance with the <i>work order</i> and <i>company requirements</i> 4.3 Conduct all work in accordance with <i>manufacturers' specifications</i> and <i>legislative</i>, <i>OHS</i> and <i>company requirements</i>
5 Tidy work site	5.1 Dispose of all collected <i>soil</i> and <i>waste</i> in accordance with client specifications, <i>work order</i>, <i>manufacturers' specifications</i> and <i>environmental</i>, <i>legislative</i>, <i>OHS</i> and <i>company requirements</i> 5.2 Replace all furniture and fittings in accordance with client requests, <i>work order</i> and <i>OHS requirements</i>
	5.3 Remove <i>signage and barriers</i> in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental</i>, <i>OHS</i> and <i>company requirements</i> 6.2 Safety-check <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> and record any required maintenance in accordance with <i>company requirements</i> 6.3 Store and maintain <i>equipment</i> and <i>PPE</i> to allow ready access in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 6.4 Store <i>chemicals</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain carpeted floors. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the carpeted floor.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of carpeted floor surfaces and characteristic features.
- Knowledge of the range of cleaning equipment and chemicals.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- sweeping
- raking

- vacuuming
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCC02A Use bonnet cleaning
- PRMCC07A Perform basic stain removal.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with carpeted floors
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions and work plans
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- 1 Perform the process 2 Perform and administer the process 3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues

- managers
- person(s) in control of work site(s)
- supervisors.

Carpeted floors may include:

- carpet:
 - mixed blends
 - natural fibres e.g. wool, silk and organic (plant) fibres such as cotton and sisal
 - synthetic fibres e.g. nylon, polypropylene and acrylic
- coir matting
- mats and rugs
- synthetic grass.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- hand collection of waste
- raking
- sweeping
- using a dust-pan and brush
- vacuuming.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)

- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Equipment may include:

- accumulation (vacuum dust) bags
- brooms (stiff bristle) e.g. deck fibre or millet
- carpet rake
- dustpan, scoop and brush
- hoses and filters
- vacuum machines:
 - back-mounted units
 - ducted systems
 - floor-based mobile systems
 - mechanical push sweepers
 - wet and dry systems
- vacuum tools:
 - brushes
 - crevice tool
 - floor heads
 - power head
 - upholstery heads
 - variable pile height/adjustable heads.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres

- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity

- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the *Commonwealth Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information

- use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types can be wet or dry and may include:

- beverages (drinks)
- blood
- candle wax
- chewing gum
- food
- glue
- grease/oil
- human waste (faeces, urine, vomit)
- lipstick
- medicine
- mud and dirt
- nail polish
- paint
- shoe polish.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- disposable vacuum liner bags
- litter
- obsolete equipment
- packaging
- soil
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements

- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL09B Clean glass surfaces

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for cleaning all glass surfaces including windows. The unit applies to cleaning glass in both internal and external situations.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics of the glass surface and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Assess area to be cleaned	1.1 Assess <i>glass surfaces</i> to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type of <i>glass surface</i> and <i>soil type</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify work site access requirements in accordance with the <i>work order</i> and <i>company requirements</i> 1.5 Confirm the most appropriate <i>cleaning technique(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Inspect <i>glass surface</i> for defects in the glass in accordance with <i>company requirements</i> 1.8 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> and control risks

ELEMENT**PERFORMANCE CRITERIA**

	in the work site in accordance with <i>legislative, OHS and company requirements</i>
	3.2 Install appropriate <i>signage and barriers</i> as required to maximise public safety during the cleaning operation in accordance with <i>work order and OHS and company requirements</i>
	3.3 Remove <i>window coverings and fittings</i> to permit access and prevent damage in accordance with the <i>work order and company requirements</i>
	3.4 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Clean work site	4.1 Scrape adhered <i>soil</i> from <i>glass surface</i> in accordance with <i>work order and OHS and company requirements</i>
	4.2 Use spot cleaning techniques as appropriate in accordance with <i>work order and company requirements</i>
	4.3 Wash and apply squeegee to <i>glass surface</i> in accordance with <i>work order and company requirements</i>
	4.4 Wipe window edges and sills to remove <i>soil and waste</i> in accordance with <i>work order and company requirements</i>
	4.5 Conduct all work in accordance with <i>manufacturers' specifications and legislative, OHS and company requirements</i>
5 Tidy work site	5.1 Dispose of all collected <i>soil and waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications and environmental, legislative, OHS and company requirements</i>
	5.2 Replace all <i>window coverings and fittings</i> in accordance with client requests and the <i>work order</i>
	5.3 Remove <i>signage and barriers</i> in accordance with <i>work order and OHS and company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications and environmental, OHS and company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

- 6.2 Safety-check *equipment* and *PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*
- 6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications* and *OHS* and *company requirements*
- 6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean glass surfaces. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the glass surface.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of glass surfaces and characteristics features.
- Knowledge of the range of cleaning equipment and chemicals suitable for glass surfaces.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.

- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning and organising work
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL15B Maintain furniture and fittings and room dressing
- PRMCL37A Clean external surfaces.

Resources required to assess this unit

The following resources should be available:

- access to a suitable venue with a number of types of glass surfaces
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate glass area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- fanning
- pre-spraying
- scraping
- spot cleaning
- squeegeeing.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Equipment may include:

- access equipment - ladder
- cleaning equipment:
 - bucket
 - chamois
 - extension poles
 - glass scrapers (various sizes)
 - hoses
 - lint-free cloths
 - squeegee (various sizes)
 - window wash applicators
 - window washers (usually lambswool).

Glass surfaces may include:

- coated glass
- frosted glass
- laminated glass
- ordinary window glass
- textured glass
- tinted glass.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment

- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues

- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals

- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety harness
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident

- commit a criminal offence
- commit acts of disloyalty such as revealing confidential information
- use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types can be wet or dry and may include:

- adhesive
- concrete
- dried encrustations
- exhaust pollution
- gum
- heavy dirt build-up
- hospital residue
- office chemicals (whiteout, etc)
- oil and grease
- paint
- pen marks
- smog.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- obsolete equipment
- packaging
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Window coverings and fittings may include:

- blinds
- curtains
- sunshades.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals

- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL10B Clean ceiling surfaces and fittings

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to clean ceiling surfaces and fittings. A number of terms are used that may apply to part or the entire unit. These include high dusting, cobwebbing, detailing and spot cleaning, as well as fully washing the ceilings and fittings. This unit applies to ceiling surfaces two to three metres high. The use of specialised equipment, cleaning methods and safety procedures is required for cleaning surfaces above this height.

The unit requires the ability to assess the extent of the cleaning task through a knowledge of the characteristics of the ceiling surface and fittings and the type of soiling, through understanding client requirements and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and cleaning methods is essential for performing the task safely and efficiently. The work is usually done in pairs where ladders are being used.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type of <i>ceiling surface</i> and <i>fittings</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify <i>soil</i> types on <i>ceiling surfaces</i> and <i>fittings</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Confirm work site access arrangements in accordance with <i>work order, OHS</i> and <i>company requirements</i> 1.6 Select the most appropriate <i>cleaning technique(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.7 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.8 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and

ELEMENT**PERFORMANCE CRITERIA***company requirements***3 Prepare work site**

- 3.1 Confirm and reassess *hazards* in the work site and control risks in accordance with *legislative, OHS and company requirements*
- 3.2 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order and OHS and company requirements*
- 3.3 Place drop sheets on floor, furniture or equipment to prevent damage from falling dust or chemical solutions in accordance with *work order and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*

4 Clean work site

- 4.1 Remove cobwebs and dry dust to prevent spreading dust or marking surfaces in accordance with *work order and OHS and company requirements*
- 4.2 Vacuum hard to reach areas to remove dust in accordance with *work order and OHS and company requirements*

4.3 Wipe fittings to remove adhered *soil* in accordance with *work order and company requirements*

4.4 Rinse *chemical* solution from all surfaces in accordance with *work order and company requirements*

4.5 Conduct all work in accordance with *manufacturers' specifications and legislative, OHS and company requirements*

5 Tidy work site

- 5.1 Dispose of all collected *soil and waste* in accordance with client specifications, *work order, manufacturers' specifications and environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with client requests, *work order and OHS requirements*
- 5.3 Remove *signage and barriers* in accordance with *work order and OHS and company requirements*

6 Clean, safety-check and store

- 6.1 Clean *equipment and PPE* in accordance with

ELEMENT

equipment and chemicals

PERFORMANCE CRITERIA*manufacturers' specifications and environmental, OHS and company requirements*

6.2 Safety-check *equipment* and *PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access and re-use in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain ceiling surfaces and fittings. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the ceiling surface and fittings.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of ceiling surfaces and fittings and their characteristic features.

- Knowledge of range of cleaning equipment and chemicals suitable for using with ceiling surfaces and fittings.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- cleaning techniques for various surface types
- cleaning techniques for various types and textures of fittings
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning and organising work
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCL15B Maintain furniture and fittings and room dressing.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with ceiling surfaces and fittings
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules

- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1	Perform the process	2	Perform and administer the process	3	Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate to team members, safe work practices in line with OHS and company policies.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Ceiling surfaces may be:

- flat, suspended or raked
- made of hard or absorbent materials.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- dusting
- rinsing
- spot cleaning
- wiping.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass

- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- access equipment:
 - ladders
 - 'A' frame ladders
- cleaning equipment:
 - anti-static duster
 - buckets
 - cleaning cloth
 - cobwebber and extension
 - drop sheets
 - fringe duster
 - glass cleaning equipment
 - lambswool applicators
 - scourer
 - sponges
 - vacuum cleaner

- wall mate
- wheeled cleaner's trolley.

Fittings may include:

- cameras
- ceiling fans
- ornamental hanging lights
- projected lights
- recessed lights
- skylights
- smoke detectors
- speakers
- sprinkling systems
- televisions
- vents and grilles.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment

- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may include:

- adhered soil
- cobwebs
- dust.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- obsolete equipment
- packaging
- soil

- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL13B Clean window coverings

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to clean a range of window coverings to remove all dirt and grime.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the type of window coverings and fixtures and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. The work is usually done in pairs where ladders are being used.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Assess items to be cleaned	1.1 Assess <i>window coverings</i> to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type of <i>window coverings</i> and fixture method by observation in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify <i>soil</i> types through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.6 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i>
3 Prepare for cleaning	2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 3.2 Select location of washing site and drying site in accordance with <i>work order</i> and <i>legislative, OHS</i> and <i>company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

	3.3 Install appropriate <i>signage and barriers</i> to maximise public safety during the washing and drying operation and the refit process in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i> 3.4 Inspect <i>window coverings</i> for correct operation and pre-existing damage before removal and report it to the <i>appropriate person(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 3.5 Remove <i>window coverings and fixtures</i> safely and without causing damage in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i> 3.6 Tag all <i>window coverings</i> and loose fittings to ensure correct refit in accordance with <i>work order</i> and <i>company requirements</i> 3.7 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Clean and refit window coverings	4.1 Sort <i>window coverings</i> according to <i>washing method</i> in accordance with <i>work order</i> and <i>company requirements</i> 4.2 Wash, rinse and remove excess water from <i>window coverings</i> using appropriate <i>equipment, PPE, chemicals</i> and <i>cleaning technique(s)</i> and <i>OHS requirements</i> 4.3 Dry <i>window coverings</i> in accordance with <i>work order</i> and <i>company requirements</i> 4.4 Check <i>window coverings</i> and spot clean if necessary in accordance with <i>work order</i> and <i>company requirements</i> 4.5 Refit <i>window coverings</i> and ensure they are in working order in accordance with <i>work order, manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 4.6 Conduct all work in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i>
5 Tidy work site	5.1 Clean the wash area in accordance with <i>work order</i> and <i>company requirements</i> 5.2 Remove signage and barriers in accordance with <i>work order</i> and <i>OHS</i> and <i>company</i>

ELEMENT**PERFORMANCE CRITERIA***requirements*

6	Clean, safety-check and store equipment and chemicals	5.3 Dispose of all collected <i>soil</i> and <i>waste</i> in accordance with client specifications, <i>work order</i>, <i>manufacturers' specifications</i> and <i>environmental</i>, <i>legislative</i>, <i>OHS</i> and <i>company requirements</i> 6.1 Clean <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental</i>, <i>OHS</i> and <i>company requirements</i> 6.2 Safety-check <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> and record any required maintenance in accordance with <i>company requirements</i> 6.3 Store and maintain <i>equipment</i> and <i>PPE</i> to allow ready access and re-use in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 6.4 Store <i>chemicals</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean window coverings. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the window coverings and fixtures.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.

- Selection of appropriate cleaning equipment and chemicals.
- Selection of safe and efficient cleaning methods.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Knowledge of the range of window coverings, their characteristics and method of operation.
- Knowledge of range of cleaning equipment, chemicals and methods suitable for use with window coverings and fixtures.
- Knowledge and compliance with correct handling procedures for using ladders.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- recognition of surface types and their suitability for either wet or dry cleaning
- basic wash-down and full immersion wash techniques
- spot cleaning techniques
- using hand tools safely and effectively
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue(s) with a range of window covering types
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.

techniques be applied?

How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.

How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- dry cleaning
- extraction cleaning
- full immersion wash
- machine laundered
- pressure washing
- spot cleaning
- wash down method.

Company requirements may include:

- access and equity policy, principles and practice

- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- access equipment:
 - 'A' frame ladders
 - extension ladders
 - screwdrivers
- cleaning equipment:
 - brushes
 - chamois
 - cleaning cloths

- garbage bin
- hoses
- hot air dryers
- pressure-washing equipment
- scourers
- screwdrivers
- soft broom
- water extraction machines.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)

- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures

- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff

- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the *Commonwealth Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may include:

- adhered soil
- cobwebs
- dust
- mould and mildew
- nicotine stain
- oil
- paint
- road grime.

Waste may be either solid or liquid and include:

- chemicals past the expiry date

- obsolete equipment
- packaging
- soil
- used cleaning cloths
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Window coverings and fixtures can be made from cloth, metal, plastic, textile, vinyl or wood and include:

- awnings
- fixed pelmet system
- flywire
- Holland blinds
- lined curtains
- security screens
- shutter systems
- unlined curtains
- Venetian blinds
- vertical blinds.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources

- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL14B Maintain a clean room' environment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for maintaining a 'clean room' environment. Clean rooms are specialist facilities in that the presence of dust presents a hazard to the safe and efficient operation of electronic and other sensitive equipment. Some clean rooms may be pressurised to reduce the amount of dust entering the room. Clean rooms may be used for specialised computer installations, computer equipment repairs, PABX units, manufacturing electronic components environments, laboratories and some sterile rooms for food manufacturing. Cleaning in a clean room environment is a specialised field of cleaning. This unit is intended as an introduction to this type of cleaning and focuses on the need to exercise caution in selection of cleaning methods to ensure safety of personnel and equipment.

The unit requires the ability to assess the extent of the cleaning task through knowledge of the characteristics of a clean room environment and by applying and understanding client requirements and company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify types of '<i>clean room</i>' <i>surfaces</i> to be cleaned by observation and assess potential for <i>damage to clean room equipment</i> in accordance with <i>manufacturers' specifications, work order</i> and <i>company requirements</i> 1.4 Identify <i>soil</i> types on <i>surfaces</i> by observation in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.6 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and

ELEMENT**PERFORMANCE CRITERIA***company requirements***3 Prepare work site**

3.1 Confirm and reassess *hazards* in the work site and control risks in accordance with *legislative, OHS and company requirements*

3.2 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order and OHS and company requirements*

3.3 Remove furniture and fittings that impede the cleaning operation in accordance with *work order and company requirements*

3.4 Plan cleaning procedures moving from the highest to the lowest point in the work site in accordance with *work order and OHS and company requirements*

3.5 Locate client approved power outlet(s) for electrical cleaning equipment prior to use in accordance with *work order and company requirements*

3.6 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*

4 Clean work site

4.1 Remove *soil* and clean all surfaces using appropriate *equipment, PPE, chemicals* and *cleaning technique(s)* in accordance with *work order, manufacturers' specifications* and *OHS and company requirements*

4.2 Conduct all work in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*

5 Tidy work site

5.1 Remove *signage and barriers* in accordance with *work order and OHS and company requirements*

5.2 Dispose of all collected *soil and waste* in accordance with client specifications, *work order, manufacturers' specifications* and *environmental, legislative, OHS and company requirements*

6 Clean, safety-check and store equipment and chemicals

6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*

6.2 Safety-check *equipment and PPE* in

ELEMENT**PERFORMANCE CRITERIA**

accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access and re-use in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain a range of different types of surfaces, fittings and sensitive equipment in a 'clean room' environment. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the types of surfaces and fittings.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Knowledge of the impact of dust, moisture, electrical current and magnetic fields on sensitive electronic equipment.
- Knowledge of range of cleaning equipment and chemicals suitable for using with sensitive equipment.

- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge and compliance with the correct handling procedures for using ladders.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- maintaining hard floor surfaces
- maintaining soft floor surfaces
- cleaning glass surfaces
- maintaining ceiling surfaces and fittings
- spot cleaning
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem solving and critical analysis
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Identify and communicate to team members, mechanical, chemical and equipment requirements in accordance with company policy, OHS and other legislative requirements.
How can information be collected, analysed and organised ?	2	Collect and analyse information from management and client to ensure correct applications are carried out.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	2	Share information about equipment, OHS, legislative requirements, techniques and team process to complete tasks safely and within designated timelines.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	2	Communicate with management and client to gain information to resolve problems.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

'Clean room' is a specialised facility that may accommodate:

- electronic manufacturing environment
- laboratories
- PABX equipment
- specialised computer installation
- sterile food manufacturing environments.

Cleaning technique(s) may include:

- buffing
- damp mopping
- dust mopping
- spot cleaning
- steam cleaning
- surface wiping with anti-static, lint-free cloths
- vacuum cleaning
- vacuuming with crevice tool on hard to access surfaces.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans

- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Damage to 'clean room' equipment may include:

- damage caused by liquids getting into or moisture accumulating in:
 - electrical and other cabling
 - equipment casing
- electrostatic or electromagnetic contamination
- falling or airborne dust
- loosening of cables or wiring.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- access equipment:
 - 'A' frame ladders

- extension poles
- cleaning equipment:
 - anti-static duster
 - broom
 - bucket
 - buffing machine with brushes and pads
 - damp mop
 - dust mop
 - dust pan
 - garbage bin
 - glass cleaning equipment
 - lint-free, anti-static cleaning cloth
 - scourer
 - vacuum cleaner fitted with micron filters and bags
 - vacuum crevice tool
 - wheeled cleaner's trolley.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures

- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels

- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks

- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- facility/building staff/management
- fellow workers (colleagues).

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the *Commonwealth Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Soil types may include:

- dust
- litter.

Surfaces may include:

- bench tops/work stations
- equipment casing
- cabling
- ceilings
- fittings:
 - cameras
 - lights

- monitors
- skylights
- smoke detectors
- sprinkling systems
- furniture
- glass
- hard floor surfaces
- soft floor surfaces (special dust-catching carpets)
- vents and grills.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- obsolete equipment
- packaging
- soil
- used cleaning cloths
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources

- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL15B Maintain furniture and fittings and room dressing

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to maintain furniture and fittings and to dress an area. Dressing is the placement and location of furniture, fixtures and loose items in an orderly manner. This unit also covers the cleaning of office equipment including computers.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the characteristics and surfaces of the furniture and fittings, and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area and items to be cleaned	1.1 Assess area and items to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type and condition of <i>furniture, fittings and loose items</i> through observation in accordance with the <i>work order</i> and <i>company requirements</i> 1.4 Identify type of <i>soil</i> on <i>furniture, fittings and loose items</i> through observation in accordance with the <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>cleaning technique(s)</i> for <i>surfaces</i> of the <i>furniture, fitting and loose items</i> in accordance with the <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i>, the continued operation of <i>office equipment</i> and the efficient use of <i>cleaning equipment</i> and <i>chemicals</i> 1.7 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

- 2.5 Prepare *chemicals* in accordance with *manufacturers' specifications, OHS and company requirements*
- 3 Prepare work site
- 3.1 Confirm and reassess *hazards* in the work site and control risks in accordance with *legislative, OHS and company requirements*
- 3.2 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order and OHS and company requirements*
- 3.3 Move any *furniture and fittings* that will impede the cleaning operation in accordance with *work order and OHS and company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Clean work site
- 4.1 Remove *soil* and clean *furniture and fittings* using appropriate *equipment, PPE, chemicals and cleaning technique(s)*
- 4.2 Dress the work area in accordance with the *work order, client requests and company requirements*
- 4.3 Conduct all work in accordance with *manufacturers' specifications and legislative, OHS and company requirements*
- 5 Tidy work site
- 5.1 Dispose of collected *soil and waste* in accordance with client specifications, *work order, manufacturers' specifications and environmental, legislative, OHS and company requirements*
- 5.2 Replace all furniture and fittings in accordance with client requests, *work order and OHS requirements*
- 5.3 Remove *signage and barriers* in accordance with *work order and OHS and company requirements*
- 6 Clean, safety-check and store equipment and chemicals
- 6.1 Clean *equipment and PPE* in accordance with *manufacturers' specifications and environmental, OHS and company requirements*
- 6.2 Safety-check *equipment and PPE* in accordance with *manufacturers' specifications*

ELEMENT**PERFORMANCE CRITERIA**

and *OHS requirements* and record any required maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access and re-use in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain furniture and fittings and dress an area. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the furniture, fittings and loose items and their surfaces.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of furniture and fittings.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Knowledge of cleaning methods for electrical equipment and polished surfaces.

- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of soil and stains
- accurate selection of chemicals to suit surface types
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCL16 Wash furniture and fittings.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with a range of furniture and fittings
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- dry wiping
- dusting
- polishing
- spot cleaning
- vacuuming
- wet wiping.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures

- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Dressing a room or area is usually performed in:

- boardrooms
- food courts
- function rooms
- hospital wards
- hotels
- lounges
- merchandising areas
- motels
- offices
- public areas.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- access equipment - ladder
- cleaning equipment:
 - alcohol wipes
 - bucket
 - damp cloth
 - dust extraction tools e.g. wall mate and fridge dusters
 - lint-free dusters (lambswool and feather)
 - lint-free polishing cloths (cotton and colour fast)
 - mini mops

- oil impregnated cloth
- polishing cloths
- scourers.

Furniture, fittings and loose items may include:

- furniture and fittings:
 - air conditioning vents
 - bars
 - beds
 - bedside cupboards
 - benches
 - blinds
 - ceiling fans
 - chairs
 - clocks
 - compactus
 - computers and associated equipment
 - curtains
 - desks
 - displays
 - door handles
 - doors
 - electrical items including jugs, microwaves
 - filing cabinets
 - grills
 - lamps
 - light fittings
 - light switches
 - ornaments
 - picture frames
 - railing
 - refrigerators
 - shelves
 - skirting
 - stoves
 - tables
 - telephone handsets
 - vents
 - walls
 - window sills

- work stations
- loose items:
 - ash trays
 - bins
 - books and magazines
 - calculators
 - cups and saucers
 - desk calendars
 - electrical leads
 - food and drink containers
 - kitchen implements
 - mats
 - mugs
 - personal photos
 - phone index
 - radios
 - recognition awards
 - tissue boxes
 - wall charts.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever

- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides

- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes

- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Soil types can be wet or dry and may include:

- beverages (drinks)
- blood
- blue tack
- candle wax
- chewing gum
- cobwebs
- dust
- food

- glue
- grease
- human waste (faeces, urine, vomit)
- lipstick
- medicine
- mud and dirt
- nail polish
- paint
- shoe polish.

Surfaces may include:

- fabric upholstery
- glass
- laminate
- leather
- metal
- painted
- plastic
- poly resin
- tiled
- timber
- vinyl.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- dry waste (fluff and lint)
- liquid waste
- litter
- obsolete equipment
- packaging
- soil
- used cleaning cloths
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals

- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL16B Wash furniture and fittings

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to wash furniture and fittings. This function is usually part of a periodic clean as required by client specification and covers a range of surface types and cleaning methods.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess furniture and fittings to be cleaned	1.1 Assess <i>furniture and fittings</i> and review work order in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i>
	1.2 Identify <i>hazards</i> and control risks in the work

ELEMENT**PERFORMANCE CRITERIA**

site in accordance with *legislative, occupational health and safety (OHS) and company requirements*

1.3 Identify type and condition of *furniture and fittings* through observation in accordance with *work order and company requirements*

1.4 Identify *soil* types through observation in accordance with *work order and company requirements*

1.5 Select the most appropriate *cleaning technique(s)* in accordance with the *work order and company requirements*

1.6 Determine the size and usage pattern of the work site to ensure safety of *personnel* and the efficient use of *cleaning equipment and chemicals*

1.7 Identify and report any pre-existing damage at the work site to the *appropriate person(s)* in accordance with *company requirements*

2 Select equipment and chemicals

2.1 Select and use suitable *personal protective equipment (PPE)* in accordance with *manufacturers' specifications, OHS and company requirements*

2.2 Select *equipment and chemicals* appropriate for the *work order* in accordance with *OHS and company requirements*

2.3 Check operational effectiveness of *equipment* in accordance with *manufacturers' specifications and company requirements*

2.4 Adjust *equipment* to suit operator's requirements in accordance with *manufacturers' specifications and OHS requirements*

2.5 Prepare *chemicals* in accordance with *manufacturers' specifications, OHS and company requirements*

3 Prepare work site

3.1 Confirm and reassess *hazards* in the work site and control risks in accordance with *legislative, OHS and company requirements*

3.2 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order and OHS and company requirements*

ELEMENT**PERFORMANCE CRITERIA**

	3.3 Move any <i>furniture and fittings</i> that will impede the cleaning operation in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i>
	3.4 Place drop sheets as necessary on floor, <i>furniture and fittings</i> to prevent damage from excess falling dust or chemical solutions in accordance with <i>work order</i> and <i>company requirements</i>
	3.5 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Wash furniture and fittings	4.1 Remove <i>soil</i> and wash <i>furniture and fittings</i> using appropriate <i>equipment, PPE, chemicals</i> and <i>cleaning technique(s)</i>
	4.2 Restore the work area in accordance with the <i>work order</i> and <i>company requirements</i>
	4.3 Conduct all work in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i>
5 Tidy work site	5.1 Dispose of all collected <i>soil</i> and <i>waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>
	5.2 Replace all <i>furniture and fittings</i> in accordance with <i>work order</i> , client requests and <i>OHS requirements</i>
	5.3 Remove <i>signage and barriers</i> in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, OHS</i> and <i>company requirements</i>
	6.2 Safety-check <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> and record any required maintenance in accordance with <i>company requirements</i>
	6.3 Store and maintain <i>equipment</i> and <i>PPE</i> to allow ready access and re-use in accordance with <i>manufacturers' specifications</i> and <i>OHS</i>

ELEMENT**PERFORMANCE CRITERIA**

and company requirements

6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to wash furniture and fittings. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of furniture and fittings and their surfaces.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of furniture and fittings.
- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of pre-spotting and stain removal methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.

- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of soil and stains
- accurate selection of chemicals to suit surface types
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- communicating clearly and
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCL15B Maintain furniture and fittings and room dressing.

Resources required to assess this unit

The following resources should be available:

- access to a suitable venue with a range of furniture and fittings
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	2	Plan and prioritise work tasks to meet company and client requirements in an efficient and effective manner.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	2	Access, organise and record information relevant to all technology use such as computer system and cleaning equipment, in accordance with company policy.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- furniture and fittings:
 - polishing
 - pre-spraying
 - scrubbing
 - vacuuming
 - washing
 - wiping
- fabric surfaces:
 - spot cleaning
 - spray pack foam
 - vacuuming.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes

- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- alcohol wipes
- bucket
- damp cloth
- extension poles
- ladders
- lint-free dusters (lambswool, feather)
- lint-free polishing cloths (cotton, colour fast)
- mini mops
- oil impregnated cloth
- polishing cloths
- scourers
- sponges
- vacuum cleaners.

Furniture and fittings may include:

- air conditioning vents
- bars
- beds
- bedside cupboards
- benches
- blinds
- ceiling fans
- chairs
- clocks
- compactus
- computers and associated equipment
- curtains
- desks
- displays
- door handles
- doors
- electrical items including jugs, microwaves
- filing cabinets
- grills
- lamps
- light fittings
- light switches
- ornaments
- ovens
- picture frames
- railing
- refrigerators
- shelves
- skirting
- stoves
- tables
- telephone hand sets
- vents
- walls
- work stations
- window sills.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces

- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests

- chemical controls
- consumer protection
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the *Commonwealth Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Soil types can be wet or dry and may include:

- beverages (drinks)
- blood
- blue tack
- candle wax
- chewing gum
- cobwebs
- dust
- food
- glue
- grease
- human waste (faeces, urine, vomit)
- lipstick
- medicine
- mud and dirt
- nail polish
- paint
- shoe polish.

Surfaces may be washable or non-washable and include:

- fabric upholstery
- glass
- laminate
- leather
- metal
- painted
- plastic
- poly resin
- tiled
- timber
- vinyl.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- dry waste (fluff and lint)
- liquid waste
- litter
- obsolete equipment
- packaging
- soil
- used cleaning cloths
- used containers
- used or unused chemicals

- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL17B Clean a wet area

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to clean a wet area and make it free from soil, odour and hazards. Wet areas include bathrooms, toilets and changing rooms. Areas such as swimming pools, kitchens, laundries and clinics generally require specialised cleaning methods.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the special characteristics of wet areas, and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. This unit recognises the importance of paying careful attention to health and safety issues.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Check the operation and condition of <i>fixtures and fittings</i> and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with the <i>work order</i> and <i>company requirements</i> 1.4 Identify <i>soil</i> and stain type(s) through observation in accordance with the <i>work order</i> and <i>company requirements</i> 1.5 Identify any specific areas that require special attention, including graffiti, in accordance with the <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure the safety of, and the minimisation of disruption to, <i>personnel</i> and the efficient use of cleaning <i>equipment</i> and <i>chemicals</i> 1.7 Select the most appropriate <i>cleaning technique(s)</i> for the <i>wet areas</i> in accordance with the <i>work order</i> and <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i>

ELEMENT	PERFORMANCE CRITERIA
3 Prepare work site	2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS and company requirements</i> 3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS and company requirements</i> 3.2 Install appropriate <i>signage and barriers</i> to maximise public safety during the cleaning operation in accordance with <i>work order and OHS and company requirements</i> 3.3 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly <i>appropriate person(s)</i>
4 Clean work site	4.1 Remove all loose <i>soil</i> prior to commencing <i>surface cleaning</i> in accordance with <i>work order and OHS and company requirements</i> 4.2 Clean all <i>fixtures and fittings</i> and <i>surfaces</i> using appropriate <i>equipment, chemicals and cleaning technique(s)</i> 4.3 Treat any remaining heavy <i>soil</i>, graffiti or stained surfaces or report these to the <i>appropriate person(s)</i> for follow-up action in accordance with the <i>work order and company requirements</i> 4.4 Launder soiled items in accordance with the <i>work order and company requirements</i>
5 Replenish consumables and tidy work site	4.5 Conduct all work in accordance with <i>manufacturers' specifications and legislative, OHS and company requirements</i> 5.1 Replenish <i>consumables</i> in accordance with client requests, <i>work order and company requirements</i> 5.2 Dispose of all collected <i>soil and waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications and environmental, legislative, OHS and company requirements</i> 5.3 Remove signage and barriers in accordance with <i>work order and OHS and company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications and environmental, OHS and company</i>

ELEMENT**PERFORMANCE CRITERIA**

requirements

6.2 Safety-check *equipment* and *PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access and re-use in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean a wet area to be free from odours, soil and hazards. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with wet areas.
- Accurate identification of the fittings, surfaces and soil types found in wet areas.
- Selection of appropriate cleaning equipment and chemicals.
- Safe and efficient cleaning methods.
- Outcomes achieved in relation to customer work order and company requirements.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Knowledge of biological and viral control procedures.
- Sterilising procedures.

- Knowledge of the range of cleaning equipment and chemicals.
- Knowledge of the methods for cleaning wet areas.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of soil and stains
- accurate selection of chemicals to suit surface and soil types
- sweeping
- damp wiping
- hosing
- washing walls, ceiling and fittings
- squeegeeing
- mopping
- glass cleaning
- replenishing consumables
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning and organising work
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with

- PRMCL01B Maintain a hard floor surface
- PRMCL02B Restore a hard floor surface
- PRMCL15B Maintain furniture and fittings and room dressing.

Resources required to assess this unit

The following resources should be available:

- access to a suitable wet area venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.

techniques be applied?

How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.

How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- buffing
- cobwebbing
- dusting
- hosing
- mopping
- polishing
- pre-spraying
- scrubbing
- spot cleaning

- sweeping
- wet wiping
- window cleaning.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Consumable items may include:

- air fresheners
- bin liners
- cloth towels/tea towels
- deodorant blocks
- hand towels (cloth, rolls, sheets)
- personal toiletries where provided
- soap (liquid or bar forms)
- toilet paper.

Environmental requirements may include:

- clean-up, containment and/or isolation

- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- absorbent cleaning cloths
- brooms
- buckets
- cleaning trolley
- damp cloths
- doodle bug
- dry cloths
- hose and nozzle
- lint-free cloths
- long-handled brush and dustpan tongs
- mops
- needle hazard disposal unit
- nylon scourers
- scraper
- scrubbing brush
- scrubbing or polishing machines
- toilet brush
- window squeegee
- wringer buckets.

Fixtures and fittings may include:

- bath
- bidet
- cleaner's sluice
- hand basin
- hand dryer
- mirror
- paper dispenser
- personal items product dispenser
- rack
- rubbish receptacle
- shower
- sink
- soap dispenser
- spa
- tap
- toilet bowl, seat and cistern

- trough
- urinal (trough and wall)
- vanity unit.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE

- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures

- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types can be wet or dry and may include:

- blood
- cobwebs
- dust
- food, food scraps and residue
- grease
- human waste (faeces, urine, vomit)
- litter
- mould and algae
- mud and dirt
- pen, texta, pencil
- rust
- soap scum.

Surfaces may include:

- ceramics and porcelain
- chrome
- concrete
- glass
- laminates
- metal
- painted

- plastic
- stainless steel
- stone
- terracotta
- vinyl.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- contaminated waste
- liquid waste
- obsolete equipment
- packaging
- soil
- used cleaning cloths
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Wet areas may include:

- bathrooms
- change rooms
- ensuites
- laundries
- pools
- spas
- tea rooms/kitchenettes
- toilets/restrooms
- wash-up areas.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL19B Remove waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to remove waste from an area being cleaned and transfer it to a waste disposal point usually specified by the client. Waste collection is usually conducted on a daily basis as part of a regular cleaning routine.

The unit requires the ability to assess the extent and types of waste through understanding client requirements and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. It is very important to pay careful attention to health and safety issues both for the cleaner and the general public.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Assess waste to be removed	1.1 Assess the <i>waste</i> and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify <i>waste types</i> to be collected through observation in accordance with the <i>work order</i> and <i>company requirements</i> 1.4 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i>
3 Transfer waste to waste carrier	2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 3.1 Transfer <i>waste</i> to <i>waste carrier</i> in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i> 3.2 Spot clean <i>rubbish bins</i> and surrounds in accordance with the <i>work order</i> and <i>company requirements</i> 3.3 Replace soiled <i>rubbish bin</i> liners in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i> 3.4 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Deliver waste to the disposal unit	4.1 Remove all <i>waste</i> promptly to minimise

ELEMENT**PERFORMANCE CRITERIA**

	build-up of unpleasant odours in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i>
	4.2 Transport waste to <i>disposal unit</i> by the shortest practical and safe route to minimise opportunities for spillage or damage to client premises in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i>
	4.3 Identify, separate and sort recyclable materials in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i>
5 Clean, safety-check and store equipment and chemicals	5.1 Clean <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental</i> , <i>OHS</i> and <i>company requirements</i>
	5.2 Safety-check <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and record any required maintenance in accordance with <i>company requirements</i>
	5.3 Store and maintain <i>equipment</i> and <i>PPE</i> to allow ready access in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>
	5.4 Store <i>chemicals</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>
	5.5 Clean and store <i>personal protective equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to remove rubbish from a cleaning area and transfer it to a waste disposal unit. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment

Critical aspects of competency

- Accurate identification of the hazards and risks associated with handling waste.
- Accurate identification of waste types.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Safe and efficient waste removal methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Knowledge of biological and viral control procedures.
- Knowledge of the types of waste handling equipment.
- Knowledge of waste transfer procedures.
- Knowledge of cleaning equipment and chemicals.
- Knowledge of the types of waste storage receptacles and the selection and use of liners.
- Location of waste pick-up equipment.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of waste types
- accurate selection of chemicals
- spot cleaning
- damp wiping
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service

- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning and organising work
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL01B Maintain a hard floor
- PRMCL04B Maintain a carpeted floor
- PRMCL15B Maintain furniture and fittings and room dressing
- PRMCL17B Clean a wet area.

Resources required to assess this unit

The following resources should be available:

- access to a suitable venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process **2** Perform and administer **3** Perform, administer and

the process

design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate volume of waste to be cleared and measure and carry out chemical application.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)

- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- cleaning external waste disposal units
- full cleaning of rubbish bins
- spot cleaning
- sweeping.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Disposal units may include:

- compactors

- dumpmaster
- large waste bins
- open trucks
- wheelie bins.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- bin liners
- cleaning cloths
- damp wiping kit
- long-handled dustpan and broom
- nylon pads
- pick-up trolley
- scrubbing brush
- spray bottles
- wheelie bin (mobile garbage bin).

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation

- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals

- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses

- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Recyclable materials may include:

- aluminium
- cardboard
- glass
- paper.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Rubbish bins may include:

- bio-hazard bags/bins
- contaminated waste bins

- general purpose bins
- needle hazard disposal units
- radioactive waste bins
- recycle bins
- rest room bins
- wet rubbish bins.

Waste may be either solid or liquid and include:

- chemical/metal:
 - computing consumables
 - photocopying consumables
 - printing consumables
- contaminated/hazardous biological:
 - blood and other human waste
 - cytotoxic waste
 - radioactive waste
 - soiled and disposable linen
 - syringes and needles
- general waste:
 - drinks
 - foodstuffs
 - packaging materials
 - paper.

Waste carriers may include:

- garbage bags
- sharps container
- trolley
- wheelie bin.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations

- work site contact person(s).

Work restrictions may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL20B Clean using pressure washing

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to perform pressure washing to clean surfaces. Pressure washing produces a variable stream of either water or cleaning chemical and is used as a replacement for hand scrubbing in large areas or where the surfaces are very soiled. In this unit work is conducted from ground level. This unit is associated with PRMCL36B Clean at high levels, where work is conducted over two metres above ground level. Some surfaces, such as cracked, painted or other sealed surfaces, may be sensitive to pressure washing.

The unit requires the ability to assess the extent of the cleaning task through a knowledge of the characteristics of the surface area and the type of surface soiling, and applying an understanding of client requirements and company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and cleaning methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess area for suitability for pressure washing	1.1 Assess the area to be pressure washed and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type and condition of <i>area or surface</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify <i>soil</i> type(s) through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Identify work site access requirements in accordance with the <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Assess the effectiveness and suitability of a pressure wash in accordance with <i>work order</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>
	1.8 Select <i>cleaning technique(s)</i> in accordance with <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 1.9 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with the <i>work order</i> and <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i>

ELEMENT**PERFORMANCE CRITERIA**

- in accordance with *manufacturers' specifications* and *company requirements*
- 2.4 Adjust mechanical equipment to suit operator's requirements in accordance with *manufacturers' specifications* and *OHS requirements*
- 2.5 Prepare *chemicals* in accordance with *manufacturers' specifications*, *OHS* and *company requirements*
- 3 Prepare work site
- 3.1 Confirm and reassess *hazards* and control risks in the work site in accordance with *legislative*, *OHS* and *company requirements*
- 3.2 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order* and *OHS* and *company requirements*
- 3.3 Cover and secure items requiring protection from the pressure spray in accordance with the *work order* and *company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*
- 4 Clean work site
- 4.1 Prepare heavily soiled areas using appropriate *cleaning technique(s)* in accordance with *manufacturers' specifications* and *company requirements*
- 4.2 Conduct pressure washing using appropriate *equipment*, *PPE* and *chemicals* in accordance with *manufacturers' specifications* and *company requirements*
- 4.3 Conduct all work in accordance with *work order*, *manufacturers' specifications* and *legislative*, *OHS* and *company requirements*
- 5 Tidy work site
- 5.1 Dispose of all collected *soil* and *waste* in accordance with client specifications, *work order*, *manufacturers' specifications* and *environmental*, *legislative*, *OHS* and *company requirements*
- 5.2 Remove signage and barriers in accordance with *work order* and *OHS* and *company requirements*
- 6 Clean, safety-check and store equipment and chemicals
- 6.1 Clean *equipment* and *PPE* in accordance with *manufacturers' specifications* and

ELEMENT**PERFORMANCE CRITERIA**

environmental, OHS and company requirements

6.2 Safety-check *equipment* and *PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications* and *OHS and company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to undertake a pressure washing clean. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards associated with pressure washing.
- Accurate identification of the surface and soil types.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of surfaces that are suitable for pressure washing.

- Restrictions or limitations on surfaces that can be pressure washed.
- Knowledge of pressure-washing equipment, functions and common faults of the various lances.
- Preparation requirements of areas for pressure washing.
- National industry standards/codes of practice for use of pressure jets.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.
- Company structure and reporting channels.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- selection of appropriate equipment and chemicals
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- displaying team leadership
- handling and disposal of contaminated and toxic waste
- handling and disposal of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning and organising work
- problem solving and critical analysis
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- scheduling and rostering
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL21B Clean industrial machinery
- PRMCL37A Clean external surfaces.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue(s) with a variety of surface types and soil types suitable for pressure washing
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and	1	Calculate surface area, volume of waste to be cleared and measure and carry out chemical applications.

techniques be applied?

How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.

How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Area or surface may be:

- brick
- car parks
- concrete
- concrete driveways
- entertainment seating
- external walls, gutters, fascia boards
- factory floors
- front of building e.g. awnings, facades
- garages
- industrial kitchens
- machinery and equipment
- painted surfaces
- polyresin
- stairwells
- steps

- wood.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- detailing
- hand washing
- pre-spraying
- pressure water blasting
- rinsing.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- broom
- cloths
- hoses
- lances
- pressure washer (electric or diesel)
- squeegee
- wet area electrical safety connections.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise

- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection

- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may include:

- algae and moss
- graffiti (ink, texta, paint)
- grease and oil
- pollution marks and soil on buildings, bridges, outdoor furniture and statues.

Waste may be either solid or liquid and include:

- chemicals past the expiry date

- obsolete equipment
- packaging
- removed soil
- used cleaning cloths
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment
- water or water and chemical residue.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL21B Clean industrial machinery

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to clean industrial machinery. This is usually performed on a planned or rostered basis with the machinery being taken out of operation for cleaning. Machinery cleaning usually occurs in an industrial, food manufacturing or processing or mining environment. Cleaners are not usually involved in the routine cleaning of operational machinery for safety and production reasons.

The unit requires the ability to assess the extent of the cleaning task through a knowledge of the characteristics of the surface area and the type of surface soiling, and through understanding client requirements and applying company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and cleaning methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess suitability of industrial machinery for cleaning	1.1 Assess the industrial <i>machinery</i> to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify <i>machinery</i> surfaces and <i>soil type(s)</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Assess <i>machinery cleaning hazards</i> in accordance with <i>work order</i> and <i>legislation, OHS</i> and <i>company requirements</i> 1.5 Select <i>cleaning technique(s)</i> in accordance with <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 1.6 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust mechanical <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i>
3 Prepare machinery and site	3.1 Confirm and reassess <i>hazards</i> and control risks in the work site in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 3.2 Install appropriate <i>signage and barriers</i> to

ELEMENT**PERFORMANCE CRITERIA**

	maximise public safety during the cleaning operation in accordance with <i>OHS</i> and <i>company requirements</i> 3.3 Utilise existing access platforms in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 3.4 Cover and secure items or areas requiring protection from <i>damage</i> in accordance with <i>work order</i>, <i>manufacturers' specifications</i> and <i>company requirements</i> 3.5 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Clean machinery	4.1 Prepare heavily soiled areas in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 4.2 Clean <i>machinery</i> using appropriate <i>equipment</i>, <i>PPE</i>, <i>chemicals</i> and <i>cleaning technique(s)</i> in accordance with client requirements, <i>work order</i>, <i>manufacturers' specifications</i> and <i>company requirements</i>
	4.3 Inspect <i>machinery</i> for residual spots, marks and <i>soil</i> and spot clean as required in accordance with <i>work order</i> and <i>company requirements</i> 4.4 Conduct all work in accordance with <i>manufacturers' specifications</i> and <i>legislative</i>, <i>OHS</i> and <i>company requirements</i>
5 Tidy work site	5.1 Dispose of all collected <i>soil</i> and <i>waste</i> in accordance with client specifications, <i>work order</i>, <i>manufacturers' specifications</i> and <i>environmental</i>, <i>legislative</i>, <i>OHS</i> and <i>company requirements</i> 5.2 Remove <i>signage</i> and <i>barriers</i> in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i>
6 Clean, safety-check and store equipment and chemicals	6.1 Clean <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental</i>, <i>OHS</i> and <i>company requirements</i> 6.2 Safety-check <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> and record any required

ELEMENT**PERFORMANCE CRITERIA**

maintenance in accordance with *company requirements*

6.3 Store and maintain *equipment* and *PPE* to allow ready access in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean industrial machinery. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the surface and soil types.
- Awareness of hazards.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Knowledge of the range of cleaning equipment and chemicals.
- Restrictions or limitations on surfaces that can be pressure washed.
- Knowledge of cleaning methods for electrical equipment.
- Pressure-washing equipment and functions of the various lances.
- Machinery manufacturers' cleaning specifications.

- Enterprise maintenance and servicing procedures.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Company structure and reporting channels.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of soil types and surface types
- selection of appropriate equipment and chemicals
- electrical isolation and use of machinery safety 'lock-out systems'
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on MSDS
- planning and organising work
- problem solving and critical analysis
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- scheduling and rostering
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL20B Clean using pressure washing
- PRMCL36B Clean at high levels.

Resources required to assess this unit

The following resources should be available:

- access to suitable machinery with a variety of surface types and soil types

- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate volume of waste to be cleared and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve

problems that may arise.

How can the **use of technology** 1 be applied? Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- air blowing
- dry wiping
- hosing down
- pre-spraying
- pressure washing
- rinsing
- scrub and wipe
- spot cleaning
- wash and wipe
- wet wiping.

Company requirements may include:

- access and equity policy, principles and practice

- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Damage may be caused by:

- discolouration
- electrical dampness
- filter damage
- instigation of rust
- paint removal.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- air blower
- broom

- cloths
- high-pressure water cleaning unit
- hoses
- squeegee.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal

- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Machinery may include:

- bottle making machines
- concrete making machines
- earth moving equipment
- food processing machines and equipment
- mining industry equipment
- trucks
- welders.

Machinery cleaning hazards may include:

- exposed and/or damaged electrical components and/or wiring and cabling
- faulty pressure hoses or pressure relieve valves
- overriding, removal and/or interference with machinery safety devices
- over-spraying and/or exposure to machinery electrical components from conductive and/or flammable substances.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets

- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses

- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the *Commonwealth Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may include:

- dust
- exhaust and soot

- food and food scraps
- graffiti (ink, texta, paint)
- grease
- oil
- paint.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- hair nets
- obsolete cleaning equipment
- packaging
- removed soil
- used cleaning cloths
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment
- water or water and chemical residue.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL22B Organise and monitor cleaning operations

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to organise and monitor work to maximise resource utilisation in the cleaning industry.

The unit requires the ability to identify the work requirements of the work order based on an extensive understanding of the range of cleaning methods available and the associated utilisation of equipment and chemicals, understanding the client's expectations and needs and organising the resources needed for the cleaning operation. The organisation of resources and the monitoring of performance are essential for performing the cleaning operation efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Identify work requirements	1.1 Review <i>work order</i> and the site to gain a comprehensive understanding of the work implications in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i>
	1.2 Identify special requirements arising from site characteristics or client requests in accordance with <i>occupational health and safety (OHS)</i> and <i>company requirements</i>
	1.3 Clarify client needs, expectations and preferences using appropriate <i>interpersonal skills and communication technique(s)</i> in accordance with <i>company requirements</i>
2 Analyse resource implications and provide resources	2.1 Analyse the <i>work order</i> resource requirements and available resources in accordance with <i>company requirements</i>
	2.2 Develop work schedules and assign available personnel with recognised competencies in accordance with <i>OHS</i> and <i>company requirements</i>
	2.3 Assess the type(s) and quantity of <i>equipment, personal protective equipment (PPE), chemicals and consumables</i> required to fulfil the <i>work order</i> in accordance with <i>company requirements</i>
	2.4 Supply suitable <i>equipment, PPE, chemicals and consumables</i> for the cleaning operation in accordance with the <i>work order, manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>
3 Communicate work requirements	3.1 Advise work team members of work schedules and responsibilities using appropriate <i>communication methods</i> in accordance with <i>company requirements</i>
	3.2 Confirm work team members' understanding of their tasks and responsibilities by using appropriate <i>interpersonal skills and communication techniques</i> in accordance with <i>company requirements</i>
	3.3 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> and adjust work schedules in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to organise and monitor cleaning operations. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Understanding the resource implications of the particular cleaning methods being used in the work order.
- Assessing the resource requirements of the work order.
- Confirmation that client expectations are realistic.
- Compliance with company and legislative requirements.
- Development and adherence to work schedules.
- Development and implementation of an effective monitoring system.
- Identification and supply of appropriate equipment, PPE, chemicals and consumables.
- Implementation of effective feedback mechanisms.
- Outcomes achieved in relation to customer work order and company requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Job specification requirements.
- Client requirements.
- Types of surface types and effective and compatible cleaning methods.
- Types of cleaning equipment and their appropriate uses.
- Types of chemicals and their appropriate uses.
- Quality assurance procedures.
- Relevant industrial awards and other industrial agreements.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.

- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- reading and writing legible instructions, work schedules and job reports
- performing the mathematical calculations required for the planning and allocating of resources
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- team leadership
- handling and disposal of contaminated and toxic waste
- handling and disposal of chemicals safely
- planning and organising work
- problem solving and critical analysis
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- scheduling and rostering
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCL24B Control the supply of resources to the work site.

Resources required to assess this unit

The following resources should be available:

- work order and client specifications
- access to relevant information and work sites
- access to relevant statutes and procedures
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment. A further option for off-the-job assessment may be by way of a work-related project supplemented by supervisor reports.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1	Perform the process	2	Perform and administer the process	3	Perform, administer and design the process

How can communication of ideas and information be applied?	3	Identify and communicate to team members the chemical and equipment requirements in accordance with company policy, OHS and other legislative requirements.
How can information be collected, analysed and organised ?	2	Collect and analyse information from work specification documents and assess resource requirements.
How are activities planned and organised ?	3	Plan and prioritise work tasks to meet company and client requirements in an efficient and effective manner.
How can teamwork be applied?	2	Share information about equipment, OHS, legislative requirements, techniques and team process to complete tasks safely and within designated timelines.
How can the use of mathematical ideas and techniques be applied?	2	Calculate resource requirements and costings to complete work tasks in accordance with company policy.
How can problem-solving skills be applied?	2	Communicate with management and client to gain information to resolve problems.
How can the use of technology be applied?	2	Record data for future use such as quotations and stock/equipment control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Communication methods may include:

- communication books
- letters/notices in appropriate languages
- mobile phones
- noticeboards
- one-on-one meetings
- pagers
- reports
- telephone
- voice mail
- work schedule
- work team meetings
- written instructions.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures

- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Consumables may include:

- air freshener
- bin liners
- hand towel
- soap
- toilet paper.

Equipment may include:

- access equipment - various types
- bins - various types
- brooms - various types
- buckets
- buffers - various types
- cleaning trolley
- cloths
- cobwebber
- doodle bag holder
- drop sheets
- drying equipment
- dust pans and brushes
- dusters - various types
- extension poles
- extraction units, wand and hand tools
- hoses

- ladders
- mops
- personal protective equipment
- polishers
- pressure-washing equipment and attachments
- scouring pads
- scrapers
- scrubbers - various types
- site communication devices
- sponges
- spray bottles
- squeegee
- steam cleaners
- sweepers - various types
- vacuum cleaners and attachments - various types
- window cleaning equipment.

Interpersonal skills and communication techniques may include:

- active listening to clarify and confirm understanding
- constructive feedback
- control of tone of voice and body language
- culturally aware/sensitive use of language and concepts
- language - accurate, articulate and concise
- language - verbal or non-verbal
- presentation of options and consequences
- providing an opportunity for the client to confirm their request
- questioning techniques to clarify and confirm the client's needs
- questioning to clarify and confirm the client's understanding
- summarising and paraphrasing to check understanding of client's message
- use of effective presentation aids (audiovisual slides, diagrams, photos, pictures)
- using appropriate body language.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)

- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment

- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations

PRMCL24B Control the supply of resources to the work site

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to control the supply of cleaning equipment, chemicals and consumables used in the provision of cleaning services at the work site.

The unit requires the ability to select the most appropriate equipment, chemicals and consumables for the cleaning operation and ensure their continuous availability at the work site based on an extensive understanding of the range of cleaning methods available and the associated utilisation of equipment and chemicals.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- 1 Identify equipment, chemical and 1.1 Review *work order* and the work site to gain a

ELEMENT**PERFORMANCE CRITERIA**

consumable requirements

comprehensive understanding of the work specifications in accordance with *company requirements* and clarify any issues with *appropriate person(s)*

1.2 Determine types of *equipment, personal protective equipment (PPE), chemicals and consumables* required to fulfil the *work order* in accordance with *occupational health and safety (OHS)* and *company requirements*

1.3 Select *equipment, PPE, chemicals and consumables* based on *work order* requirements and reliable evidence of their *functionality*

1.4 Estimate quantities of *equipment, PPE, chemicals and consumables* to meet anticipated demand based on *work order* and *OHS requirements*

2 Control and maintain stocks of equipment, chemical and consumables

2.1 Implement and operate a stock control/inventory system of all *equipment, PPE, chemicals and consumables* in accordance with *legislative, OHS and company requirements*

2.2 Acquire *equipment, PPE, chemicals and consumables* in accordance with *company requirements*

2.3 Monitor usage patterns and re-order *equipment, PPE, chemicals and consumables* with maximum and minimum holding levels in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*

2.4 Maintain accurate stock records and chemical register/manifest in accordance with *legislative, OHS and company requirements*

2.5 Organise periodic *equipment* maintenance and servicing to ensure availability is maintained and downtime minimised in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*

3 Review effectiveness of equipment, chemicals and consumables

3.1 Review the *effectiveness and efficiency* of *equipment, PPE, chemicals and consumables* in meeting the *work order* in accordance with *company requirements*

3.2 Attend *industry events* and review *industry*

ELEMENT**PERFORMANCE CRITERIA**

information to ensure currency of product knowledge

3.3 Provide recommendations on future purchases of *equipment, PPE, chemicals* and *consumables* in accordance with *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to organise and monitor cleaning operations. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Understanding the resource implications of the particular cleaning methods being used in the work order.
- Assessing the equipment and material requirements of the work order.
- Compliance with company and legislative requirements.
- Implementing and maintaining an effective stores/inventory system and ordering system.
- Outcomes achieved in relation to customer work order and company requirement.
- Reviewing effectiveness of current products.
- Updating product knowledge.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Job specification requirements.
- Types of surface types and effective and compatible cleaning methods.
- Types of cleaning equipment and their appropriate uses.
- Types of chemicals and their appropriate uses.
- Stock control procedures and methods.
- Purchasing policy and processes.

- Quality assurance procedures.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- literacy skills to enable reading and comprehension of information and technical data from suppliers and manufacturers and to prepare reports and recommendations on new product developments
- performing the mathematical calculations required for preparing cost-benefit analysis, purchasing and controlling stock levels
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- displaying team leadership
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- planning and organising work
- problem solving and critical analysis
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- scheduling and rostering
- seeking and receiving feedback
- sourcing, organising and recording information
- working as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCL22B Organise and monitor cleaning operations.

Resources required to assess this unit

The following resources should be available:

- access to suitable venue, equipment and relevant requisition guidelines sites
- work order and client specifications
- Australian Standard 2508 - Safe storage and handling information for hazardous material

- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment. A further option for off-the-job assessment may be by way of a work-related project(s) supplemented by supervisor reports.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Source information on new products and equipment, evaluate potential costs/benefits and make suggestions for future purchasing activities.
How can information be collected, analysed and organised ?	2	Collect and analyse information from work specification documents to assess resource requirements and timely supply to the work site.
How are activities planned and organised ?	3	Plan and prioritise work tasks to meet company and client requirements in an efficient and effective manner.
How can teamwork be applied?	2	Share information about equipment, OHS, legislative requirements, techniques and team process to complete work tasks safely and within designated timelines.
How can the use of mathematical ideas and techniques be applied?	2	Calculate the resource requirements and the timing of the supply of the resources to the work site.

How can problem-solving skills be applied?	2	Communicate with management and client to gain information to resolve problems.
How can the use of technology be applied?	2	Access websites for new products and equipment, availability and relevant cost.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures

- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Consumables may include:

- air freshener
- hand towel
- liner bags
- soap
- toilet paper.

Effectiveness and efficiency may include:

- client satisfaction
- cost/benefit
- environmental impact
- functionality
- health and safety issues
- productivity.

Equipment may include:

- access equipment - various types
- bins - various types
- brooms - various types
- buckets
- buffers - various types
- cleaning trolley
- cloths
- cobwebber
- doodle bag holder
- drop sheets
- drying equipment
- dust pans and brushes
- dusters - various types
- extension poles

- extraction units, wand and hand tools
- hoses
- ladders
- mops
- personal protective equipment
- polishers
- pressure-washing equipment and attachments
- scouring pads
- scrapers
- scrubbers - various types
- site communication devices
- sponges
- spray bottles
- squeegee
- steam cleaners
- sweepers - various types
- vacuum cleaners and attachments - various types
- window cleaning equipment.

Functionality may include:

- advice from staff or colleagues
- company experience with products
- industry recommendations and/or standards
- material safety data sheets
- new product technical data or guides
- previous experience with products.

Industry events may include:

- product demonstrations
- product promotions
- safety demonstrations
- seminars
- supplier training
- trade shows.

Industry information may include:

- government agencies and departments
- industry association materials
- industry magazines, newsletters and journals
- manufacturers' specifications
- supplier promotional materials and technical data.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements

- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- MSDS
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE

- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)

- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment, chemicals and consumables
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations

PRMCL25B Provide quotation for cleaning services

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to calculate the cost of services accurately and to present quotations to clients. The unit also covers responding to a client request to variations to specifications.

The unit requires the ability to assess the client's requirements, calculate the costs of the service options and provide the client with a quotation detailing proposed service, its cost and conditions. A comprehensive knowledge and understanding of the range of cleaning methods available and the associated utilisation of equipment and chemicals as well as the company's quoting policies and procedures is essential to perform this task.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Calculate costs of services	1.1 Create <i>client record</i> to administer the client's details and requirements in accordance with <i>company requirements</i> 1.2 Source, select and interpret product and costing information in accordance with <i>company requirements</i> 1.3 Calculate costs, taxes and profit margin in accordance with <i>company requirements</i> 1.4 Check all calculations and keep detailed and legible records of method of calculations in accordance with <i>company requirements</i>
2 Provide quotation to client	2.1 Ensure all quotations include accurate details of the cost of service and the <i>conditions and limitations of quotation</i> in accordance with <i>legislative</i> and <i>company requirements</i> 2.2 Provide quotations to client in company format in accordance with <i>company requirements</i> 2.3 Offer options, with secondary quotations, in accordance with <i>company requirements</i> 2.4 Record all details of the quotation accurately and legibly and retain on file in accordance with <i>company requirements</i>
3 Respond to request for variation of existing contract	3.1 Determine the <i>appropriate person</i> with authority to respond to client request for a <i>variation</i> in accordance with <i>company requirements</i> 3.2 Assess request against existing contract conditions, the additional work required and the capacity to respond in accordance with <i>company requirements</i> 3.3 Prepare accurate costing and provide quotation for requested changes in accordance with <i>company requirements</i> 3.4 Update <i>client record</i> and record all details of the quotation in accordance with <i>company guidelines</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide a quotation or respond to a variation request. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Assessing the client's service requirements.
- Understanding the resource implications of the particular cleaning methods being proposed.
- Assessing the equipment, chemical and consumable requirements of the work order.
- Calculating costs of providing services.
- Compliance with company and legislative requirements.
- Implementing company policies and procedures for preparation of quotation.
- Outcomes achieved in relation to customer service and company requirements for preparing and presenting quotations.
- Presenting service offer, costing and conditions.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Client specifications.
- Effective and compatible cleaning methods for various surface types.
- Types of cleaning equipment and their appropriate uses.
- Types of chemicals and their appropriate uses.
- Product knowledge.
- Knowledge of job specification for variation requests.
- Contractual requirements for variation requests.
- Relevant industrial awards and other industrial agreements.
- Relevant consumer protection issues and fair trading and trade practices requirements.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- preparation of concise and accurate written quotations and associated business correspondence
- reading existing contracts and site plans
- performing the mathematical calculations required for the preparation of quotations on the cost of services or service variations and planning and allocating resources data sheets
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning and organising work
- problem solving and critical analysis
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and material safety data sheets and on chemical labels
- requesting advice or further information
- scheduling and rostering
- seeking and receiving feedback
- sourcing, organising and recording information
- working as part of a team.

Resources required to assess this unit

The following resources should be available:

- access to company policy documents and procedures for preparing and documenting quotations
- access to relevant databases and information sources
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstrations in the work environment. Consistency of outcomes over a period of time should be the basis for assessing practical job requirements. A further option for off-the-job assessment may be by way of a work-related project supplemented by supervisor reports.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- 1 Perform the process 2 Perform and administer the process 3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Source appropriate product, equipment specifications and costing information relevant to the particular quoting situation.
How can information be collected, analysed and organised ?	2	Collect and analyse information from client's tender brief and develop service option(s) for the client.
How are activities planned and organised ?	2	Plan and organise work to ensure client's quotation deadline is met and prioritise order of quotations to be provided to various customers.
How can teamwork be applied?	2	Acquire information from management and client to support quotation and meet deadlines.
How can the use of mathematical ideas and techniques be applied?	2	Calculate the costs of services to clients including cost of equipment, chemicals and other products required.
How can problem-solving skills be applied?	2	Communicate with management and client to gain information to resolve problems.
How can the use of technology be applied?	2	Record data for future use such as quotations and stock/equipment control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- manager
- self
- supervisor.

Client records may be a computer or manual file and include:

- contact details
- customer files and databases
- details of previous quotations
- details of previous service provision
- use of contractors.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Conditions and limitations of quotations may include:

- date of quotation
- general conditions and rules

- inclusions and exclusions
- life/expiry date of quotation
- payment details
- rise and fall of costs.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Variation requests may occur due to:

- change in the level of the client's business
- contractor initiated
- emergencies
- irregular requirements (shampoo carpet, window cleaning)
- new building work.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals

- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations

PRMCL33B Plan for safe and efficient cleaning activities

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to plan for safe and efficient cleaning activities. This unit covers general issues that need to be addressed in each work site to ensure maximum safety and efficiency of each cleaning activity.

The unit requires the ability to assess cleaning tasks, associated hazards and security issues on the work site, maintain personal safety and to select safe and efficient cleaning methods. These work functions are performed each time a cleaner enters a work site and are carried out within company guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Assess the cleaning situation	1.1 Review <i>work order</i> in accordance with <i>company requirements</i> 1.2 Assess <i>work site</i> in accordance with <i>environmental, legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Check <i>work order</i> to determine staffing and time allocation for the cleaning operation(s) in accordance with <i>company requirements</i> 1.4 Determine access to <i>equipment, chemicals, consumables</i> and <i>personal protective equipment (PPE)</i> suitable for the implementing the <i>work order</i> in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i> 1.5 Clarify any issues arising with <i>appropriate person(s)</i> in accordance with <i>company requirements</i> 1.6 Amend work schedules to reflect changed situation in accordance with <i>company requirements</i> 1.7 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with the <i>work order</i> and <i>company requirements</i>
2 Assess hazards	2.1 Identify <i>hazards</i> in the work site in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 2.2 Control risks arising from <i>hazards</i> in the work site in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 2.3 Report any ongoing <i>hazards</i> remaining in the work site area to the <i>appropriate person(s)</i> in accordance with <i>legislative, OHS</i> and <i>company requirements</i>
3 Assess work site security risk	3.1 Identify and implement security arrangements on work site in accordance with the <i>work order</i> and <i>OHS</i> and <i>company requirements</i> 3.2 Review emergency response and evacuation procedures in accordance with <i>OHS</i> and <i>company requirements</i> 3.3 Operate security alarm systems in accordance with client specifications, <i>work order, manufacturers' specifications</i> and <i>OHS</i> and

ELEMENT**PERFORMANCE CRITERIA***company requirements***4 Select suitable work methods**

- 4.1 Select safe and efficient cleaning methods in accordance with *work order* and *environmental, legislative, OHS and company requirements*
- 4.2 Use *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order* and *OHS and company requirements*
- 4.3 Arrange cleaning activity to minimise disruption to all *personnel* in accordance with the *work order* and *company requirements*
- 4.4 Use *equipment* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 4.5 Prepare *chemicals* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 4.6 Report changes to *work order* due to *work restrictions* that affect safety or performance to the *appropriate person(s)* in accordance with *OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to plan for safe and efficient cleaning activities. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Assessing the cleaning task.
- Assessing the hazards on the work site.
- Assessing effectiveness of work site security arrangements.
- Selecting suitable cleaning methods.

- Compliance with company and legislative/regulatory requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Equipment types and functions.
- Product knowledge including manufacturers' specifications for products being used.
- Hazards of storing, preparing, using and disposing chemicals.
- First Aid and emergency response procedures.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- displaying team leadership
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals, MSDS and on chemical labels
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning
- problem solving
- reading and writing to prepare legible job cards, timesheets and incident reports
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis and within a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL35B Maintain a cleaning storage area
- PRMCMN201A Participate in workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and chemicals
- access to suitable personal protective equipment
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activity normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	2	Plan and prioritise work tasks to meet company and client requirements in an efficient and effective manner.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company

		requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/work site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- managers
- person(s) in control of work site(s)
- supervisors.

Assess work site may include issues such as:

- amount and type of cleaning required
- client specifications
- health and safety matters
- identifying pre-existing damage
- number and skills of cleaners available
- security procedures
- size and condition of the work site
- type and suitability of equipment.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Consumables may include:

- air freshener
- hand towel
- liner bags
- soap
- toilet paper.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- access equipment - various types

- bins - various types
- brooms - various types
- buckets
- buffers - various types
- cleaning trolley
- cloths
- cobwebber
- doodle bag holder
- drop sheets
- drying equipment
- dust pans and brushes
- dusters - various types
- extension poles
- extraction units, wand and hand tools
- hoses
- ladders
- mops
- personal protective equipment
- polishers
- pressure-washing equipment and attachments
- safety equipment - various types
- scouring pads
- scrapers
- scrubbers - various types
- sponges
- spray bottles
- squeegee
- steam cleaners
- sweepers - various types
- vacuum cleaners and attachments - various types
- window cleaning equipment
- work site communication devices.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment

- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues

- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals

- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence

- commit acts of disloyalty such as revealing confidential information
- use abusive language.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations

PRMCL35B Maintain a cleaning storage area

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the maintenance of a dedicated cleaning storage area and the movement and control of equipment, chemicals and consumables used in the provision of cleaning services. This unit applies to persons whose major function is cleaning, not storekeeping.

The unit requires the ability to maintain and operate a safe and efficient cleaning storage area within a strict legislative context. Maintaining the storage area requires the ability to follow established procedures, understand the issues associated with the storage and usage of chemicals and to adhere to legislative and public health and safety requirements.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA****1 Maintain storage area**

- 1.1 Secure *storage area* from unauthorised access in accordance with *legislative, occupational health and safety (OHS)* and *company requirements*
- 1.2 Identify *hazards* and control risks in the storage area in accordance with *legislative, OHS* and *company requirements*
- 1.3 Display *safety warnings* prominently and ensure *safety information* is accessible in accordance with *legislative, OHS* and *company requirements*
- 1.4 Store, maintain and safety-check *equipment* to enable ready access and re-use in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
- 1.5 Store *chemicals* and *consumables* in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
- 1.6 Clean, safety-check, record maintenance requirements and store *personal protective equipment (PPE)* in accordance with *manufacturers' specifications, OHS* and *company requirements*
- 1.7 Review and respond to *work site communication devices* in accordance with *company requirements*

-
- 1.8 Ensure *storage area* is accessible and free from obstacles in accordance with *OHS* and *company requirements*
 - 1.9 Collect and dispose of all *waste* in accordance with *manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*

2 Control and maintain stocks of equipment and chemicals

- 2.1 Maintain and operate an inventory system of all *equipment, PPE, chemicals* and *consumables* with maximum and minimum holding levels in accordance with *legislative* and *company requirements*
- 2.2 Monitor usage patterns and re-order *chemicals* and *consumables* to maintain required levels in accordance with *company requirements*
- 2.3 Maintain accurate labelling system of all

ELEMENT**PERFORMANCE CRITERIA**

- containers in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 2.4 Issue *chemicals* and *consumables* on a first-in first-out basis in accordance with *company requirements*
- 2.5 Prepare *chemicals* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 2.6 Collect and dispose of all obsolete *equipment* and *chemicals* and *waste* in accordance with *manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 3 Respond to emergency situations
- 3.1 Respond to accidental spillages and emergency situations using *emergency response procedures* in accordance with *environmental, legislative, OHS and company requirements*
- 3.2 Prepare *regulatory and company documentation* in accordance with *environmental, legislative, OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain a cleaning storage area. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Compliance with company and legislative/regulatory requirements.
- Good storage and housekeeping practices, particularly those relating to the labelling and security of chemicals.
- Knowledge of emergency response procedures.

- Maintenance of a secure and accessible storage area.
- Systematic use of stock control records.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Equipment types and functions.
- Product knowledge including manufacturers' specifications for equipment and chemicals being used.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Documentation requirements.
- Emergency response and evacuation procedures.
- Hazards and risks of storing, preparing, using and disposing chemicals.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- Routes of entry and potential symptoms of exposure from chemicals.
- Skin penetration issues.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- hazard identification and risk control
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals, MSDS, safety warning signs and symbols, enterprise codes and chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis and within a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL33B Plan for safe and efficient cleaning activities
- PRMCMN201A Participate in workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- access to a suitable venue, including stores and store records
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activity normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.

How can **information be collected, analysed and organised**?

1	Collect and analyse information regarding work site in line with company procedures.

How are **activities planned and organised**?

2	Plan and prioritise work tasks to meet legislative, OHS, company and client requirements in an efficient and effective manner.
-

How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area available for storing equipment and chemicals safely.
How can problem-solving skills be applied?	1	Discuss with management/clients/work site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards

- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Consumables may include:

- air freshener
- hand towel
- liner bags
- soap (liquid or solid)
- toilet paper.

Emergency response procedures include:

- clean-up
- containment
- decontamination
- documented emergency response and evacuation procedures
- First Aid
- isolation
- notification of authorities
- use of appropriate fire fighting appliances
- use of appropriate personal protective equipment
- work site/workplace evacuation.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- access equipment - various types
- bins - various types
- brooms - various types
- buckets
- buffers - various types
- cleaning trolley
- cloths
- cobwebber
- doodle bag holder
- drop sheets
- drying equipment
- dust pans and brushes
- dusters - various types
- extension poles
- extraction units, wand and hand tools
- gloves - non-permeable
- hoses
- ladders
- mops
- personal protective equipment
- polishers
- pressure-washing equipment and attachments
- safety equipment - various types
- scouring pads
- scrapers
- scrubbers - various types
- sponges
- spray bottles
- squeegee
- steam cleaners
- sweepers - various types
- vacuum cleaners and attachments - various types
- window cleaning equipment
- work site communication devices.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces

- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection

- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels

- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- customer files and databases
- invoices
- job sheets
- OHS control procedures, forms and documentation
- risk assessments.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards

- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Safety information may include:

- chemical co-location, separation and segregation arrangements
- chemical manifests
- chemical registers
- colour codes
- company policies and procedures
- labels
- manufacturers' specifications
- manufacturers' instructions
- MSDS
- OHS information
- operation manuals.

Safety warnings may include:

- charts and posters
- instructions
- labels
- signs and placards
- symbols.

Storage area may be a room, storage cupboard or other secure area separate from normal client functions and may include:

- chemical cupboard
- clothes rack
- desk
- equipment storage bays
- slop sink.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- obsolete equipment
- packaging
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work site communication devices may include:

- communication books
- noticeboards
- telephone/two-way radio
- whiteboards.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations

PRMCL36B Clean at high levels

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to clean a range of surfaces and sites above easy reach from the ground. Clean at high levels is used to describe cleaning situations where the cleaning activity is occurring at heights above two metres from the ground or floor surface and is typically very manual or 'hands on' in nature. The cleaning activity may occur either indoors or outdoors and involves the use of specialised equipment to access the area to be cleaned. Safety is a very important issue for cleaners involved in high-level cleaning work.

The unit requires the ability to assess the extent of the cleaning task through a knowledge of the characteristics of the surfaces and sites, soiling, and applying an understanding of client requirements and company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and cleaning methods is essential for performing the task safely and efficiently. The work is usually done in pairs where ladders are being used or where required for safety reasons.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type of <i>surfaces and sites</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify <i>soil</i> types through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Select the most appropriate <i>access equipment</i> and <i>cleaning technique(s)</i> in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i> 1.7 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> in accordance with <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>access equipment, equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> 2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and

ELEMENT**PERFORMANCE CRITERIA***company requirements***3 Prepare work site**

- 3.1 Confirm and reassess *hazards* and control risks in the work site in accordance with *legislative, OHS* and *company requirements*
- 3.2 Install appropriate *signage and barriers* to maximise public safety during the cleaning operation in accordance with *work order* and *OHS* and *company requirements*
- 3.3 Place drop sheets on floor, furniture and equipment to prevent damage from falling dust or chemical solutions in accordance with *work order* and *company requirements*
- 3.4 Identify any *work restrictions* affecting the completion of the *work order* instructions and advise promptly the *appropriate person(s)*

4 Clean work site

- 4.1 Remove dry dust and cobwebs to prevent spreading dust or marking surfaces in accordance with *work order* and *company requirements*
- 4.2 Vacuum hard to reach areas to remove dust in accordance with *work order* and *company requirements*

4.3 Wipe fittings to remove adhered *soil* in accordance with *work order* and *company requirements*

4.4 Rinse chemical solution from all surfaces in accordance with *work order* and *company requirements*

4.5 Conduct all work in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*

5 Tidy work site

- 5.1 Remove drop sheets from floor, furniture or equipment in accordance with *work order* and *company requirements*
- 5.2 Dispose of all collected *soil* and *waste* in accordance with client specifications, *work order, manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*
- 5.3 Remove *signage and barriers* in accordance with *work order* and *OHS* and *company requirements*

6 Clean, safety-check and store

- 6.1 Clean *access equipment, equipment* and *PPE*

ELEMENT

equipment and chemicals

PERFORMANCE CRITERIA

in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*

6.2 Safety-check *access equipment, equipment and PPE* in accordance with *manufacturers' specifications* and *OHS requirements* and record any required maintenance in accordance with *company requirements*

6.3 Store and maintain *access equipment, equipment and PPE* to allow ready access in accordance with *manufacturers' specifications* and *OHS and company requirements*

6.4 Store *chemicals* in accordance with *manufacturers' specifications* and *OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean at high levels. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of the surface and site to be cleaned.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate access equipment.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Knowledge of range of cleaning equipment, chemicals and cleaning methods suitable for using in high-level cleaning situations.
- Knowledge of Australian Standards and codes of practice for the safe use of ladders.
- Knowledge of the Certificate of Competency requirements for elevated work platform, scaffolding and industrial rope access.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.
- Posture reversal exercises to limit stress injuries.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- glass cleaning
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of contaminated and toxic waste
- handling and disposing of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning and organising work
- problem solving and critical analysis
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL10B Clean ceiling surfaces and fittings
- PRMCL37A Clean external surfaces.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with high-level surfaces
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate to team members safe work practices in line with OHS and company policies.
How can information be collected, analysed and organised ?	2	Collect and analyse information to provide support and assistance for team members.
How are activities planned and organised ?	2	Plan and prioritise work tasks to meet legislative, OHS, company and client requirements in an efficient and effective manner.
How can teamwork be applied?	2	Share information about equipment, techniques and team process to complete work tasks safely and within designated timelines.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.

How can problem-solving skills be applied?	2	Communicate with management and client to gain information to resolve problems.

How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Access equipment may include:

- Bosuns chair
- building maintenance units
- elevated work platforms e.g. cherry picker or scissor types
- extension poles
- industrial rope access
- ladders, including extension ladders
- scaffolding
- water-fed extension brooms.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- dusting
- rinsing

- scrubbing
- spot cleaning
- window cleaning
- wiping.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- anti-static duster
- cobwebber and extension

- drop cloths/sheets
- garbage bags
- glass cleaning equipment
- lint-free cloths
- pressure spray
- scouring pads
- scrapers
- scrubbing brushes and brooms
- vacuum cleaner.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)

- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures

- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)

- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may include:

- cobwebs
- dust
- graffiti
- mould and mildew.

Surfaces and sites may include:

- sites:
 - building sites
 - ceilings
 - industrial machinery
 - vaulted ceilings
 - windows, external and internal

- surfaces:
 - brick
 - concrete
 - metal
 - painted
 - plastic
 - rendered
 - timber.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- obsolete equipment
- packaging
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- budget allocations
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL37A Clean external surfaces

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to clean external surfaces. This unit covers the planned cleaning of external surfaces as well as the spot cleaning of these surfaces in situations where only a part of the surface is soiled and requires immediate attention e.g. graffiti markings. This unit applies to external surfaces less than two metres high. Surfaces requiring cleaning that are above this height require the use of specialised equipment, cleaning techniques and safety procedures. Some external surfaces, such as sandstone and heritage buildings, may be sensitive and require the use of specialised cleaning methods.

The unit requires the ability to assess the extent of the cleaning task through a knowledge of the characteristics of the external surface and the type of surface soiling, and applying an understanding of client requirements and company policies and procedures in order to perform the task. The work may be performed in teams or individually. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. These work functions would be carried out under direct supervision within company guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess area to be cleaned	1.1 Assess area to be cleaned and review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify type and condition of <i>external surface</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Identify <i>soil type</i> on <i>external surface</i> through observation in accordance with <i>work order</i> and <i>company requirements</i> 1.5 Identify work site access arrangements in accordance with <i>work order</i> and <i>OHS</i> and <i>company requirements</i> 1.6 Confirm the most appropriate <i>cleaning technique(s)</i> in accordance with <i>work order</i> and <i>company requirements</i> 1.7 Determine the size and usage pattern of the work site to ensure safety of <i>personnel</i> and efficient use of <i>equipment</i> and <i>chemicals</i>
2 Select equipment and chemicals	1.8 Identify and report any pre-existing damage at the work site to the <i>appropriate person(s)</i> 2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for the <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with

ELEMENT	PERFORMANCE CRITERIA
	<i>manufacturers' specifications and OHS requirements</i>
	2.5 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS and company requirements</i>
3 Prepare work site	3.1 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS and company requirements</i>
	3.2 Install appropriate <i>signage and barriers</i> to maximise public safety during the cleaning operation in accordance with <i>work order and OHS and company requirements</i>
	3.3 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly <i>appropriate person(s)</i>
4 Clean work site	4.1 Clean the <i>external surface</i> using appropriate <i>equipment, PPE, chemicals and cleaning technique(s)</i>
	4.2 Conduct all work in accordance with <i>manufacturers' specifications and legislative, OHS and company requirements</i>
5 Tidy work site	5.1 Dispose of all collected <i>soil and waste</i> in accordance with <i>client specifications, work order, manufacturers' specifications and environmental, legislative, OHS and company requirements</i>
	5.2 Remove <i>signage and barriers</i> in accordance with <i>work order and OHS and company requirements</i>
6 Clean, safety-check and store equipment	6.1 Clean <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications and environmental, OHS and company requirements</i>
	6.2 Safety-check <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications and OHS requirements</i> and record any required maintenance in accordance with <i>company requirements</i>
	6.3 Store and maintain <i>equipment and PPE</i> to allow ready access in accordance with <i>manufacturers' specifications and OHS and company requirements</i>
	6.4 Store <i>chemicals</i> in accordance with

ELEMENT**PERFORMANCE CRITERIA**

manufacturers' specifications and OHS and company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean external surfaces. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the type and characteristics of external surfaces and the types of soil.
- Compliance with company and legislative requirements.
- Outcomes achieved in relation to customer work order and company requirements.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of external surfaces and their characteristic features.
- Knowledge of the range of cleaning equipment and chemicals suitable for external surfaces.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.

- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- cleaning techniques for various surface types
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning
- problem solving
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCL36B Clean at high levels.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue with a variety of external surface types and soil types
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- 1** Perform the process **2** Perform and administer the process **3** Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate surface area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- hand washing
- pre-spraying
- rinsing
- scraping
- spot cleaning
- squeegeeing.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes

- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- access equipment:
 - 'A' framed ladder
 - wet area electrical safety connections
- cleaning equipment:
 - bucket
 - cloths
 - extraction units for contaminated waste
 - garbage bin
 - nylon scourer pad
 - scraper
 - scrubbing brush
 - soft bristle brooms
 - spray bottle
 - squeegee
 - water-fed brooms.

External surfaces may include:

- aluminium
- brick
- ceramic
- concrete
- marble
- metal
- polymer resin
- rendered surfaces
- terrazzo
- wood.

Note: External surfaces in some situations, such as heritage sites, are only cleaned by specialists.

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste
- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements

- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types may include:

- food and beverage stains
- food grime
- graffiti (ink, texta, paint)
- human waste
- mould and mildew
- mud and soil
- scuff marks.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- obsolete equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government

- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL38A Clean a food handling area

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to clean in a food handling area where the work does not involve direct food contact. This unit is not appropriate for a person who has direct contact with food and/or raw materials/ingredients.

This unit is based on the guideline food safety unit GFSWFHAA Carry out work in a food handling area.

Food handling areas include food courts and industrial food processing plants.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements, the special characteristics of food handling areas, and applying company policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently. This unit recognises the importance of paying careful attention to health and safety issues.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Assess area to be cleaned	1.1 Assess the <i>food handling area</i> and review <i>work order</i> in accordance with client requirements, <i>food safety program</i> and <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.2 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Identify <i>contamination hazards</i> in the work site in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 1.4 Identify <i>surface</i> types through observation in accordance with the <i>work order</i> and <i>company requirements</i> 1.5 Identify <i>soil</i> type(s) through observation in accordance with the <i>work order</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the work site to ensure the safety of, and the minimisation of disruption to, <i>personnel</i> and the efficient use of cleaning <i>equipment</i> and <i>chemicals</i> 1.7 Select the most appropriate <i>cleaning technique(s)</i> in accordance with the <i>work order</i> and <i>company requirements</i>
2 Select equipment and chemicals	2.1 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 2.2 Select <i>equipment</i> and <i>chemicals</i> appropriate for <i>work order</i> in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Confirm that <i>equipment</i> and <i>chemicals</i> meet the cleaning and sanitation requirements of the <i>food safety program</i> in accordance with, <i>legislative, OHS</i> and <i>company requirements</i> 2.4 Check operational effectiveness of <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.5 Adjust <i>equipment</i> to suit operator's requirements in accordance with

ELEMENT**PERFORMANCE CRITERIA**

	<i>manufacturers' specifications and OHS requirements</i> 2.6 Prepare <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS and company requirements</i> 2.7 Obtain supplies of <i>consumables</i> to meet anticipated usage patterns in accordance with <i>work order and company requirements</i>
3 Prepare self and work site	3.1 Check personal hygiene, clothing and footwear and any health issues or illness meet <i>food safety program, legislative, OHS and company requirements</i> 3.2 Confirm and reassess <i>hazards</i> in the work site and control risks in accordance with <i>legislative, OHS and company requirements</i> 3.3 Install appropriate <i>signage and barriers</i> to maximise public safety during the cleaning operation in accordance with <i>work order and OHS and company requirements</i>
	3.4 Identify <i>food safety program</i> requirements related to <i>work order</i> in accordance with <i>OHS and company requirements</i> 3.5 Identify any <i>work restrictions</i> affecting the completion of the <i>work order</i> instructions and advise promptly the <i>appropriate person(s)</i>
4 Clean work site while maintaining food safety	4.1 Follow <i>food safety program</i> and conduct cleaning activities to ensure food safety is maintained in accordance with health regulations, <i>work order and OHS and company requirements</i> 4.2 Clean all surfaces using appropriate <i>equipment, PPE, chemicals and cleaning technique(s)</i> in accordance with <i>manufacturers' specifications, work order and OHS and company requirements</i> 4.3 Conduct all work in accordance with <i>legislative, OHS and company requirements</i> 4.4 Report any identified procedures or practices inconsistent with the food safety program to <i>appropriate person(s)</i>
5 Replenish consumables and tidy work site	5.1 Replenish <i>consumables</i> in accordance with client requests, <i>work order and company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

	5.2 Dispose of all collected <i>soil and waste</i> in accordance with client specifications, <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS and company requirements</i>
	5.3 Remove <i>signage and barriers</i> in accordance with <i>work order</i> and <i>OHS and company requirements</i>
6 Clean, safety-check and store equipment	6.1 Clean <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, OHS and company requirements</i>
	6.2 Safety-check <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS requirements</i> and record any required maintenance in accordance with <i>company requirements</i>
	6.3 Store and maintain <i>equipment</i> and <i>PPE</i> to allow ready access in accordance with <i>manufacturers' specifications</i> and <i>OHS and company requirements</i>
	6.4 Store <i>chemicals</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS and company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to clean in a food handling area. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Access and apply workplace information on food safety policies and procedures relating to own work.

- Accurate identification of the hazards associated with food handling area.
- Accurate identification of the surfaces and soil types found in food handling.
- Compliance with company and legislative requirements.
- Fit and use appropriate personal protective clothing and equipment as required by work tasks to meet food business requirements.
- Identification of food safety hazards in work area.
- Maintain housekeeping standards in the food handling area and dispose of waste to meet food-handling requirements.
- Maintain personal conduct and hygiene to ensure that food safety is not compromised.
- Outcomes achieved in relation to customer work order and company requirements.
- Recognise and report situations or procedures that could compromise food safety.
- Report health conditions and illness as required by workplace food safety procedures.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.
- Take necessary precautions when moving between or around the workplace and/or from one task to another to minimise risk of food contamination.
- Wear and maintain appropriate clothing and footwear as required by work task to meet food safety procedures.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Access to workplace information on food safety policies and procedures.
- Sources of advice on food safety issues and responsibilities in the workplace.
- Personal hygiene practices, clothing and footwear requirements associated with working in and moving in and between food handling areas and in moving between food handling and non-food handling areas.
- Suitable equipment, chemicals and other chemicals for use in the food handling area, including a knowledge of unsuitable equipment and materials e.g. breakable and/or dirty equipment and materials.
- Types of contamination and prevention methods.
- Cleaning and sanitation requirements.
- Waste collection, recycling and handling procedures.
- Knowledge of the range of cleaning equipment, chemicals and cleaning methods.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.

- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- accurate identification of soil and stains
- accurate selection of chemicals to suit surface type
- dusting, cleaning, polishing and buffing techniques
- replenishing consumables
- applying correct manual handling techniques
- communicating concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- handling and disposal of contaminated and toxic waste
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- planning
- problem solving and critical analysis
- reading, interpreting and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis or as part of a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL01B Maintain a hard floor surface.

Resources required to assess this unit

The following resources should be available:

- access to a suitable food handling work site or venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- access to food safety policies and procedures relevant to the workplace
- work order instructions, work plans and schedules
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- buffing
- damp dusting
- hosing
- mopping
- polishing
- pre-spraying
- scrubbing
- spot cleaning
- sweeping
- wet wiping
- window cleaning.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements

- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Consumables may include:

- air fresheners
- bin liners
- cloth towels/tea towels
- disposable gloves
- hair nets
- hand towels (cloth, rolls and sheets)
- serviettes
- soap (liquid or bar forms).

Contamination hazards include:

- chemical contamination caused by cleaning and sanitation chemicals
- microbiological contamination resulting from cross-contamination when moving into and between food handling areas
- physical contamination caused by metal, glass, plastic and cloths.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- absorbent cleaning cloths
- brooms
- buckets
- cleaning trolley

- damp cloths
- doodle bug
- dry cloths
- hose and nozzle
- lint-free cloths
- long-handled brush and dustpan tongs
- mops
- needle hazard disposal unit
- nylon scourers
- scraper
- scrubbing brush
- scrubbing or polishing machines
- toilet brush
- window squeegee
- wringer buckets.

Food handling areas include:

- dispatching food
- handling food
- inspecting food
- packaging food
- preparing food
- processing
- receiving food
- storing food
- transporting food.

Food safety program identifies the food safety hazards that may be reasonably expected to occur in all food handling operations of a food business and:

- identifies where and how each hazard can be controlled
- describes how the controls are monitored
- describes the corrective actions required if conditions are not met
- specifies the information to be recorded and the procedures to be signed off
- must comply with relevant national, state and industry legislation and regulations
- includes the responsibilities for any person visiting and/or working in a food handling area
- specifies minimum procedures to ensure any person does not:
 - contaminate food
 - have unnecessary contact with ready-to-eat food
 - spit, smoke or use tobacco or similar in a food handling area (refer Food Safety Standard 3.2.2, Clause 17:3 and state regulations/legislation).

Hazards may include:

- allergic reactions to chemicals and/or equipment, including latex allergies
- biological waste

- bites and stings
- blood and blood-stained products
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- confined/restricted spaces
- contaminated clothing, chemicals and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- occupational violence and bullying
- poor manual handling techniques
- poor personal hygiene practices
- repetitive motion, force and vibration
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unrestricted people access
- waste and waste disposal
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards

- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace

- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs
- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)

- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to a site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions including cleaning in progress and hazardous chemicals are in use or present in the work area.

Soil types can be wet or dry and may include:

- blood
- dust
- food, food scraps and residue
- grease
- human waste (faeces, urine, vomit)
- litter
- mould and algae
- mud and dirt
- pen, texta, pencil
- rust
- soap scum
- syringes.

Surfaces may include:

- ceramics and porcelain
- chrome
- concrete
- glass
- laminates
- metal
- painted
- plastic
- stainless steel
- stone
- terracotta
- vinyl.

Waste may be either solid or liquid and include:

- chemicals past the expiry date
- cloths
- contaminated waste
- food leftovers/scraps
- liquid waste
- litter
- obsolete cleaning equipment
- packaging
- soil
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards
- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCL39A Support leadership in the workplace

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to promote a supportive structure and environment that enables effective leadership within the cleaning industry.

The unit requires the ability to participate in and facilitate team planning and promote team commitment and cooperation.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1	Contribute to team effectiveness	1.1	Contribute to the development of team plans, roles and responsibilities in accordance with <i>company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

	1.2 Encourage identification and utilisation of the skills and knowledge of team members to enhance team performance in accordance with <i>company requirements</i>
	1.3 Encourage and facilitate open communication within the team through effective <i>interpersonal skills and communication techniques</i> to ensure full understanding and accurate exchange of information amongst team members in accordance with <i>company requirements</i>
	1.4 Assist in the distribution of company policies and procedures, <i>legislative and occupational health and safety (OHS)</i> to team members in accordance with <i>company requirements</i>
2 Provide leadership within the team	2.1 Assist other team members to achieve team and <i>organisational goals</i> and objectives in accordance with <i>company requirements</i>
	2.2 Provide encouragement to individuals and the work team to participate in relevant <i>developmental opportunities</i> in accordance with <i>company requirements</i>
	2.3 Provide coaching and mentoring to team members as required for the achievement of team and <i>organisational goals</i> in accordance with <i>company requirements</i>
	2.4 Assist in the identification and resolution of conflict situations with the work team in accordance with <i>company requirements</i>
	2.5 Assist in identifying the causes of any <i>work restrictions</i> affecting the completion of the <i>work order</i> and offer suggestions for improvements in work practices in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to support leadership in the workplace. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Effective communication on a one-to-one basis and to a small group.
- Demonstrating leadership and team building in the workplace.
- Encouraging the support and development of team members in the workplace.
- Compliance with company and legislative requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Knowledge of organisational procedures appropriate to own role, responsibility and delegation requirements.
- Knowledge of principles of teamwork.
- Communication and negotiation techniques.
- Quality assurance procedures.
- Relevant industrial awards and other industrial agreements.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Knowledge of biological and viral control procedures.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- applying effective interpersonal skills
- communicating clearly and concisely using written and verbal modes
- planning
- problem solving
- requesting advice or further information
- seeking and receiving feedback
- working as part of a team

- displaying team leadership
- sourcing, organising and recording information
- customer service.

Resources required to assess this unit

The following resources should be available:

- work order and client specifications
- access to relevant information and work sites
- work order instructions, work plans and schedules and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment. A further option for off-the-job assessment may be by way of a work-related project supplemented by supervisor reports.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate to team members, safe work practices in line with OHS and company policies.
How can information be collected, analysed and organised ?	2	Collect and analyse information to provide support and assistance for team members.
How are activities planned and organised ?	2	Plan and prioritise work tasks to meet company and client requirements in an efficient and effective manner.
How can teamwork be applied?	2	Monitor and support individual or group contributions and provide constructive feedback for

		integration into routine tasks.
How can the use of mathematical ideas and techniques be applied?	2	Calculate return of investment of providing coaching/mentoring in the workplace.
How can problem-solving skills be applied?	2	Communicate with management and client to gain information to solve problems.
How can the use of technology be applied?	2	Record data for future use for individuals and the work team.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures

- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Development opportunities may include:

- career pathways
- in-house training programs
- job rotation
- mentoring opportunities
- New Apprenticeships.

Interpersonal skills and communication techniques may include:

- active listening to clarify and confirm understanding
- constructive feedback
- control of tone of voice and body language
- culturally aware/sensitive use of language and concepts
- demonstrating flexibility and a willingness to negotiate
- language - verbal or non-verbal
- language - accurate, articulate and concise
- presentation of options and consequences
- reflection and summarising
- seeking feedback to confirm understanding of needs
- summarising and paraphrasing to check understanding
- use of effective presentation aids (audiovisual slides, diagrams, photos, pictures)
- use of positive, confident and cooperative language
- using appropriate body language.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection

- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- health surveillance and monitoring (including blood testing)
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Organisational goals may include:

- budgetary and profit targets
- client service standards
- company service standards.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).

Work restrictions may include:

- amount of cleaning anticipated
- client activity
- employee(s) level of literacy and/or communication skills
- faulty or inappropriate equipment
- site hazards

- skills of the work unit/team
- staffing resources
- time limitations.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations

PRMCL40A Prepare for work in the cleaning industry

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to prepare for work in the cleaning industry. The unit applies to knowledge of legislative and company requirements, industry information and future learning opportunities. It requires the ability to follow work instructions, use mathematical calculations to prepare chemicals and perform basic cleaning activities while applying company policies and procedures. The knowledge and ability to select appropriate equipment, chemicals and methods to perform a task safely and efficiently is essential.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Identify roles and responsibilities	1.1 Demonstrate a commitment to complying with

ELEMENT**PERFORMANCE CRITERIA**

	applicable <i>legislation, occupational health and safety (OHS)</i> and <i>company</i> requirements related to employment in the cleaning industry 1.2 Identify the various roles and responsibilities of <i>appropriate persons</i> related to employment within the cleaning industry 1.3 Demonstrate a commitment to understanding the <i>rights and responsibilities of employees and employers</i> 1.4 Demonstrate a commitment to a high level of personal presentation and hygiene in accordance with <i>company requirements</i>
2 Work safely and effectively in the cleaning industry	2.1 Discuss preparation, cleaning and tidying of different work sites in accordance with <i>OHS</i> and <i>company requirements</i> 2.2 Identify different <i>soil</i> types and <i>surface</i> types of areas to be cleaned and suitable <i>cleaning technique(s)</i> in accordance with <i>company requirements</i> 2.3 Identify selection of <i>equipment, chemicals</i> and <i>Personal Protection Equipment (PPE)</i> for <i>cleaning technique(s)</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 2.4 Select and use <i>equipment</i> and <i>chemicals</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>
3 Follow routine instructions	2.5 Discuss safety-check, maintenance and storage requirements of <i>equipment, PPE</i> and <i>chemicals</i> in accordance with <i>manufacturers' specifications, OHS</i> and <i>company requirements</i> 3.1 Demonstrate routine <i>work order</i> procedures are received, understood and followed in correct sequence in accordance with <i>company requirements</i> 3.2 Demonstrate all <i>work orders</i> are carried out in accordance with <i>company requirements</i> 3.3 Record routine information in accordance with <i>company requirements</i>
4 Identify future career	4.1 Discuss possible career opportunities in

ELEMENT

opportunities

PERFORMANCE CRITERIAaccordance with *company requirements*

4.2 Discuss *development opportunities* and potential learning pathways with *appropriate person(s)*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to prepare for work in the cleaning industry. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurately identify type and condition of different areas to be cleaned.
- Safe and efficient cleaning methods.
- Selection of appropriate cleaning equipment and chemicals.
- Outcomes achieved in relation to customer work order, legislation and company requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of surfaces.
- Knowledge of the range of cleaning equipment and chemicals.
- Awareness of applicable legislation, regulations, codes of practice and industry advisory standards.
- Awareness of OHS legislation and procedures.
- Communication and negotiation techniques.
- Company management structure and reporting procedures.
- Company procedures and practices.
- Emergency response and evacuation procedures.
- Injury, dangerous occurrence and incident reporting.
- Awareness of routes of entry and potential symptoms of exposure from chemicals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- sweeping
- mopping
- buffing
- using glass squeegee
- applying correct manual handling techniques
- communicating clearly and concisely using written and verbal modes
- customer service
- handling and disposal of chemicals safely
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on product labels
- reading and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- sourcing, organising and recording information
- working on an individual basis and within a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL41A Apply basic communication skills
- PRMCMN101A Follow workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions and work plans
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate floor area to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Chemicals may include:

- acid cleaners
- alkaline cleaners
- neutral cleaners
- solvent cleaners.

Cleaning technique(s) may include:

- air blowing
- buffing
- dusting
- mopping
- scrubbing
- sweeping
- vacuuming.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes

- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Development opportunities may include:

- career pathways
- in-house training programs
- job rotation
- mentoring opportunities
- New Apprenticeships.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government department regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- brooms
- buckets
- cloths
- floor polisher
- mops
- squeegee
- vacuum cleaner.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations

- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets
- other resources supplied by the manufacturer (such as laminated cards notices, wall posters)
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hierarchy of hazard control procedures
- injury, dangerous occurrence and incident reporting requirements
- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

** Also known as occupational safety and health or workplace health and safety*

Personal protective equipment (PPE) may include:

- ear muffs/plugs

- gloves - non-permeable
- goggles
- high-visibility vests/clothing
- overalls and other protective clothing
- respirator
- safety glasses
- safety shoes
- splash-proof face masks
- sun protection
- tongs
- ultraviolet protection
- wet-work clothing.

Rights and responsibilities of employees may relate to:

- confidentiality and privacy rights
- duty of care
- knowing the appropriate personnel for reporting purposes
- knowing the location of manuals and/or related documents
- knowing the terms and conditions of own employment
- knowing the workplace procedures
- protection from discrimination and sexual harassment.

Rights and responsibilities of employers may relate to:

- duty of care
- providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- providing a safe workplace in accordance with OHS legislation, codes of practice, regulations and standards
- providing information and training in work tasks, OHS and other employment related matters
- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
 - are negligent, careless or cause an accident
 - commit a criminal offence
 - commit acts of disloyalty such as revealing confidential information
 - use abusive language.

Soil types may be wet or dry and include:

- algae and moss
- animal hair and fur
- beverages (drinks)
- built-up dirt in corners and edges
- cigarette butts
- dust
- food

- graffiti (ink, texta, paint)
- grease and oil
- heavy, encrusted dirt
- other building debris
- paper
- pollution marks and soil on buildings, bridges, outdoor furniture and statues.

Surface types may include:

- furniture and fittings
- glass
- hard floors
- soft floors
- walls.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations

PRMCL41A Apply basic communication skills

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to apply basic verbal, non-verbal and written communication skills for effective interaction with clients and colleagues in the cleaning industry. It requires the ability to facilitate an accurate exchange of information, interpret and follow routine instructions, and demonstrate appropriate communication techniques when working with others from different backgrounds. This work would be carried out under direct supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Receive and relay information

1.1 Demonstrate verbal *information* is received, understood and acknowledged in accordance

ELEMENT**PERFORMANCE CRITERIA**

- with *company requirements*
- 1.2 Demonstrate written or pictorial *information* is received, understood and acknowledged in accordance with *company requirements*
- 1.3 Demonstrate numerical and measurement calculations are received, understood and acknowledged in accordance with *company requirements*
- 1.4 Discuss and relay information in a clear and concise manner using appropriate *communication techniques*
- 1.5 Demonstrate simple routine workplace documentation is completed accurately to meet *work order* and *company requirements*
- 2 Work with others
- 2.1 Discuss with colleagues workplace information to achieve individual and team goals and to meet *company requirements*
- 2.2 Discuss with *appropriate person(s)*, possible problems that may arise in accordance with *company requirements*
- 2.3 Contribute to positive workplace relations in accordance with *company requirements*
- 2.4 Communicate in a courteous manner that considers *social and cultural differences*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to apply basic communication skills. Assessment of performance should be over a period of time covering all categories within the range statement identified as applicable in the learning environment.

Critical aspects of competency

- Communicate effectively on a one-to-one and group basis in both verbal and written modes.

- Receive and relay verbal, non-verbal, written and/or pictorial information in a clear, concise and accurate manner that reflects sensitivity to individual social and cultural differences.
- Understand and acknowledge company and legislative/regulatory requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Awareness of legislation and regulations.
- OHS issues and requirements.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communicating clearly and concisely using written and verbal modes
- customer service
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on material safety data sheets
- reading and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL40A Prepare for work in the cleaning industry
- PRMCMN101A Follow workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions and work plans
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- colleagues
- managers
- supervisors
- workplace trainer.

Communication techniques may include:

- active listening to clarify and confirm understanding
- constructive feedback
- control of tone of voice and body language
- culturally aware/sensitive use of language and concepts
- demonstrating flexibility
- non-verbal positive actions
- questioning to clarify and confirm understanding
- two-way interaction
- use of positive, confident and cooperative language.

Company requirements may include:

- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- work site access security clearance procedures.

Information may include:

- activity reports

- legislative and OHS requirements
- memoranda
- notices
- pictorial signs
- rights and responsibilities of employees
- verbal or non-verbal language
- written work orders.

Social and cultural differences may be expressed in:

- beliefs, values and practices
- conventions of gender
- cultural stereotypes
- food, diet
- language
- religious and spiritual observances
- social conventions
- traditional practices and observations.

Work order information may include:

- access to work site and egress points
- completion times/dates
- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations

PRMCL42A Implement and review risk management process

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit aims to ensure compliance with current and relevant Australian Standards concerning risk management of the workplace and the environment in which work is performed. Risk management involves the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, assessing, treating and monitoring risk in these areas.

Risk can be evaluated, dependent on the experience and training of the assessor, using a variety of qualitative and quantitative assessment protocols. For the purpose of this unit competence in the use of a risk assessment matrix, a qualitative tool, is appropriate to the level of competence expected to generate from the unit. An appreciation of the need to utilise specialist advice to evaluate risk as and when appropriate balances competency expectations thereafter.

The unit covers the actions taken to facilitate, locally coordinate and apply the occupational health and safety, and health, environmental and public liability risk management process for a site or area under control, including operations of managers, employees, contractors and the public entering on that site. The unit complements and is allied to PRMCMN401A Manage workplace safety arrangements, to which reference should be made to identify how risk management integrates into the broader management of workplace safety arrangements.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

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PERFORMANCE CRITERIA

1 Determine the risk management process options	1.1 Consult with <i>work group, stakeholders</i> and <i>appropriate personnel</i> to support implementation of <i>participative arrangements</i> in accordance with <i>client, legislative</i> and <i>company requirements</i> 1.2 Provide readily accessible <i>information</i> to the <i>work group</i> and <i>stakeholders</i> to support <i>participative arrangements</i> in risk management in accordance with <i>client, legislative</i> and <i>company requirements</i> 1.3 Identify procedures to be used for risk management in accordance with <i>client, legislative</i> and <i>company requirements</i>
2 Identify hazards based on work group and personal contributions to the risk management process and agreed work procedure(s)	2.1 Consult with and instruct the <i>work group</i> and <i>stakeholders</i> on risk management procedures in accordance with <i>environmental</i> and <i>occupational health and safety (OHS) training</i> objectives in accordance with <i>client, legislative</i> and <i>company requirements</i> 2.2 Consult with the <i>work group</i> and <i>stakeholders</i> over existing <i>work procedure(s)</i> and <i>environmental requirements</i> 2.3 Observe and review current <i>work procedure(s)</i> for compliance and variance against documented <i>work procedure(s)</i> and <i>environmental requirements</i> 2.4 Record accepted variance in current <i>work procedure(s)</i> to confirm the agreed circumstances and conditions for <i>risk analysis</i> of <i>work procedure(s)</i> in accordance with <i>client, environmental, legislative</i> and <i>company requirements</i> 2.5 Implement processes to <i>identity hazards</i> that create real or potential <i>loss events</i> in accordance with <i>work procedure(s), client, legislative</i> and <i>company requirements</i>
3 Assess the level and acceptability	3.1 Assess <i>likelihood</i> of an event happening using

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of risk associated with a given event

PERFORMANCE CRITERIA

risk *analysis protocols* in accordance with *client, legislative and company requirements*

3.2 Assess *consequence* of an event happening using risk *analysis protocols* in accordance with *client, legislative and company requirements*

3.3 Evaluate and determine the risk level of the event using risk *analysis protocols* in accordance with *client, legislative and company requirements*

3.4 Determine acceptability of risk in accordance with *client, legislative and company requirements*

3.5 Seek expert advice to further clarify levels of risk, when appropriate, in accordance with *client, legislative and company requirements*

3.6 Establish the *risk priority rating* and recommended timeframe for management of the risk based on the assessment and expert advice in accordance with *client, legislative and company requirements*

4 Identify potential actions

4.1 Record risk identified in the risk register in accordance with *client, legislative and company requirements*

4.2 Apply the *hierarchy of control* to identify proposed actions for the elimination or reduction of risk in accordance with *client, legislative and company requirements*

4.3 Document the range of proposed actions for the treatment of *hazards* and the proposed amendments to *work procedure(s)* in accordance with *client, legislative and company requirements*

4.4 Identify resources appropriate to management of the risk in accordance with *client, legislative and company requirements*

5 Decide on action

5.1 Confirm acceptance by company management of the amendments to *work procedure(s)* in accordance with *client, legislative and company requirements*

5.2 Nominate members of the *work group* responsible for implementation, reporting and monitoring of amendments to *work procedure(s)* in accordance with *client,*

ELEMENT**PERFORMANCE CRITERIA**

	<i>legislative and company requirements</i>
	5.3 Allocate resources appropriate to management of risk in accordance with <i>client, legislative and company requirements</i>
	5.4 Document approved amendments to <i>work procedure(s)</i> in accordance with <i>client, legislative and company requirements</i>
6 Implement action to control hazards, reduce risk and avoid recurrence of events	6.1 Inform the <i>work group</i> and <i>stakeholders</i> of company approved <i>hazard treatments</i> and revised <i>work procedure(s)</i> in accordance with <i>client, legislative and company requirements</i>
	6.2 Implement consistently the revised <i>work procedure(s)</i> in accordance with <i>client, legislative and company requirements</i>
	6.3 Supervise the <i>work group</i> to ensure compliance with the revised <i>work procedure(s)</i> in accordance with <i>client, legislative and company requirements</i>
7 Review implementation of risk controls	7.1 Review periodically the risk associated with the revised <i>work procedure(s)</i> to ensure they have been implemented in accordance with <i>client, legislative and company requirements</i>
	7.2 Monitor <i>work procedure(s)</i> in accordance with <i>legislative, company and client requirements</i>
8 Audit the risk management process and complete regulatory and company documentation	8.1 Audit risk compliance in accordance with <i>client, legislative and company requirements</i>
	8.2 Complete and retain all <i>regulatory and company documentation</i> including <i>OHS records and reports</i> in accordance with <i>client, legislative and company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to fulfil worker responsibilities and authorities for management of risk within their work environment. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Demonstrate knowledge of applicable OHS, risk management and environmental Acts, regulations, standards, codes of practice and guidance notes.
- Understanding of, ability to apply and commitment to organisational management systems and procedures for risk management.
- Ability to apply risk management procedures (that is, undertake hazard identification, risk assessment, risk treatment and monitoring in accordance with the hierarchy of control).
- Identify OHS, risk management and environmental standards and compliance requirements for a system of work.
- Demonstrate a clear understanding of obligation holder's duty of care.
- Ensure the integration of OHS, risk management and environmental management into organisational management systems.
- Undertake consultation with the work group.
- Provide clear information and instruction to a work group on workplace procedures pertaining to health, safety, risk management and environment in a readily accessible manner.
- Application of a consistent leadership role to the identification of hazards within the work group to ensure unresolved issues are referred to designated personnel and followed up appropriately in a timely manner appropriate to the level of risk identified.
- Identify, facilitate and meet the occupational health, safety, risk management and environmental training needs and reporting requirements of the work group.
- Identify characteristics of the workforce that impact on the management of occupational health, safety, risk management and environment.
- Undertake periodic review of work procedures to ensure compliance with company and legal requirements.
- Document matters pertaining to areas of OHS, risk management and environmental responsibility.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Provisions of OHS Acts, environmental Acts, regulations, codes of practice, guidance notes and standards relevant to the workplace, including legal responsibilities of employers, employees, contractors and other parties with legal responsibilities including all stakeholders.
- Principles and practices of effective OHS and environmental risk management systems.
- Procedures for identifying hazards, assessing risks, treating risks and monitoring risks in the work environment.

- Organisation of OHS and environment management systems, policies and procedures necessary to support organisational compliance with legal requirements.
- Characteristics and composition of the workforce and how they impact on OHS, risk management and environmental management.
- The interrelationship of risk management and OHS systems to other organisational systems.
- Policies and procedures related to risk management.
- Access and equity principles in order to accept and respect individual differences within the composition of the work group.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- demonstrated personal commitment to the organisation's OHS, risk management and environmental control program
- literacy and language skills to:
 - articulate OHS and environmental duty of care obligations across levels of responsibility
 - document and record findings
 - understand and comply with work procedures
 - identify and report hazards
 - interpret site safety plans
 - read and comprehend product instructions and MSDS
 - identify and recommend training needs of work group
 - assist in emergency procedures
 - analyse hazards, assess risks and evaluate risk control measures
 - analyse and monitor workplace OHS and environmental data
- assess and advise on the validity and sufficiency of resources required to control risks
- leading, coaching and mentoring in order to provide support to work group
- demonstrating cultural sensitivity
- identifying and explaining levels of responsibility for OHS within the organisation.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMCMN401A Manage workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or comparable venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to information concerning company and legislative requirements
- work order instructions, work plans and schedules, and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Competency is to be demonstrated without assistance or favour to the level of communication and literacy skill evident.

When assessing candidates, assessment techniques that allow a collection of evidence from relevant workplace experience should be used. Assessment against this unit may involve no less than six out of the following areas of assessment:

- continuous assessment in the workplace (observation) or a setting that simulates the conditions of a workplace (simulation), taking into account the range of variables affecting performance, information obtained from the following:
 - direct observation - observing adherence to procedures and instructions in specified circumstances
 - report form a supervisor - according to a checklist based on set procedures and instructions
 - simulation - a relevant set of circumstances should be artificially created and the person observed following appropriate directions and instructions
 - written/oral questioning based on workplace procedures and work instructions
 - self-assessment of performance on the same terms as those described above
 - interviews and/or provision of learning activities to check underpinning knowledge requirements
 - supplementary evidence that may be obtained from relevant authenticated correspondence or reports from line managers.

Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in organisational occupational health, safety, risk management and environmental policies and procedures.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Discuss and disseminate to work group members relevant OHS and environmental guidelines training information.
How can information be collected, analysed and organised ?	2	Analyse OHS and environmental information against legislative and organisational requirements through observation, discussion and recording information for the work group.
How are activities planned and organised ?	2	Organise work group tasks according to safe work and environmental practices and with regard to the legislative and organisational framework.
How can teamwork be applied?	2	Apply teamwork principles in collaborative and consultative ways that contribute to a safe work environment.
How can the use of mathematical ideas and techniques be applied?	2	Design work scheduling for the work group using established formulae. Data analysis procedures are required in monitoring effectiveness of procedures and hazard treatment/control measures designed to control risk.
How can problem-solving skills be applied?	2	Apply problem-solving skills to risk management and monitoring risk through ongoing communication, planning, evaluation and organisation of safe work and environmental procedures.
How can the use of technology be applied?	2	Enter and access via electronic equipment, safety information, regulatory information and organisation policies and procedures.

Range Statement

RANGE STATEMENT

The range statement links the client, company and technical requirements to the context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate personnel may include:

- clients
- colleagues

- external specialists
- health and safety representatives
- managers
- OHS personnel
- other persons including emergency service personnel, authorised or nominated by the enterprise or industry to:
 - perform specified work/functions
 - approve specified work
 - inspect specified work
 - direct specified work/functions
- person(s) in control of work site(s)
- supervisors.

Client requirements may include:

- compliance under the terms and conditions of appointment
- client negotiated outcomes arising from the undertaking of the risk analysis
- client obligations arising under the terms and conditions associated with being the principal contractor and occupier
- general duty of care provisions.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- maintenance procedures for equipment and personal protective equipment (PPE)
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards

- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- use of contractors
- work site access security clearance procedures.

Consequence(s) of a hazard occurring rated in order of severity may include:

- insignificant - no injuries, low financial loss
- minor - First Aid treatment, on-site release immediately contained, medium financial loss
- moderate - medical treatment required, on-site release contained with outside assistance, high financial loss
- major - extensive injuries, loss of production capability, off-site release with no detrimental effects, major financial loss
- catastrophic - death, toxic off-site release with detrimental effect, huge financial loss.

Environmental requirements may include:

- Australian Standards
- environmental policy and procedures
- local government regulations/bylaws
- state and federal environmental legislation.

Event(s) may include evidence of risk in relation to one or more of the following:

- activity of a company
- asset condition within the company
- function of a company
- production design, manufacture distribution and maintenance operations of the company
- project management of a company.

Expert advice may include:

- federal, state and local government regulatory authorities
- private consultants appropriate to the risk being evaluated.

Hazards may include:

- allergic reactions to chemicals or airborne contaminants
- biological hazards such as blood and blood-stained products
- biological waste
- bites and stings
- broken glass and other sharp surfaces
- chemical containers and/or decanted chemical storage containers labelled incorrectly
- chemical hazards
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from:

- cables near scaffolding
- faulty or absent earth leakage protection
- maintenance faults
- operation of overhead equipment such as cherry pickers
- overhead powerlines
- power cords, electrical fittings (switches and lights) and untested electrical equipment
- wet environments
- electrical or mechanical faults of plant and/or equipment including mobile plants
- environmental hazards
- environmental impact
- ergonomic/mechanical hazards
- extremes of heat and temperature
- fatigue
- fire and explosion
- gas
- heights
- human waste (faeces, urine, vomit)
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- inhaling chemical fumes
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded machinery and equipment
- noise
- obstructions or blocked exits
- occupational violence and bullying
- physical hazards
- poor manual handling techniques
- poor personal hygiene practices
- pressured containers containing gas or chemicals
- psychological hazards
- radiation
- repetitive motion, force and vibration
- slippery or uneven floors
- static and prolonged muscular activity
- synergistic chemical reactions (hazardous incompatibility or reactivity)
- syringes or other sharps
- ultraviolet light
- underfoot conditions e.g. slippery, uneven and rough surfaces
- unlabelled chemicals and substances
- unrestricted people access

- untidy work areas
- vehicle exhaust fumes particularly in areas of poor ventilation
- vibration
- waste and waste disposal
- work in isolated/remote environments.

Hazard treatment(s) may include implementation of solutions such as:

- substitution of an alternate piece of equipment over poorly designed equipment
- training the work group in safe work procedures and wearing of PPE
- use of a barrier to protect against heat exposure.

Hierarchy of control for management of risk includes:

- hazard elimination treatment/controls
- hazard substitution treatment/controls
- hazard engineering treatment/controls
- administrative treatment/controls including OHS and environmental training
- PPE.

Identify hazards may include activities such as:

- accessing manufacturer guidance information and manuals
- application of job safety analysis procedures
- assessing the severity of identified hazards and ranking according to risk, implementing controls appropriate to the level of risk assessed and within timeframes appropriate to the levels of risk assessed
- briefing workplace safety inspectors or contracted OHS advisors
- checking work area and/or equipment before and during work
- consultation with employees, OHS representative, OHS committee
- employment and induction procedures
- environmental audits and monitoring
- housekeeping
- job and work system assessment
- performing routine job hazard analysis
- pre- and post-operational equipment checks
- purchasing of supplies and equipment, for example review of material safety data sheets and manufacturer/supplier information, purchase of ergonomically sound equipment, etc
- referencing government or industry hazard or safety alerts, including via industry association contacts and networks
- regular maintenance of plant and equipment
- reviews of OHS records, including registers of hazardous substances, dangerous goods, incident/accident reports, etc
- risk assessment matrix application to evaluating risk
- safety audits and monitoring
- termination interviews
- workplace inspections.

Information may include:

- documents relating to company requirements
- documents relating to legislative requirements.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- codes of practice
- national industry standards
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests
 - chemical controls
 - consumer protection
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial equipment certificates of competency or licences
 - industrial relations
 - OHS Acts and regulations
 - privacy
 - trade practices
 - workplace consultative arrangements.

Likelihood in terms of risk evaluation relates to the probability or frequency with which an event occurs.

Loss events should be evaluated for potential outcomes for:

- equipment damage
- financial loss
- loss
- others forms of loss arising from exposure to risk in the workplace and/or environment
- personal injury.

Occupational health and safety* (OHS) requirements may relate to:

- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- hazard identification and risk assessment mechanisms
- hazard reporting
- hazardous material disposal guidelines
- hierarchy of hazard treatment/control procedures
- injury, dangerous occurrence and incident reporting requirements

- keeping access ways clear from obstruction
- maintaining clear access ways
- maintenance procedures for equipment and PPE
- national industry standards/codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- protection from hazardous substances, noise and dust
- protection of people in the workplace
- routes of entry and potential symptoms of exposure from chemicals
- safety training (induction and refresher)
- ultraviolet light
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with labels
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- use, storage and maintenance of personal protective equipment and clothing.

**Also known as workplace health and safety*

OHS records and reports should include documented:

- compliance and due diligence statement
- First Aid/medical post records
- hazardous substances registers
- health surveillance and workplace environmental monitoring records
- maintenance and testing reports
- manufacturers' and suppliers' information, including MSDS and dangerous goods storage lists
- monitoring and auditing documents
- OHS audits and inspection reports
- records of instruction and training
- risk management policy statement
- risk register
- risk treatment and action plan
- safety bulletins or notices
- workers' compensation and injury management records.

OHS training may include:

- awareness of duty of care provisions, legislative and company policy and procedures and standards
- awareness of management responsibility
- consultation in the workplace
- controlling hazards and reviewing change
- emergency response and evacuation training

- induction training and refresher training
- risk management training
- specific hazard training
- specific task or equipment training
- the nature of hazards and hazard recognition (identification) and assessment of risk
- training as part of broader programs, for example equipment operation.

Participative arrangements may include all levels of employees and, where appropriate, other stakeholders in:

- employee performance feedback
- formal and informal meetings
- health and safety representative appointment
- OHS committee appointment
- organisational information, staff bulletins and notices
- other special purpose committees, for example consultative, planning and purchasing
- participation in risk evaluation processes
- suggestions, requests, reports and concerns put forward by employees to management.

Regulatory and company documentation may include:

- Acts, regulations, codes of practice, standards and guidance material
- company policy and procedures
- company records.

Risk analysis includes:

- analysis of the likelihood, chance, frequency or probability of something happening that will have an impact upon work objectives
- a process involving:
 - hazard identification
 - risk assessment
 - risk treatment/control
 - risk monitoring and evaluation
- assessment of the real or possible outcome should something happen measured in terms of the nature and extent of harm or injury to the individual(s) and/or environment.

Risk analysis protocols may be selected on the following criteria:

- Australian Standards, company standards and client standards
- combination of quantitative or qualitative assessment tools as appropriate to the risks being assessed
- company policy, procedures, goals, objectives and the interests of stakeholders
- operational, technical, financial, legal, social, humanitarian or other criteria
- the scope of the risk management project being undertaken.

Risk priority rating should consider:

- cost-benefit analysis to determine acceptance or rejection of treatment
- development of a risk action plan incorporating:

- specification of the risk
- summary of recommended response and anticipated impact
- proposed actions
- resources required
- responsibilities
- timing
- reporting and monitoring requirements
- monitoring plan for the implemented treatment option
- person responsible for implementation of the option
- possible risk treatments/controls in order of priority for resolution
- preferred options for treatment of risks
- priority listing of risks identified in the risk register
- risk rating after treatment is implemented
- signatories and dating of plan by the compiler and reviewer of the plan
- timetable for implementation.

Stakeholders other than company management may include:

- business operators and their employees in near proximity to company operations
- client's staff
- contractors and subcontractors
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Work group members may include all stakeholders or a combination:

- contractors authorised by the company to perform specific work functions
- employees under direct supervision
- entry-level trainees
- full-time, part-time or casual employees
- public authorised for entry on-site
- trainee supervisors or trainee team leaders.

Work procedure(s) may include:

- instructions general to the management of the enterprise, such as:
 - contracting of services
 - counselling/disciplinary processes
 - maintenance of plant and equipment
 - purchasing of supplies and equipment
 - specific safe work procedures
 - tendering of work
 - training
 - work procedures and work instructions.
-

Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Elective. Cleaning Operations

PRMCMN101A Follow workplace safety arrangements

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers understanding and following workplace occupational health and safety (OHS) policies and procedures in order to ensure own safety and that of others in the workplace. It also covers recognising common hazards and following workplace emergency procedures.

This unit is relevant for employees without managerial or supervisory responsibilities. Performance would usually be carried out under supervision, within company guidelines.

The unit is based on Generic Competency A in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards (NOHSC:7025 [1998] 2nd edition).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Follow workplace safety and emergency procedures	1.1 Identify <i>hazards</i> in the work area and report to <i>appropriate personnel</i> in accordance with <i>workplace procedures</i> and <i>company requirements</i> 1.2 Follow work instructions to assist in controlling risks in accordance with <i>workplace procedures</i> and <i>company requirements</i> 1.3 Follow <i>emergency procedures</i> for dealing with <i>emergencies</i> whenever necessary within scope of own role and responsibilities and <i>personal limitations</i> 1.4 Report details of <i>emergencies</i> to <i>appropriate personnel</i> in accordance with <i>company requirements</i>
2 Access and share information regarding OHS in the workplace	2.1 Outline OHS concerns with <i>appropriate personnel</i> in accordance with <i>workplace procedures</i> and <i>company requirements</i> 2.2 Obtain advice on how to access relevant <i>OHS information</i> in accordance with <i>company requirements</i> 2.3 Join in <i>participative arrangements</i> for OHS management in the workplace within scope of own role and responsibilities in accordance with <i>company requirements</i>
3 Employ safe work practices	3.1 Conduct all work using <i>safe operating practices</i> in accordance with <i>OHS legislation</i> and <i>company requirements</i> 3.2 Operate tools and equipment in accordance with <i>manufacturers' specifications</i>, <i>OHS legislation</i> and <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Ability to accurately follow work instructions in order to minimise and control workplace risks.
- Ability to identify hazards and emergencies in the workplace and report such hazards and emergencies to appropriate personnel.
- Ability to correctly follow emergency procedures in emergency situations. Note that evidence in this area may be gathered through simulations.
- Ability to operate tools and equipment safely.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Rights and responsibilities of parties in the workplace under relevant OHS Acts, regulations and codes of practice.
- Communication channels and procedures to report OHS concerns.
- Common workplace hazards and risk control measures including:
 - range and meanings of safety signs and symbols in the workplace
 - types and purpose of personal protective equipment
 - site safety plan
 - ways in which OHS is maintained in emergency situations
 - equipment and material use, storage, cleaning and disposal procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- follow safe work procedures
- identify potential and existing risks or hazards
- follow emergency response procedures
- communicate OHS to appropriate personnel
- use tools, equipment and products safely
- use literacy and language skills to:
 - understand and comply with work instructions
 - interpret safety signs
 - read and comprehend product instructions
 - participate in OHS training.

Other units of competency that could be assessed with this unit

Competency in this unit will underpin competency in other aspects of the candidate's role in managing their work tasks.

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to the following:

- a suitable work area or a simulated workplace environment that allows for identification of hazards
- personal protective equipment commonly used to reduce workplace risk
- relevant products, tools, specialist equipment and associated instructions
- manuals and relevant documentation including company health and safety policies and procedures
- assessment documentation forms and record books.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

When assessing candidates, assessment techniques that allow a collection of evidence from relevant workplace experience should be used. Assessment against this unit may involve the following:

- continuous assessment in the workplace (observation) or a setting that simulates the conditions of a workplace (simulation), taking into account the range of variables affecting performance
- self-assessment of performance on the same terms as those described above
- interviews and/or provision of learning activities to check underpinning knowledge requirements
- supplementary evidence that may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.

Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in company OHS policies and procedures.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be**

Compare information regarding the work

collected, analysed and organised (1)?	environment against relevant policies and procedures.
How can communication of ideas and information (1) be applied?	Report or discuss OHS issues with relevant or appropriate personnel.
How are activities planned and organised (1)?	Organise work tasks according to safe work practices.
How can teamwork (1) be applied?	Participate in ensuring a safe work environment.
How can the use of mathematical ideas and techniques (1) be applied?	Mix chemicals and follow equipment maintenance schedules.
How can problem-solving skills (1) be applied?	Identify and report hazards.
How can the use of technology (1) be applied?	Use products and equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate personnel may include:

- health and safety representatives
- managers
- OHS personnel
- other persons including emergency service personnel, authorised or nominated by the enterprise or industry to:
 - perform specified work/functions
 - approve specified work
 - inspect specified work
 - direct specified work/functions

- supervisors/team leaders.

Company requirements may include:

- counselling/disciplinary processes
- maintenance of plant and equipment
- purchasing of supplies and equipment
- work procedures and work instructions.

Emergencies may include:

- accidents (including motor vehicle accidents)
- acts of violence
- bomb threats
- chemical spills
- fire and explosions
- inhalation of dangerous substances
- natural disasters.

Emergency procedures may include:

- accident/incident reporting
- chemical containment
- evacuations
- following instructions from authorised or appropriate personnel during hazardous events
- provision of First Aid.

Hazards may include:

- associated with electrical or mechanical faults
- environmental e.g. improper use of hazardous materials/chemicals
- ergonomic e.g. improper manual handling methods
- obstructive e.g. blocked access to emergency entry/exit points.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters)
- product labels
- safety instructions pre-printed on equipment.

OHS information may include:

- hazards and risk management procedures
- provisions relating to roles and responsibilities of health and safety representatives and/or OHS committees
- the induction of new workers
- the nature of work, tasks and procedures

- to assist in work tasks
- to communicate legislation and codes of practice e.g. relating to hazards in the work area
- workplace OHS policies and procedures.

OHS legislation may include:

- general duty of care under OHS legislation and common law
- provisions relating to OHS issue resolution
- provisions relating to roles and responsibilities of health and safety representatives and/or OHS committees
- regulations and codes of practice including regulations and codes of practice relating to hazards present in the workplace or industry
- state/territory/Commonwealth OHS Acts.

Participative arrangements may include:

- formal and informal meetings of:
 - OHS committees
 - other committees e.g. consultative, planning and purchasing
- suggestions, requests and concerns put forward by employees to management.

Safe operating practices may include:

- awareness of electrical hazards
- emergency procedures
- First Aid
- follow confined space procedures
- risk and hazard recognition
- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment.

Workplace procedures may include specific OHS procedures and organisational policies and procedures relating to:

- assessing and controlling risks
- consultation and participation arrangements for employees
- emergency response
- OHS issue resolution
- safe operating procedures or instructions that cover:
 - awareness of electrical hazards
 - compliance with safety instructions contained in MSDS
 - confined space procedures
 - First Aid
 - safe use of tools and equipment
 - working safely around electrical wiring, cables and overhead power lines
- reporting OHS issues
- specific hazards
- use of personal protective equipment

- workplace safety inspections.
-

Unit Sector(s)

Not Applicable

PRMCMN201A Participate in workplace safety arrangements

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers understanding and participating in workplace occupational health and safety (OHS) policies and procedures in order to ensure own safety and that of others in the workplace. It also covers recognising hazards and following workplace emergency procedures.

This unit is relevant for employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision, within company guidelines.

The unit is based on Generic Competency A in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards (NOHSC:7025 [1998] 2nd edition).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Follow workplace procedures for hazard identification and risk control	1.1 <i>Identify hazards</i> in the work area and report <i>hazards to appropriate personnel</i> in accordance with <i>workplace procedures</i> and <i>company requirements</i> 1.2 Follow <i>workplace procedures</i> and work instructions for controlling risks in accordance with <i>company requirements</i>
2 Participate in arrangements for the management of occupational health and safety	2.1 Raise OHS issues with <i>appropriate personnel</i> in accordance with relevant <i>OHS legislation</i>, <i>workplace procedures</i> and <i>company requirements</i> 2.2 Join in <i>participative arrangements</i> for OHS management in the workplace within scope of own role and responsibilities in accordance with <i>workplace procedures</i> and <i>company requirements</i>
3 Follow emergency procedures in the workplace	3.1 Follow <i>emergency procedures</i> for dealing with accidents, fires and emergencies whenever necessary within scope of own role and responsibilities in accordance with <i>company requirements</i> 3.2 Report details of <i>hazardous events</i> to <i>appropriate personnel</i> in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Ability to accurately follow workplace procedures relevant to controlling risks in the workplace.
- Ability to identify hazards and risks in the workplace and report such hazards and risks to designated personnel.

- Ability to correctly follow emergency procedures in emergency situations. Note that evidence in this area may be gathered through simulations.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Rights and responsibilities of parties in the workplace under relevant OHS Acts, regulations and codes of practice.
- Communication channels and procedures to report OHS concerns.
- Common workplace hazards and risk control measures including:
 - range and meanings of safety signs and symbols in the workplace
 - types and purpose of personal protective equipment
 - site safety plan
 - ways in which OHS is maintained in emergency situations
 - equipment and material use, storage, cleaning and disposal procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- follow safe work procedures
- identify potential and existing risks or hazards
- follow emergency response procedures
- communicate OHS information to appropriate personnel.
- use tools and equipment and products safely
- use literacy and language skills to:
 - understand and comply with work instructions
 - interpret safety signs
 - read and comprehend product instructions
 - participate in OHS training.

Other units of competency that could be assessed with this unit

Competency in this unit will underpin competency in other aspects of the candidate's role in managing their work tasks.

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to the following:

- a suitable work area, or a simulated workplace environment, that allows for identification of hazards
- personal protective equipment commonly used to reduce workplace risk
- relevant products, tools, specialist equipment, and associated instructions

- manuals and relevant documentation including occupational health and safety policies and procedures
- assessment documentation forms and record books.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

When assessing candidates, assessment techniques that allow a collection of evidence from relevant workplace experience should be used. Assessment against this unit may involve the following:

- continuous assessment in the workplace (observation), or a setting that simulates the conditions of a workplace (simulation), taking into account the range of variables affecting performance
- Self-assessment of performance on the same terms as those described above.
- interviews and/or provision of learning activities to check underpinning knowledge requirements
- supplementary evidence that may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.

Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in organisational OHS policies and procedures.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the *key competencies* listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be collected, analysed and organised (1)**

Information regarding the work environment is compared against relevant policies and procedures.

How can **communication of ideas and information (1)** be applied?

Report or discuss OHS issues with relevant or designated personnel.

How are activities planned and organised (1)	Organise work tasks according to safe work practices.
How can teamwork (1) be applied?	Participate in ensuring a safe work environment.
How can the use of mathematical ideas and techniques (1) be applied?	Mix chemicals according to product labels and follow equipment maintenance schedules.
How can problem-solving skills (1) be applied?	Identify hazards and report to appropriate persons.
How can the use of technology (1) be applied?	Use equipment appropriately in the workplace.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate personnel may include:

- health and safety representatives
- managers
- OHS personnel
- other persons including emergency service personnel, authorised or nominated by the enterprise or industry to:
 - approve specified work
 - direct specified work/functions
 - inspect specified work
 - perform specified work/functions
- supervisors/team leaders.

Company requirements may include:

- counselling/disciplinary processes
- maintenance of plant and equipment
- purchasing of supplies and equipment

- work procedures and work instructions.

Emergency procedures may include:

- accident/incident reporting
- chemical containment
- evacuations
- following instructions from authorised or designated personnel during hazardous events
- provision of First Aid.

Hazardous events may include:

- accidents (including motor vehicle accidents)
- acts of violence
- bomb threats
- chemical spills
- fire and explosions
- inhalation of dangerous substances
- natural disasters.

Hazards may include:

- associated with electrical or mechanical faults
- environmental e.g. improper use of hazardous materials/chemicals
- ergonomic e.g. improper manual handling methods
- obstructive e.g. blocked access to emergency entry/exit points.

Identify hazards may include activities such as:

- checking equipment or the work area before work commences and during work
- regular housekeeping activities
- workplace inspections of equipment and work areas.

OHS legislation may include:

- general duty of care under OHS legislation and common law
- provisions relating to OHS issue resolution
- provisions relating to roles and responsibilities of health and safety representatives and/or OHS committees
- regulations and codes of practice including regulations and codes of practice relating to hazards present in the workplace or industry
- state/territory/Commonwealth OHS Acts.

Participative arrangements may include:

- formal and informal meetings of:
 - OHS committees
 - other committees e.g. consultative, planning and purchasing
- suggestions, requests, reports and concerns put forward by employees to management.

Workplace procedures may include specific OHS procedures and organisational policies or procedures relating to:

- assessing and controlling risks
- consultation and participation arrangements for employees
- emergency response
- OHS issue resolution
- safe operating procedures or instructions that cover but are not limited to:
 - awareness of electrical hazards
 - confined space procedures
 - First Aid
 - safe use of tools and equipment
 - working safely around electrical wiring, cables, and overhead powerlines
- specific hazards
- reporting OHS issues
- use of personal protective equipment
- workplace safety inspections.
-

Unit Sector(s)

Not Applicable

PRMCMN202A Provide effective client service

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency involves the skills and knowledge required to provide effective client service. It covers establishing client relationships, identifying client needs and meeting such needs via the delivery of services or by providing information and advice on products and services. The knowledge and skills required will apply to initial or repeat client encounters, either on company or client premises.

The unit may be expected to apply to a worker who has routine contact with internal or external clients and is providing routine, well-defined services/products to clients. This unit would usually be carried out under routine supervision, within company guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Establish a working relationship with clients	1.1 Acknowledge and greet <i>clients</i> courteously in accordance with <i>company requirements</i> and <i>workplace procedures</i>
	1.2 Communicate with <i>clients</i> in a clear, accurate and courteous manner during <i>contacts</i> in accordance with <i>company requirements</i>
	1.3 Establish rapport/relationship with <i>client</i> and express a genuine interest in <i>client</i> needs/requirements in accordance with <i>company requirements</i>
2 Identify client needs	2.1 Identify <i>client needs</i> in accordance with <i>workplace procedures</i> and <i>company requirements</i>
	2.2 Analyse <i>client</i> requests and where necessary confirm, with the <i>client</i> or others, to identify exact requirements in accordance with <i>company requirements</i>
	2.3 Provide <i>clients</i> with <i>information</i> about available options for meeting their needs in accordance with <i>company requirements</i>
	2.4 Identify any personal limitations in addressing <i>client needs</i> and, where appropriate, seek assistance from others in the <i>work group</i> in accordance with <i>company requirements</i>
3 Deliver service to clients	3.1 Provide prompt <i>client</i> service to meet identified needs in accordance with <i>company requirements</i>
	3.2 Treat <i>suggestions and complaints</i> positively and politely and, where appropriate, use to improve personal and company practice in accordance with <i>company requirements</i>
	3.3 Identify <i>opportunities to enhance the quality of products and services</i> and <i>client contacts</i> and utilise such opportunities wherever possible
4 Provide effective client service on client premises	4.1 Carry out <i>workplace procedures</i> in a timely and professional manner in accordance with <i>company requirements</i>
	4.2 Negotiate alternative arrangements with <i>clients</i> where previously arranged <i>commitments</i> cannot be met, in accordance with <i>workplace procedures</i> and <i>company requirements</i>
	4.3 Ensure operations and services provided satisfy <i>client</i> delivery needs and <i>company</i>

ELEMENT	PERFORMANCE CRITERIA
	<i>requirements</i>
5 Maintain personal presentation standards and present a professional image	5.1 Maintain company <i>uniform</i> to present an image appropriate to work functions carried out in accordance with <i>company requirements</i> 5.2 Maintain specific presentation requirements in accordance with <i>company requirements</i> 5.3 Keep visible work area tidy and uncluttered in accordance with <i>company requirements</i>
6 Promote the products and services of the organisation to potential and existing clients	6.1 Explain <i>products and services</i> of benefit to the <i>client</i> clearly and accurately in accordance with <i>company requirements</i> 6.2 Provide sales brochures and product <i>information</i> to <i>clients</i> where available and appropriate in accordance with <i>company requirements</i> 6.3 Maintain confidentiality of <i>product and service information</i> in accordance with <i>company requirements</i>
7 Present a positive company image using effective communication techniques	7.1 Maintain professional ethics to enhance client commitment and to build a return <i>client</i> base 7.2 Maintain the image and good standing by taking timely actions with <i>clients</i> in accordance with <i>company requirements</i> 7.3 Create an effective service environment through appropriate effective <i>communication techniques</i> 7.4 Use <i>communication equipment</i> effectively and efficiently according to <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Accurate identification of client needs through the use of appropriate interpersonal skills.

- Deliver services and respond to client requirements by applying company policy and procedures in a timely and accurate manner.
- Ability to clarify the needs and expectations of the client or explore alternative ways of satisfying their needs and expectations.
- Detailed knowledge of products and services and the capacity to explain to clients the features and benefits of products and services.
- Use effective communication techniques to enable rapport with clients to be established.
- Use appropriate presentation techniques and follow company uniform policies in order to maintain a positive company/industry and self-image.
- Establish a relationship with clients that engenders integrity and trust that will allow for the provision of effective client service to follow.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The range of possibilities of company products/services.
- Company client service standards.
- Importance of client service, good communication and an individual's role in delivering client service.
- Client confidentiality provisions.
- Client groups - internal and external.
- Complaints handling procedures.
- Effective communication techniques including summarising and clarifying.
- Communication equipment procedures including reporting faults.
- Company codes of conduct.
- Uniform policies and procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use communication skills that assist in identifying and meeting client needs including:
 - locating and using information
 - time management
- use analytical skills to interpret and meet client needs
- use flexibility to handle variations in client needs
- use problem-solving skills
- use language skills that allow for adequate communication with the client
- use literacy skills to the level required to acquire the required product knowledge
- use numeracy skills to the level required to interpret the client requirements and meet their needs
- relate to people from a range of social, cultural and ethnic backgrounds.

Other units of competency that could be assessed with this unit

Where practical, this unit should be assessed in an integrated fashion with other appropriate units.

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to the following:

- a suitable work area or a simulated workplace environment that allows for demonstration of identifying client needs and delivering effective client service
- products and information utilised in the provision of client service
- client service manuals and other relevant organisational documentation
- assessment documentation forms and record books.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations that may include client/workplace interruptions and involvement in related activities normally experienced in the workplace.

This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess product knowledge.

Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in company OHS policies and procedures. Assessment requires that client inquiries meet the objectives of the company and industry expectations in the particular company requirement.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be collected, analysed and**

Interpret and analyse client needs against available company products and services.

organised (2)?

How can communication of ideas and information (2) be applied?	Identify the client needs and recommend acceptable alternatives to the client.

How are activities planned and organised (2)?	Organise work tasks and rescheduling according to client requirements.

How can teamwork (1) be applied?	Share experiences with difficult clients and discuss possible solutions.

How can the use of mathematical ideas and techniques (1) be applied?	Calculate product and service pricing.

How can problem-solving skills (2) be applied?	Develop acceptable solutions and deliver that service to standard and in an appropriate timeframe. Identify where client requirements can and cannot be met and suggest alternatives.

How can the use of technology (2) be applied?	Store and retrieve client and product information and effectively utilise electronic communication equipment in line with company requirements.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Clients may be either internal or external and include:

- clients with routine or special requests
- people from a range of social, cultural or ethnic backgrounds
- people with varying physical and mental abilities
- regular and new clients including but not limited to:
 - members of the public
 - business enterprises
 - government agencies
 - suppliers

- team members.

Communication equipment may include:

- email
- facsimile
- Internet/Intranet applications
- paging equipment
- photocopiers
- telephones.

Company requirements may include:

- code of ethics
- company image
- dress/uniform codes
- legal and company policy/guidelines
- legislation relevant to the work or service function
- legislative and regulatory requirements including:
 - codes of conduct
 - consumer law
 - discrimination/equal employment opportunity
 - environmental law
 - harassment and other laws specific to local government, state and federal legislation
 - OHS
 - privacy legislation
- OHS policies, procedures and programs
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- quality systems, standards and guidelines
- staff appearance and presentation.

Client contacts may include:

- answering the telephone
- face-to-face interactions
- interactions with team members.

Client needs may relate to:

- accuracy of information
- advice or general information
- making complaints/suggestions
- purchasing products and services
- specific requests.

Commitments may be:

- individually negotiated
- negotiated in a team approach.

Communication techniques may include:

- active listening techniques
- clear, legible writing
- giving clients full attention
- maintaining eye contact (for face-to-face interactions)
- non-verbal communication e.g. body language, personal presentation (for face-to-face interactions)
- speaking clearly and concisely
- using appropriate language and tone of voice
- using open and/or closed questions
- verbal or written responses.

Information may be:

- contained in manufacturers' specifications or information
- provided verbally
- written e.g. product brochures.

Opportunities to enhance the quality of products and services may include procedures for:

- allocating appointments
- communicating with clients
- delivering products and services
- responding to complaints or suggestions.

Product and service information may include:

- features and benefits of products/services
- range of products/services available
- supplier information.

Suggestions and complaints may include:

- administrative or financial errors
- damaged goods
- service or delivery errors.

Uniform may include clothes with a company logo or overalls. Requirements for uniform type may depend on climate and seasonal changes.

Work groups may include:

- colleagues
- line managers
- supervisors.

Workplace procedures may include:

- assignment instructions
- instructions from colleagues/supervisor/manager
- personal protective equipment requirements
- reporting and documentation requirements

- specific client requirements.
-

Unit Sector(s)

Not Applicable

PRMCMN301A Contribute to workplace safety arrangements

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers contributing to occupational health and safety (OHS) policies and procedures in order to assist in ensuring own safety and that of others in the workplace. It is relevant for employees with some supervisory or team leading responsibilities.

This unit includes provisions for providing information to work groups and actively contributing to maintaining a safe work environment. Performance would usually be carried out under routine managerial supervision, within organisational guidelines.

The unit is based on Generic Competency B in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards (NOHSC:7025 [1998] 2nd edition).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Share information with the work group about occupational health and safety	1.1 Discuss with the <i>work group</i> the relevant provisions of <i>OHS legislation</i> as they relate to <i>work procedures</i> in accordance with <i>company requirements</i> 1.2 Discuss and provide <i>information</i> in a <i>readily accessible</i> manner to the <i>work group</i> about organisational OHS policies, procedures and programs in accordance with <i>company requirements</i>
2 Encourage participative arrangements within a work group for the management of occupational health and safety	2.1 Discuss and resolve OHS issues raised within the <i>work group</i> promptly, or refer such issues to <i>appropriate personnel</i> for resolution in accordance with <i>workplace procedures</i> and <i>company requirements</i> 2.2 Advise promptly <i>work group</i> members about the outcomes of OHS issues raised in accordance with <i>company requirements</i>
3 Contribute to the organisation's procedures for identifying hazards and assessing risks and controlling risks	3.1 Encourage <i>contributions</i> from the <i>work group</i> in <i>identifying hazards</i> in accordance with <i>company requirements</i> 3.2 Explain procedures to the <i>work group</i> designed to <i>control risks</i> and contribute to compliance monitoring in accordance with <i>workplace procedures</i> and <i>company requirements</i> 3.3 Report inadequacies in existing risk control measures identified by the <i>work group</i> to <i>appropriate personnel</i> in accordance with <i>company requirements</i>
4 Contribute to the organisation's procedures for providing <i>OHS training</i>	3.4 Follow <i>emergency procedures</i> for dealing with <i>hazardous events</i> whenever necessary within scope of own role and responsibilities in accordance with <i>company requirements</i> 3.5 Document details of <i>hazardous events</i> and advise <i>appropriate personnel</i> in accordance with <i>company requirements</i> 4.1 Contribute to identifying <i>OHS training needs</i> of the <i>work group</i> in accordance with <i>company requirements</i> 4.2 Contribute to arrangements for meeting <i>OHS training needs</i> of the <i>work group</i> by providing suitable <i>training</i> in consultation with relevant parties in accordance with <i>company</i>

ELEMENT**PERFORMANCE CRITERIA**
*requirements***Required Skills and Knowledge**

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- Identify and encourage compliance with OHS legal requirements within a work group.
- Apply organisational requirements and work procedures to OHS within a work group.
- Share information to a work group on workplace procedures pertaining to health and safety in a readily accessible manner.
- Apply a consultative and open approach to the identification of hazards within the work group and ensure unresolved issues are referred to designated personnel.
- Identify and assist with meeting the OHS training needs of the work group.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Provisions of OHS Acts, regulations and codes of practice relevant to the workplace including legal responsibilities of employers, employees and other parties with legal responsibilities.
- Principles and practices of effective OHS management including risk management.
- Organisational OHS management systems, policies and procedures.
- Procedures for identifying hazards, assessing risks and controlling risks in the work environment.
- Procedures and policies related to hazard management.
- Access and equity principles in order to accept and respect individual differences within the composition of the work group.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- apply literacy and language skills to:
 - understand and comply with work procedures
 - identify and report hazards
 - interpret site safety plan

- read and comprehend product instructions
- identify training needs of work group
- analyse hazards, assess risks and evaluate risk control measures
- coach and mentor in order to provide support to work group
- be culturally sensitive.

Other units of competency that could be assessed with this unit

Competency in this unit will underpin competency in other aspects of the candidate's role in managing their work tasks.

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to the following:

- OHS Acts, regulations and codes of practice relevant to the workplace
- manuals and relevant documentation outlining occupational health and safety policies and procedures
- a suitable work area, or a simulated workplace environment, that allows for identification of hazards, risk assessment and risk control measures
- assessment documentation forms and record books.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

When assessing candidates, assessment techniques that allow a collection of evidence from relevant workplace experience should be used. Assessment against this unit may involve the following:

- continuous assessment in the workplace (observation), or a setting that simulates the conditions of a workplace (simulation), taking into account the range of variables affecting performance
- self-assessment of performance on the same terms as those described above
- interviews and/or provision of learning activities to check underpinning knowledge requirements
- supplementary evidence that may be obtained from relevant authenticated correspondence or reports from immediate supervisors or line managers.

Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in organisational OHS policies and procedures.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Measure information against legislative and organisational requirements through observation and discussion with the work group.
How can communication of ideas and information (2) be applied?	Disseminate relevant information to work group members through discussion.
How are activities planned and organised (2)?	Organise work group tasks according to safe work practices with regard to the legislative and organisational framework.
How can teamwork (2) be applied?	Apply teamwork principles in collaborative and consultative ways that contribute to a safe work environment.
How can the use of mathematical ideas and techniques (1) be applied?	Design work scheduling using established formulae for the work group.
How can problem-solving skills (2) be applied?	Apply problem-solving skills to hazard identification and risk assessment.
How can the use of technology (1) be applied?	Enter and access safety information via electronic equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate personnel may include:

- health and safety representatives
- managers
- OHS personnel
- other persons including emergency service personnel, authorised or nominated by the enterprise or industry to:
 - approve specified work
 - direct specified work/functions
 - inspect specified work
 - perform specified work/functions.

Company requirements may include:

- counselling/disciplinary processes
- maintenance of plant and equipment
- purchasing of supplies and equipment
- work procedures and work instructions.

Contributions may include:

- behaviour that contributes to a safe workplace
- listening to ideas and opinions of others in the work group
- sharing opinions, views, knowledge and skills.

Control risks may include actions such as:

- administrative controls
- application of the hierarchy of control, namely:
 - elimination of the risk
 - substitution controls
 - engineering controls
 - administrative controls including training
 - personal protective equipment.

Emergency procedures may include:

- accident/incident reporting
- chemical containment
- evacuations
- following instructions from authorised or designated personnel during hazardous events
- provision of First Aid.

Hazardous events may include:

- accidents (including motor vehicle accidents)
- bomb threats
- chemical spills
- fires and explosions
- inhalation of dangerous substances
- natural disasters
- violent incidents e.g. armed robberies.

Hazards may include:

- associated with electrical or mechanical faults of plant and/or equipment
- blocked exits
- environmental
- ergonomic
- obstructive
- reliance on low-order control measures to reduce worker risk instead of controlling the hazard itself
- slippery or uneven floors
- unlabelled chemicals and substances
- untidy or noisy work areas.

Identifying hazards and assessing risks may include activities such as:

- audits
- checking work area and/or equipment before and during work
- housekeeping
- identifying employee concerns
- job and work system assessment
- maintenance of plant and equipment
- purchasing of supplies and equipment e.g. review of material safety data sheets and manufacturer/supplier information
- reviews of OHS records including registers of hazardous substances, dangerous goods, etc
- workplace inspections.

Information may be:

- about hazards and risk management procedures
- about the nature of work, tasks and procedures
- as part of providing direct supervision e.g. to inexperienced workers
- for the induction of new workers
- to assist in work tasks
- to communicate legislation and codes of practice e.g. relating to hazards in the work area.

OHS legislation may include:

- general duty of care under OHS legislation and common law
- provisions relating to OHS issue resolution

- provisions relating to roles and responsibilities of health and safety representatives and/or OHS committees
- regulations and codes of practice including regulations and codes of practice relating to hazards present in the workplace or industry
- requirements for provision of OHS information and training
- requirements for the maintenance and confidentiality of records of occupational injury and disease
- state/territory/Commonwealth OHS Acts.

OHS training needs may include:

- emergency and evacuation training
- induction training
- specific hazard training
- specific task or equipment training
- training as part of broader programs e.g. equipment operation.

Participative arrangements may include:

- formal and informal meetings of:
 - OHS committees
 - other committees e.g. consultative, planning and purchasing
 - health and safety representatives
- suggestions, requests, reports and concerns put forward by employees to management.

Readily accessible refers to information that:

- conforms to the principles of plain English
- caters for individual language and literacy levels
- is openly available.

Training may include:

- coaching/mentoring
- off-the-job training
- on-the-job training
- presenting and promoting the benefits of a safe workplace
- providing encouragement
- providing feedback and clarifying points where necessary.

Work group members may include:

- contractors authorised by the enterprise to perform specified work/functions
- employees under direct supervision
- entry-level trainees
- full-time, part-time or casual employees
- trainee supervisors or trainee team leaders.

Workplace procedures may include:

- assessing and controlling risks

- consultation and participation arrangements for employees
- emergency response
- housekeeping
- incident investigation
- OHS issue resolution
- OHS record keeping
- OHS training and assessment
- providing OHS information
- reporting OHS issues
- safe operating procedures or instructions that cover but are not limited to:
 - awareness of electrical hazards
 - confined space procedures
 - First Aid
 - safe use of tools and equipment
 - use of personal protective equipment
 - working safely around electrical wiring, cables, and overhead powerlines
- specific hazards
- workplace safety inspections.
-

Unit Sector(s)

Not Applicable

PRMCMN302A Respond to client inquiries and complaints

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency involves the skills and knowledge to respond effectively to client inquiries or complaints regarding company services. The worker needs to handle formal or informal inquiries or negative feedback/complaints from clients about services/products. It requires a worker to accept responsibility for the processing of client inquiries or complaints and communicate with clients to resolve issues. It also requires the worker to have research ability and administrative skills in order to satisfy complex client needs and be familiar with products/services that vary widely.

The unit may be expected to apply to a worker who has significant contact with external clients. The worker could provide information on routine, well-defined services/products to clients, or deal with inquiries or complaints of a more complex nature. This unit would usually be carried out under supervision, within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Identify nature and type of inquiry or complaint	1.1 Address <i>client</i> in a courteous and business-like manner in accordance with <i>company requirements</i> 1.2 Confirm details of inquiry or <i>complaint</i> through suitable <i>communication</i> with client in accordance with <i>company requirements</i> 1.3 Establish <i>client needs</i> and degree of urgency promptly in accordance with <i>company requirements</i> 1.4 Record details of inquiry or <i>complaint</i> to ensure accurate records are maintained in accordance with <i>legislative</i> and <i>company requirements</i> 1.5 Identify impact of relevant <i>legislative</i> and <i>company requirements</i> for handling inquiries and <i>complaints</i> 1.6 Allocate a priority to inquiries or <i>complaints</i> requiring additional research and ensure arrangements are made for follow-up in accordance with <i>company requirements</i>
2 Research information relevant to inquiry or complaint	2.1 Identify <i>information</i> relevant to <i>client needs</i> from company and industry sources in accordance with <i>company requirements</i> 2.2 Review <i>records</i> to establish history of service in accordance with <i>company requirements</i> 2.3 Inspect site where appropriate with <i>client</i> to consider inquiry or confirm existence of problem in accordance with <i>company requirements</i> 2.4 Assess probability of associated problems from the information available in accordance with <i>company requirements</i> 2.5 Seek advice from <i>appropriate personnel</i> where necessary on nature of problem and proposed <i>solution</i> in accordance with <i>company requirements</i>
3 Refer inquiries or complaints	3.1 Identify inquiries or <i>complaints</i> that require referral to other personnel or external bodies in accordance with <i>legislative</i> and <i>company requirements</i> 3.2 Make referrals to <i>appropriate personnel</i> for follow-up in accordance with individual level

ELEMENT**PERFORMANCE CRITERIA**

	of responsibility and <i>company requirements</i>
	3.3 Forward documents and investigation reports to <i>appropriate personnel</i> in accordance with <i>company requirements</i>
	3.4 Follow up with <i>appropriate personnel</i> to gain prompt decisions in accordance with <i>company requirements</i>
4 Communicate with clients and/or their agents to resolve issue	4.1 Establish need for written, verbal or personal <i>response</i> in accordance with nature of inquiry and <i>company requirements</i>
	4.2 Prepare response to inquiry or complaint in accordance with <i>company requirements</i>
5 Satisfy complex client needs	5.1 Explain possibilities for meeting <i>client needs</i> in accordance with <i>legislative</i> and <i>company requirements</i>
	5.2 Assist clients to evaluate service/product options to satisfy their needs in accordance with <i>legislative</i> and <i>company requirements</i>
	5.3 Determine and prioritise preferred action in accordance with <i>legislative</i> and <i>company requirements</i>
	5.4 Identify potential areas of difficulty in client service delivery and take appropriate actions in a positive manner in accordance with <i>legislative</i> and <i>company requirements</i>
6 Update relevant files and records	6.1 Complete <i>business documentation</i> in accordance with <i>company requirements</i>
	6.2 Advise work allocations promptly to relevant staff in accordance with <i>company requirements</i>
	6.3 Collate information on the type and source of inquiries to enable subsequent data analysis in accordance with <i>company requirements</i>
7 Update policy and procedures where required	7.1 Provide <i>information</i> on the identified problem and <i>solutions</i> to management to assist in updating company policy and procedures in accordance with <i>company requirements</i>
	7.2 Debrief staff on the nature of the problems and <i>solutions</i> implemented to reduce incidence of recurrence in accordance with <i>legislative</i> and <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Accurate identification of customer needs through the use of appropriate interpersonal skills.
- Detailed knowledge of company procedures for handling complaints.
- Ability to provide solutions/options and resolve issue to standards in an appropriate timeframe.
- Ability to handle difficult clients and situations with diplomacy and tact.
- Ability to refer complaints to appropriate personnel in accordance with company requirements.
- Ability to record and document issue and resolution according to company requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Common industry and company service problems and solutions.
- Legal and ethical industry and company aspects.
- Client motivations and expectations.
- Effective communication techniques may include but are not limited to:
 - active listening
 - using open and/or closed questions
 - speaking clearly and concisely
 - using appropriate language and tone of voice
 - giving clients full attention
 - maintaining eye contact (for face-to-face interactions)
 - non-verbal communication e.g. body language, personal presentation (for face-to-face interactions)
 - clear, legible writing
- Industry ethics and practice.
- Relevant government policies and regulations.
- Detailed product/service knowledge.
- Importance of client complaints, good communication and an individual's role in processing client complaints.
- Company policy and procedures for handling and documenting client complaints.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use communication skills that assist in identifying and meeting client needs including:
 - accurate recording and report writing skills
 - problem-solving skills to interpret client needs
 - issue resolution techniques
 - negotiation skills
- use language skills that allow for adequate communication with required people
- use literacy skills to the level required to process complaints
- use numeracy skills to the level required to interpret client complaints and take required actions
- use technology skills to complete business documentation and enter information to databases
- relate to people from a range of social, cultural and ethnic backgrounds.

Other units of competency that could be assessed with this unit

Where practical, this unit should be assessed in an integrated fashion with other appropriate units.

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to the following:

- a suitable work area, or a simulated workplace environment, that allows for demonstration of handling client complaints
- access to relevant databases and information sources
- company procedures for complaints handling
- assessment documentation forms and record books.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment requires that the resolution of client complaints meets the objectives of the client, company and industry expectations in the particular organisational setting. Evidence of competency is best obtained through practical resolution of actual client problems under normal industry operating conditions. If this is not practicable observations in realistic simulated environments may be substituted. Oral questioning and hypothetical situations may also be used to assess competence.

Supplementary evidence may be obtained from relevant written correspondence, internal records, supervisor reports and client satisfaction surveys. Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in company OHS policies and procedures.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Interpret and analyse client objectives/expectations against company requirements for issue resolution. Develop customised solutions to client needs and deliver that service to standard required.
How can communication of ideas and information (2) be applied?	Utilise high-level communication skills when handling complaints. Accurately complete records and business documentation.
How are activities planned and organised (2)?	Organise and track tasks in line with company service standards.
How can teamwork (2) be applied?	Communicate with colleagues for resolution or referral of issues/problems.
How can the use of mathematical ideas and techniques (1) be applied?	Calculate amount of refund or returns.
How can problem-solving	Develop acceptable solutions and deliver that service to standard and in an appropriate timeframe. Identify

skills (2) be applied?	where client requirements can and cannot be met and to suggest alternatives.
How can the use of technology (1) be applied?	Store and retrieve client information and communicate via e-business communication modes.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate personnel may include:

- colleagues
- staff or employee representatives
- supervisor/line manager
- suppliers/manufacturers.

Business documentation may include:

- databases
- email
- faxes
- quotations/pricing estimates
- standard letters
- statements
- tax invoices.

Client needs may relate to:

- advice or general information
- domestic, commercial or industrial interests
- hours of operation
- making complaints/suggestions
- purchasing products and services
- specific requests.

Clients may be external and internal and include:

- clients with routine or special requests
- people from a range of social, cultural or ethnic backgrounds
- people with varying physical and mental abilities

- regular and new customers including but not limited to:
 - business enterprises including private or public companies
 - government agencies
 - members of the public
 - residents of private households
 - suppliers.

Communication may include:

- personal visit
- presentation
- telephone discussions.

Company requirements may include:

- code of ethics
- company image
- dress/uniform code
- legal and company policy/guidelines
- legislation relevant to the work or service function
- OHS policies, procedures and programs
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- quality systems, standards and guidelines
- staff appearance and presentation.

Complaints may range from a simple client dissatisfaction that can be resolved on the spot to scenarios where external bodies are required and may include:

- formality
- severity
- source.

Information may be:

- communicated electronically e.g. by email
- contained in company databases
- contained in manufacturers' specifications or information
- provided verbally
- written e.g. product brochures.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations that affect company operation:
 - anti-discrimination and diversity
 - availability of chemical registers/manifests

- building codes
- chemical controls
- chemical registers/manifests
- consumer protection
- Dangerous Goods Acts, regulations and codes
- declared pest (plant and animal) reporting
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial equipment certificates of competency or licences
- industrial relations
- motor and commercial vehicle(s) transportation
- motor licence and endorsement regulations
- OHS Acts and regulations
- privacy
- trade practices
- workplace consultative arrangements.

Records may include:

- audiovisual e.g. tapes
- computer-based systems
- verbal discussions with operators
- written reports e.g. forms and reports.

Responses may include:

- cancellation of service
- client education
- general advice
- information on products/services available including features and benefits
- planned visit
- provision of further information
- quotations/pricing estimates
- referral to others including specialist advisors
- standard industry disclaimers.

Solutions may involve:

- additional service provision
- change in service provision
- clear explanation
- litigation
- mediation
- no action
- payment of compensation

- rectification.
-

Unit Sector(s)

Not Applicable

PRMCMN401A Manage workplace safety arrangements

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers implementing and monitoring the organisation's occupational health and safety (OHS) policies, procedures and programs to achieve and maintain OHS standards and ensure workplace safety arrangements. This unit is relevant for employees with supervisory responsibilities. It includes managing the provision of information and the implementation, supervision and review of OHS policies and programs that contribute to maintaining a safe work environment.

The unit is based on Generic Competency B in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards (NOHSC:7025 [1998] 2nd edition).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Provide information about OHS and the organisation's OHS policies, procedures and programs	1.1 Explain clearly and accurately the relevant provisions of <i>OHS legislation</i> as they relate to <i>work procedures</i> to the <i>work group</i> in accordance with <i>company requirements</i> 1.2 Explain clearly and accurately organisational OHS policies, procedures and programs to the <i>work group</i> in accordance with <i>company requirements</i> 1.3 Provide <i>information</i> to the <i>work group</i> about OHS policies, procedures and programs in a <i>readily accessible</i> manner in accordance with <i>company requirements</i> 1.4 Provide and explain regularly, clearly and accurately <i>information</i> to the <i>work group</i> about <i>identifying hazards and assessing risks</i> and the process and outcomes of <i>risk assessment and risk control procedures</i> in accordance with <i>company requirements</i>
2 Implement and monitor participative arrangements for the management of occupational health and safety	2.1 Implement and monitor organisational procedures for <i>participative arrangements</i> on OHS issues with the <i>work group</i> and encourage <i>contributions</i> from all <i>work group</i> members in accordance with <i>company requirements</i> 2.2 Assess and resolve issues arising through <i>participative arrangements</i> promptly, or refer such issues to <i>appropriate personnel</i> for resolution in accordance with <i>workplace procedures</i> for issue resolution
3 Implement and monitor the organisation's procedures for identifying hazards and assessing risks	2.3 Document the outcomes of <i>participative arrangements</i> pertaining to OHS issues and communicate these promptly to the <i>work group</i> in accordance with <i>company requirements</i> 3.1 Identify and report existing and potential <i>hazards</i> in the work area in accordance with <i>OHS legislation, workplace procedures</i> and <i>company requirements</i> 3.2 Conduct risk analysis using appropriate risk analysis protocols and decide on action to control risks in accordance with OHS legislation, workplace procedures and

ELEMENT	PERFORMANCE CRITERIA
4 Implement and monitor the organisation's procedures for controlling risks	company requirements 3.3 Monitor work area continuously to identify new <i>hazards</i> in accordance with <i>OHS legislation, workplace procedures</i> and <i>company requirements</i> 4.1 Develop and implement work procedures to control risks in accordance with OHS legislation and company requirements 4.2 Monitor adherence to <i>work procedures</i> by the <i>work group</i> in accordance with <i>company requirements</i> 4.3 Monitor effectiveness of <i>work procedures</i> using the <i>hierarchy of control</i> and report results regularly to <i>appropriate persons</i> in accordance with <i>company requirements</i> 4.4 Identify resource allocation requirements for the implementation of <i>work procedures</i> to <i>control risks</i> and report inadequacies to <i>appropriate personnel</i> in accordance with <i>company requirements</i>
5 Implement the organisation's procedures for dealing with hazardous events	5.1 Investigate incident/accident to establish cause in accordance with <i>OHS legislation</i> and <i>company requirements</i> 5.2 Implement <i>hazardous event control procedures</i> for dealing with <i>hazardous events</i>, including emergencies, in accordance with <i>OHS legislation</i> and <i>company requirements</i>
6 Implement and monitor the organisation's procedures for providing OHS training	5.3 Implement control measures to prevent recurrence and minimise risks of <i>hazardous events</i> based on the <i>hierarchy of control</i>, if within scope of responsibilities and competencies, or alternatively, refer to <i>appropriate personnel</i> for implementation in accordance with <i>company requirements</i> 6.1 Identify and document <i>OHS training needs</i> accurately, specifying gaps between OHS health and safety competencies required and those held by <i>work group</i> members in accordance with <i>company requirements</i> 6.2 Arrange appropriate <i>training</i> to meet the identified needs of the <i>work group</i> through consultation with relevant parties in accordance with <i>company requirements</i>

ELEMENT

- 7 Implement and monitor the organisation's procedures for maintaining OHS records

PERFORMANCE CRITERIA

- 7.1 Provide and explain the organisation's incident/accident reporting and recording process to the *work group* in accordance with *company requirements*
- 7.2 Complete *OHS records* accurately and legibly, in accordance with legal requirements for the maintenance of records of occupational injury and disease, *workplace procedures* and *company requirements*
- 7.3 Use hazard analysis data and aggregate information from the OHS safety records to identify *hazards* and monitor risk control procedures within scope of responsibilities and competencies and in accordance with *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Demonstrate knowledge of applicable OHS Acts, regulations and codes of practice.
- Understanding of, ability to apply, and commitment to, organisational management systems and procedures for health and safety.
- Ability to apply risk management procedures (that is, undertake hazard identification, risk assessment and risk control in accordance with the hierarchy of control).
- Identify OHS compliance requirements for a system of work.
- Demonstrate a clear understanding of obligation holder's duty of care
- Ensure the integration of OHS into organisational management systems.
- Provide clear information and instruction to a work group on workplace procedures pertaining to health and safety in a readily accessible manner.
- Application of a consistent leadership role to the identification of hazards within the work group to ensure unresolved issues are referred to designated personnel and followed up appropriately.
- Identify and facilitate the OHS training needs and reporting requirements of the work group.
- Identify characteristics of the workforce that impact on the management of OHS.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Provisions of OHS Acts, regulations, codes of practice and standards relevant to the workplace including legal responsibilities of employers, employees and other parties with legal responsibilities.
- Principles and practices of effective OHS management systems including risk management.
- Procedures for identifying hazards, assessing risks and controlling risks in the work environment.
- Organisational OHS management systems, policies and procedures necessary to support organisational compliance with legal requirements.
- Characteristics and composition of the workforce and how it impacts on OHS management.
- The interrelationship of OHS systems to other organisation systems.
- Procedures and policies related to hazard management.
- Access and equity principles in order to accept and respect individual differences within the composition of the work group.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- apply literacy and language skills to:
 - articulate OHS legal obligations to duty of care obligation holders
 - understand and comply with work procedures
 - identify and report hazards
 - interpret site safety plans
 - read and comprehend product instructions and MSDS
 - identify and recommend training needs of work group
 - assist in emergency procedures
- analyse hazards, assess risks and evaluate risk control measures
- analyse and monitor workplace OHS data
- assess and advise on the validity and sufficiency of resources required to control risks
- lead, coach and mentor in order to provide support to work group
- demonstrate cultural sensitivity
- identify and explain levels of responsibility for OHS within the organisation.

Other units of competency that could be assessed with this unit

Competency in this unit will underpin competency in other aspects of the candidate's role in managing their work tasks.

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to the following:

- OHS and Dangerous Goods Acts, regulations and codes of practice relevant to the workplace
- manuals and relevant documentation outlining occupational health and safety policies and procedures
- current OHS data
- a suitable work area, or a simulated workplace environment, that allows for identification of hazards, risk assessment and risk control measures and implementation and monitoring of OHS policies, procedures and programs
- assessment documentation forms and record books.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

When assessing candidates, assessment techniques that allow a collection of evidence from relevant workplace experience should be used. Assessment against this unit may involve the following:

- continuous assessment in the workplace (observation), or a setting that simulates the conditions of a workplace (simulation), taking into account the range of variables affecting performance
- self-assessment of performance on the same terms as those described above
- interviews and/or provision of learning activities to check underpinning knowledge requirements
- supplementary evidence that may be obtained from relevant authenticated correspondence or reports from line managers.

Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in organisational OHS policies and procedures.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process **2** Perform and administer **3** Perform, administer and

	the process	design the process
How can information be collected, analysed and organised (2) ?	Analyse information against legislative and organisational requirements through observation, discussion and recording information for the work group.	
How can communication of ideas and information (2) be applied?	Disseminate information to work group members through discussion and provision of relevant training.	
How are activities planned and organised (2) ?	Organise work group tasks according to safe work practices with regard to the legislative and organisational framework.	
How can teamwork (2) be applied?	Apply teamwork principles in collaborative and consultative ways that contribute to a safe work environment.	
How can the use of mathematical ideas and techniques (2) be applied?	Design work scheduling using established formulae for the work group. Use data analysis procedures to monitor effectiveness of procedures and hazard control measures.	
How can problem-solving skills (2) be applied?	Apply problem-solving skills to hazard identification and risk assessment.	
How can the use of technology (2) be applied?	Enter and access safety information, regulatory information and organisation policies and procedures via electronic equipment.	

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate personnel may include:

- health and safety representatives
- managers

- OHS personnel
- other persons including emergency service personnel, authorised or nominated by the enterprise or industry to:
 - approve specified work
 - direct specified work/functions
 - inspect specified work
 - perform specified work/functions.

Company requirements may include:

- contracting of services
- counselling/disciplinary processes
- maintenance of plant and equipment
- purchasing of supplies and equipment
- work procedures and work instructions.

Contributions may include:

- a visible OHS culture that includes:
 - actively encouraging OHS contributions, suggestions and input
 - actioning and responding to OHS input and suggestions
 - assigning responsibility for raised OHS concerns
- behaviour that contributes to a safe workplace
- listening to ideas and opinions of others in the work group
- sharing opinions, views, knowledge and skills.

Control risks may include actions such as:

- application of the hierarchy of control, namely:
 - elimination of the risk
 - substitution controls
 - engineering controls
 - administrative controls including training
 - personal protective equipment
- consultation with manufacturers, suppliers, employers and their representatives
- consultation with workers and their representatives
- development of a reliable systematic approach to risk control
- ensuring adequate training of staff
- measurement of risk likelihood and consequence
- measures to remove the cause of a risk at its source
- monitoring and regular review of work systems and procedures
- rewarding good health and safety practice.

Hazardous event control procedures may include:

- following instructions from authorised or appropriate personnel during hazardous events
- chemical containment and clean-up

- evacuations
- provision of First Aid
- accident/incident reporting
- an emergency management plan
- injury and dangerous occurrence reporting.

Hazardous events may include:

- accidents (including motor vehicle accidents)
- bomb threats
- chemical spills
- electrocution
- fires and explosions
- inhalation of dangerous substances
- manual handling
- natural disasters
- slips, trips and falls
- violent incidents e.g. armed robberies, workplace bullying.

Hazards may include:

- biological hazards
- chemical hazards including unlabelled chemicals and substances
- ergonomic/mechanical hazards
 - associated with electrical or mechanical faults of plant and/or equipment including mobile plants
- environmental hazards
 - noise
 - radiation
 - untidy work areas
 - vibration
- physical hazards
 - electrical
 - obstructions or blocked exits
 - slippery or uneven floors
- psychological hazards.

Hierarchy of control includes:

- hazard elimination treatment/controls
- hazard substitution treatment/controls
- hazard engineering treatment/controls
- administrative treatment/controls including OHS and environmental training
- personal protective equipment.

Identifying hazards and assessing risks may include activities such as:

- accessing manufacturer guidance information and manuals

- application of job safety analysis procedures
- assessing the severity of identified hazards and ranking according to severity
- briefing workplace safety inspectors or contracted OHS advisors
- checking work area and/or equipment before and during work
- consultation with employees, OHS representative, OHS committee
- housekeeping
- job and work system assessment
- performing routine job hazard analysis
- pre- and post-operational equipment checks
- purchasing of supplies and equipment e.g. review of material safety data sheets (MSDS) and manufacturer/supplier information
- referencing government or industry hazard or safety alerts including via industry association contacts and networks
- regular maintenance of plant and equipment
- reviews of OHS records including registers of hazardous substances, dangerous goods, etc
- safety audits
- workplace inspections.

Information may be:

- for the induction of new workers, or refresher training for existing employees
- about the nature of work, tasks and procedures
- about hazards and risk management procedures
- contained in industry association journals or workers' compensation literature
- to assist in work tasks
- as part of providing direct supervision e.g. to inexperienced workers
- to communicate legislation and codes of practice e.g. relating to hazards in the work area
- for consultation with health and safety representatives and OHS committees.

OHS legislation may include:

- Dangerous Goods Acts
- general duty of care under OHS legislation and common law
- provisions relating to OHS issue resolution
- provisions relating to roles and responsibilities of health and safety representatives and/or OHS committees
- regulations and codes of practice including regulations and codes of practice relating to hazards present in the workplace or industry
- requirements for provision of OHS information and training
- requirements for the maintenance and confidentiality of records of occupational injury and disease
- state/territory/Commonwealth OHS Acts.

OHS records should include documented:

- First Aid/medical-post records
- hazardous substances registers

- health surveillance and workplace environmental monitoring records
- maintenance and testing reports
- manufacturers' and suppliers' information including MSDS and dangerous goods storage lists
- OHS audits and inspection reports
- records of instruction and training
- safety bulletins or notices
- workers' compensation and rehabilitation records.

OHS training needs may include:

- controlling hazards
- emergency and evacuation training
- hazard prevention or mitigation procedures
- induction training and refresher training
- specific hazard training
- specific task or equipment training
- the nature of hazards and hazard recognition
- training as part of broader programs e.g. equipment operation.

Participative arrangements may include:

- employee performance feedback
- formal and informal meetings of:
 - OHS committees
 - other special purpose committees e.g. consultative, planning and purchasing
 - health and safety representatives
- organisational information, staff bulletins and notices
- suggestions, requests, reports and concerns put forward by employees to management.

Readily accessible refers to information that:

- conforms to the principles of plain English
- caters for individual language and literacy levels
- is openly available.

Risk analysis includes:

- analysis of the likelihood, chance, frequency or probability of something happening that will have an impact upon work objectives
- a process involving:
 - hazard identification
 - risk assessment
 - risk treatment/control
 - risk monitoring and evaluation
- assessment of the real or possible outcome should something happen, measured in terms of the nature and extent of harm or injury to the individual(s) and/or environment.

Risk analysis protocols may be selected on the following criteria:

- Australian Standards, company standards and client standards
- combination of quantitative or qualitative assessment tools as appropriate to the risks being assessed
- company policy, procedures, goals, objectives and the interests of stakeholders
- operational, technical, financial, legal, social, humanitarian or other criteria
- the scope of the risk management project being undertaken.

Risk assessment and risk control procedures should reflect the order of the process:

- hazard identification
- risk assessment
- hazard control
- evaluation.

Training may include:

- coaching/mentoring
- off-the-job training
- on-the-job training
- presenting and promoting the benefits of a safe workplace
- providing encouragement
- providing feedback and clarifying points where necessary
- training provided by a registered training organisation.

Work group members may include:

- contractors authorised by the enterprise to perform specified work/functions
- employees under direct supervision
- entry-level trainees
- full-time, part-time or casual employees
- trainee supervisors or trainee team leaders.

Workplace procedures may include specific OHS procedures and organisational policies or procedures relating to:

- accident/incident investigation
- assessing risks
- consultation and participation arrangements for employees and third parties
- controlling risks
- development and communication of organisational OHS policy
- emergency planning and response
- hazard identification
- housekeeping and work environment
- OHS issue resolution
- OHS record keeping
- OHS training and assessment
- provision of OHS information, instruction, supervision and training
- reporting OHS issues

- safe operating procedures or instructions that cover but are not limited to:
 - awareness of electrical hazards
 - chemical storage, handling and disposal
 - confined space procedures
 - dust
 - First Aid and injury management
 - isolated worker
 - manual handling
 - noise
 - safe use of tools and equipment
 - security
 - toxic, infectious and sharps waste
 - vehicles and mobile equipment
 - working safely around electrical hazards including wiring, cables, and overhead powerlines
- specific hazards
- storage of dangerous goods
- use of MSDS
- use of personal protective equipment
- workplace safety inspections and audits.
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Unit Sector(s)

Not Applicable

PRMCMN402A Facilitate effective client relationships

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency involves the skills and knowledge to establish business contacts and networks and manage such relationships in a flexible and effective manner. Such relationships are of a more complex nature where the individual needs to explore with the client which products and services could improve or enhance current operations. This unit requires the individual to be familiar with a wide range of organisational products/services.

This unit may be expected to apply to a worker who has significant contact with external clients. The worker could provide information on routine, well-defined services/products to clients, or deal with inquiries of a more complex nature, including pricing. This unit would usually be carried out under supervision, within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify and monitor client needs	1.1 Conduct regular discussions with <i>client</i> regarding <i>clients needs</i> and expectations in accordance with <i>company requirements</i> 1.2 Seek feedback on company performance and level of <i>client</i> satisfaction in accordance with <i>company requirements</i> 1.3 Take prompt action on feedback received from the <i>client</i> in accordance with <i>company requirements</i> 1.4 Review and implement contracts and/or variations to contracts in accordance with <i>company requirements</i>
2 Satisfy complex client needs	2.1 Explain possibilities for meeting <i>client needs</i> in accordance with <i>company requirements</i> 2.2 Assist clients to evaluate service/product options to satisfy their needs in accordance with <i>company requirements</i> 2.3 Determine and prioritise preferred action in accordance with <i>company requirements</i> 2.4 Identify potential areas of difficulty in <i>client</i> service delivery and take appropriate actions in accordance with <i>company requirements</i>
3 Establish business contacts and networks	3.1 Identify organisations and groups that have the potential to benefit from company products/services in accordance with <i>company requirements</i> 3.2 Identify appropriate individuals within the group or organisation in order to establish effective relationships in accordance with <i>company requirements</i> 3.3 Agree on and maintain methods of <i>communication with business contacts and networks</i> within own level of responsibility in accordance with <i>company requirements</i> 3.4 Gain and maintain trust and confidence of <i>business contacts and networks</i> through demonstration of high standards of business practices and effective <i>communication methods</i> in accordance with <i>company requirements</i>
4 Work effectively with business	4.1 Define, clarify and agree on roles and

ELEMENT**PERFORMANCE CRITERIA**

contacts

responsibilities of *business contacts* in accordance with *company requirements*

4.2 Set and adhere to realistic service commitments in accordance with *company requirements*

4.3 Adopt and encourage flexibility in normal work practices when operating under unusual or difficult situations in accordance with *company requirements*

4.4 Identify situations outside own area or level of responsibility and where appropriate discuss with or refer to *appropriate personnel* in accordance with *company requirements*

5 Promote the company

5.1 Develop strategies to represent and promote the company's interests and requirements

5.2 Suggest for consideration additional products/services and *information* to meet *client's* needs in accordance with *company requirements*

5.3 Encourage work *group* members to develop effective and friendly relationships with *client* and users of *client* facilities

6 Communicate advice and pricing information

6.1 Present written *and verbal responses* in accordance with *company requirements*

6.2 Provide pricing information for routine and specified *products and services* where these match *client* needs, in accordance with *company requirements*

6.3 Attend to *client* requirements for follow-up information promptly in accordance with *company requirements*

6.4 Schedule and confirm bookings with *client* in accordance with *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Demonstrated proactive client relationship-building skills.
- Detailed knowledge of products and services and the capacity to explain to clients the features and benefits of products and services.
- Ability to identify and utilise opportunities for establishing business contacts and networks.
- Ability to present information in a variety of formats to a range of business contacts.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The range of potential and actual business contacts and networks.
- Establishing and maintaining effective business contacts and networks.
- Range of products/services/commitments available to offer to business contacts.
- Principles of time management.
- Role of designated personnel in client referrals.
- Sales presentation skills.
- Organisational client service standards.
- Importance of client service, good communication and an individual's role in delivering customer service.
- Client groups.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use communication skills that assist in facilitating client relationships including:
 - active listening
 - accessing, synthesising and using information
 - displaying empathy tact and diplomacy
 - negotiation
 - confidence-building
 - assertiveness
- use time management skills
- use problem-solving skills
- be flexible in handling variations in client needs
- use language skills which allow for relationship-building with the client
- use literacy skills to the level required to complete and interpret business documentation
- use numeracy skills to the level required to provide accurate pricing estimates and quotations

- use technology skills to complete business documentation
- relate to people from a range of social, cultural and ethnic backgrounds.

Other units of competency that could be assessed with this unit

Where practical, this unit should be assessed in an integrated fashion with other appropriate units.

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required.

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to the following:

- a suitable work area, or a simulated workplace environment, that allows for observation of client:candidate interaction
- products and information utilised in the provision of promoting company services
- assessment documentation forms and record books.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations that may include client/workplace interruptions and involvement in related activities normally experienced in the workplace.

This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess underpinning knowledge.

Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in organisational OHS policies and procedures. Assessment requires that establishing and maintaining customer relationships is done in such a way as to meet the objectives of the company and industry expectations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2) ?	Identify and utilise networking opportunities.
How can communication of ideas and information (2) be applied?	Identify and pursue business opportunities through information sharing and negotiation.
How are activities planned and organised (2) ?	Organise or reorganise work tasks in relation to business contracts and/or variations to such.
How can teamwork (2) be applied?	Develop a strong work team to support the strengthening of client services.
How can the use of mathematical ideas and techniques (1) be applied?	Design work allocation and scheduling arrangements.
How can problem-solving skills (2) be applied?	Identify where business contacts and network arrangements can be enhanced.
How can the use of technology (2) be applied?	Store and retrieve client and product information and communicate via e-business communication modes.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate personnel may include:

- colleagues
- staff or employee representatives
- supervisor/line manager
- suppliers/manufacturers.

Business contacts and networks may include the following groups and individuals within them:

- community groups

- departments or branches of the organisation
- organisations with industry linkages
- organisations with similar industry functions
- potential and current customers
- staff or employee organisations
- suppliers
- technicians.

Client needs may relate to:

- advice or general information
- domestic, commercial or industrial interests
- hours of operation
- making complaints/suggestions
- purchasing products and services
- specific requests.

Clients may include:

- clients with routine or special requests
- people from a range of social, cultural or ethnic backgrounds
- regular and new clients including but not limited to:
 - business enterprises
 - government agencies
 - suppliers.

Communication may include:

- communications book
- company presentations
- correspondence
- email
- exchange of reports and information
- inspections by client
- personal visits
- site news sheet
- telephone discussions.

Company requirements may include:

- code of ethics
- company image
- legal and organisational policies/guidelines
- legislation relevant to the work or service function
- legislative and regulatory requirements including:
 - codes of conduct
 - consumer law
 - discrimination/equal employment opportunity

- environmental law
- harassment and other laws specific to local government, state and federal legislation
- OHS
- privacy legislation
- OHS policies, procedures and programs
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- quality systems, standards and guidelines
- staff appearance and presentation.

Information may be:

- communicated electronically e.g. by email
- contained in company databases
- contained in manufacturers' specifications or information
- information on products/services available including features and benefits
- provided verbally
- quotations/pricing estimates
- written e.g. product brochures.

Products and services may include procedures for:

- allocating appointments
- communicating with clients
- delivering products and services
- responding to complaints or suggestions.

Work group members may include:

- colleagues
- line managers
- staff
- supervisors.

Written or verbal responses may include:

- general advice
- information on products/services available including features and benefits
- quotations/pricing estimates
- standard industry disclaimers.
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Unit Sector(s)

Not Applicable

PRMCMN403A Facilitate effective teamwork

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency involves the knowledge and skills required for individuals responsible for monitoring and maintaining effective work group activities. It covers developing trust and confidence in the work group and requires the demonstration of appropriate communication methods in determining team roles and activities.

The unit also covers the requirement for significant planning skills to ensure members of the work group are clear on carrying out their roles and responsibilities. A participative approach is required to monitor and review team effectiveness in order to satisfy wider client needs.

This unit may be expected to apply to a worker who has significant team leading responsibilities. This unit would usually be carried out under managerial supervision, within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop trust and confidence and provide necessary information to team	1.1 Treat <i>work group</i> members with integrity, respect and empathy in accordance with <i>company requirements</i> 1.2 Promote the company's social ethical and business standards in accordance with <i>company requirements</i> 1.3 Develop and maintain positive relationships in accordance with <i>legislative</i> and <i>company requirements</i> 1.4 Determine roles of <i>work group</i> members in a cooperative manner in accordance with <i>company requirements</i> 1.5 Provide information to <i>work group</i> members on work requirements, specifications and <i>company requirements</i> using <i>effective communication techniques</i> and suitable <i>communication mediums</i> 1.6 Gain and maintain trust and confidence of <i>work group</i> members through the consistent outlining and competent demonstration of <i>workplace procedures</i>
2 Plan team activities	2.1 Allow <i>work group</i> members the opportunity to participate in planning work activities, where appropriate, in accordance with <i>company requirements</i> 2.2 Consider the existing competencies and capacities of <i>work group</i> members in determining level and type of input to work planning and in accordance with <i>company requirements</i> 2.3 Inform <i>work group</i> members of the interrelated nature of work activities, where necessary, in accordance with <i>company requirements</i> 2.4 Verify and confirm that work objectives are understood by <i>work group</i> members in accordance with <i>company requirements</i>
3 Contribute to effective teamwork	3.1 Adopt <i>forms of communication</i> appropriate to work activities and the <i>work group</i> in accordance with <i>company requirements</i> 3.2 Assign individual responsibilities for activities, taking into account individual levels of competency as part of a full job plan

ELEMENT**PERFORMANCE CRITERIA**

	3.3 Provide assistance, guidance and support where appropriate to individuals in order to achieve required <i>work group</i> outcomes and complete activities
	3.4 Manage poor work performance in accordance with <i>company requirements</i>
	3.5 Discuss problems and resolve them through agreed and accepted processes wherever possible in accordance with <i>company requirements</i>
4 Monitor and review team performance	4.1 Develop processes for <i>work group</i> performance review in accordance with <i>company requirements</i>
	4.2 Collect feedback from individuals or the <i>work group</i> on a regular basis and use information to identify and implement improvements in future workplace arrangements in accordance with <i>company requirements</i>
	4.3 Assess and record outcomes and performance of individuals or the <i>work group</i> to determine the effectiveness of work arrangements in accordance with <i>company requirements</i>
	4.4 Analyse and review <i>data</i> on performance and provide information to <i>relevant parties</i> in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- Use appropriate communication techniques to develop trust and confidence within a work group.
- Utilise work group in participative arrangements to plan and improve workplace effectiveness.
- Resolve poor work performance efficiently within organisational requirements.

- Monitor and evaluate work group performance with the view to improving and refining arrangements that exist.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Role and function of workplace teams.
- Enterprise communication structure and work procedures.
- Staff development/learning opportunities available.
- Organisational codes of conduct.
- Legislative and regulatory requirements relevant to workplace procedures.
- Counselling and disciplinary procedures.
- Recruitment practices.
- Team dynamics.
- Stages of team development.
- Causes of stress or conflict in teams.
- Strategies for managing or reducing conflict.
- Communication methods and communication mediums.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use interpersonal communication skills that assist in establishing and maintaining work group relationships:
 - conflict management
 - negotiation
 - problem-solving
 - active listening/providing feedback
 - report writing
- use work planning and data analysis
- relate to people from a range of social, cultural and ethnic backgrounds.

Other units of competency that could be assessed with this unit

Where practical, this unit should be assessed in an integrated fashion with other appropriate units.

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to the following:

- a relevant venue
- a work group
- relevant organisational documentation
- assessment documentation forms and record books.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess underpinning knowledge and effective communication techniques.

Opportunities for practice and self-assessment under the guidance of a person deemed to be competent in the work area should be provided in advance of a formal assessment. Information derived from actual workplace experience should be treated as confidential.

Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in organisational OHS policies and procedures. Assessment requires that the facilitation of workplace teams meets the objectives of the company and industry expectations in the particular organisational requirement.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be collected, analysed and organised** (2)?

Collect verbal, visual and anecdotal information to measure team performance.

How can **communication of ideas and information** (2) be applied?

Utilise appropriate communication techniques to create and maintain harmonious work group relationships.

How are **activities planned and organised** (2)?

Organise work tasks according to customer requirements.

How can teamwork (3) be applied?	Monitor participative arrangements to encourage the delivery of quality customer service.
How can the use of mathematical ideas and techniques (2) be applied?	Monitor service delivery against budgets and contractual financial arrangements.
How can problem-solving skills (2) be applied?	Identify and analyse problems and take action to rectify the situation with minimal disruption to performance.
How can the use of technology (2) be applied?	Use communication tools such as email to support communication to the work group.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Communication mediums may include:

- company training
- face-to-face discussions
- instructional materials
- regular and one-off meetings
- signs and symbols
- use of an interpreter where required
- written instructions.

Company requirements may include:

- code of ethics
- dress/uniform codes
- legal and organisational policy/guidelines
- legislation relevant to the work or service function
- OHS policies, procedures and programs
- organisational image
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- quality systems, standards and guidelines
- staff appearance and presentation.

Data may be verbal, visual and anecdotal information collected during operations.

Effective communication techniques may include but are not limited to:

- active listening techniques
- clear, legible writing
- maintaining eye contact (for face-to-face interactions)
- non-verbal communication e.g. body language, personal presentation (for face-to-face interactions)
- speaking clearly and concisely
- using appropriate language and tone of voice
- using open and/or closed questions
- verbal or written responses.

Forms of communication may include:

- exchange of reports and information
- face-to-face interactions
- responding to email
- site news sheet
- telephone discussions
- two-way radio interactions
- written information via a communication logbook.

Legislative and regulatory requirements may take into account:

- consumer law
- discrimination/equal employment opportunity/racial vilification
- environmental law
- harassment and other laws specific to local government, state and federal legislation
- industry codes of conduct
- OHS
- privacy legislation.

Relevant parties may include external clients and supervisors/line managers.

Work group members may include:

- colleagues/team members
- people from a range of social, cultural or ethnic backgrounds
- supervisors/line managers.

Workplace procedures may include:

- assignment instructions
- instructions from colleagues/supervisor/manager
- personal protective equipment requirements
- reporting and documentation requirements
- specific customer requirements.
-

Unit Sector(s)

Not Applicable

PRMCMN404A Facilitate effective workplace relationships

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency involves the knowledge and skills required for individuals responsible for establishing and maintaining effective workplace relationships within a work group. It covers communicating workplace expectations and legislative requirements to work group members, as well as managing workplace conflict.

The unit also requires demonstration of high-level communication skills to ensure opportunities for staff development are encouraged and provided. Internal workplace relationships are required to be monitored and evaluated on a regular basis in order to ensure effectiveness. The knowledge and skills of this unit are required by work group leaders in order to facilitate workplace relationships that contribute to effective workplace arrangements and delivery of customer service strategies to clients.

The unit may be expected to apply to a worker who has significant team-leading responsibilities. This unit would usually be carried out under managerial supervision, within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Communicate workplace expectations	1.1 Collect and record <i>information</i> to achieve work responsibilities from <i>information sources</i> 1.2 Adopt suitable <i>communication mediums</i> to suit context and staff at all levels in accordance with <i>company requirements</i> 1.3 Ensure <i>communication medium</i> takes into account social and cultural diversity in accordance with <i>legislative</i> and <i>company requirements</i> 1.4 Verify and confirm that the <i>communication</i> is understood by <i>work group</i> members in accordance with <i>company requirements</i>
2 Implement relevant company and legislative workplace requirements	2.1 Provide information on <i>legislative</i> and <i>company requirements</i> to <i>work group</i> members via a suitable <i>communication medium</i> 2.2 Comply with and adopt appropriate measures to ensure <i>workplace procedures</i> and <i>company requirements</i> at the work site are understood and implemented
3 Assist in resolving workplace conflict and manage difficulties to achieve positive outcomes	3.1 Identify sources of conflict within or associated with the activities of the <i>work group</i> in accordance with <i>company requirements</i> 3.2 Ensure appropriate and timely action is taken to resolve conflict when identified, in accordance with <i>company requirements</i> 3.3 Manage conflict constructively in accordance with <i>legislative</i> and <i>company requirements</i> 3.4 Negotiate difficult situations to achieve results that are acceptable to the parties involved and that meet <i>legislative</i> and <i>company requirements</i>
4 Facilitate development of staff	4.1 Encourage the development of staff in the work environment in accordance with <i>company requirements</i> 4.2 Provide <i>workplace learning opportunities</i> and coaching and mentoring assistance to facilitate

ELEMENT**PERFORMANCE CRITERIA**

	individual and <i>work group</i> achievement
	4.3 Communicate opportunities for staff development and training regularly to staff in accordance with <i>company requirements</i>
	4.4 Provide <i>development opportunities</i> that incorporate a range of activities and support materials appropriate to the achievement of identified needs in accordance with <i>company requirements</i>
	4.5 Identify resources and timelines required for learning and development activities and approve in accordance with <i>company requirements</i>
5 Monitor and evaluate workplace relationships	5.1 Use feedback from individuals or <i>work groups</i> to identify and implement improvements in workplace consultative arrangements
	5.2 Assess and record outcomes and performance of individuals or <i>work groups</i> in accordance with <i>company requirements</i> to determine the effectiveness of development programs

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- Use effective communication techniques to establish and maintain relationships within a work group.
- Use appropriate methods of communication to cater for social, cultural and language differences within a work group.
- Resolve problems and conflicts efficiently within organisational requirements.
- Provide learning and development opportunities within the work group.
- Monitor and evaluate workplace relationships with the view to improving and refining arrangements that exist.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Role and function of workplace teams.
- Enterprise communication structure and work procedures.
- Staff development/learning opportunities available.
- Company codes of conduct.
- Legislative and regulatory requirements relevant to workplace procedures.
- Stages of team development.
- Causes of stress or conflict in teams.
- Strategies for managing or reducing conflict.
- Communication methods and communication mediums.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use interpersonal communication skills that assist in establishing and maintaining workplace relationships:
 - negotiation
 - problem-solving
 - active listening/providing feedback
 - report writing
- relate to people from a range of social, cultural and ethnic backgrounds
- use work planning and data analysis.

Other units of competency that could be assessed with this unit

Where practical, this unit should be assessed in an integrated fashion with other appropriate units.

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to the following:

- a relevant venue
- a work group
- relevant company and legislative documentation
- assessment documentation forms and record books.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess underpinning knowledge and effective communication techniques.

Opportunities for practice and self-assessment under the guidance of a person deemed to be competent in the work area should be provided in advance of a formal assessment. Information derived from actual workplace experience should be treated as confidential.

Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in company OHS policies and procedures. Assessment requires that the facilitation of workplace relationships meets the objectives of the company and industry expectations in the particular organisational requirement.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Collect information to achieve work responsibilities from appropriate sources and communicate via suitable mediums.
How can communication of ideas and information (2) be applied?	Utilise appropriate communication techniques to create and maintain harmonious relationships.
How are activities planned and organised (2)?	Organise work tasks according to customer requirements.
How can teamwork (2) be applied?	Encourage and monitor participative arrangements to build a high level of client service.
How can the use of mathematical ideas and	Analyse the costs of associated with examples of poor customer service.

techniques (2) be applied?

How can **problem-solving skills (2)** be applied?

Negotiate difficult situations to achieve results acceptable to the participants and that meet the organisation's and legislative requirements.

How can the **use of technology (2)** be applied?

Use email as a means of distributing important information in a timely manner.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Communication may include:

- exchange of reports and information
- personal visits
- site news sheet
- telephone discussions
- written information via a communication logbook.

Communication mediums may include:

- company policy and procedure documents
- company training
- face-to-face discussions
- instructional materials
- regular and one-off meetings
- signs and symbols
- use of an interpreter where required
- work method statements
- written instructions.

Information may be provided either in text or orally and may be contained in:

- contractual arrangements
- industry codes of practice or standards
- legislative requirements
- manufacturers' specifications/equipment manuals
- site specifications.

Information sources may include:

- clients
- employer and/or employee associations
- government agencies
- members of the work group
- supervisors
- work/shift communication logbooks.

Legislative requirements may include:

- consumer law
- discrimination/equal employment opportunity/racial vilification
- environmental law
- harassment and other laws specific to local government, state and federal legislation
- industry codes of conduct
- industry codes of practice and/or standards
- OHS Acts and regulations
- privacy legislation.

Company requirements may include but are not limited to:

- code of ethics
- company image
- dress/uniform codes
- legal and company policy/guidelines
- legislation relevant to the work or service function
- OHS policies, procedures and programs
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- quality systems, standards and guidelines
- staff appearance and presentation.

Development opportunities may include:

- career planning
- performance appraisals
- providing feedback to work group members
- rotation to another work group
- skills assessments and recognition of prior learning.

Work group members may include:

- colleagues/team members
- people from a range of social, cultural or ethnic backgrounds
- supervisors/line managers.

Workplace learning opportunities may include providing:

- coaching and mentoring assistance
- induction and refresher training

- other formal/structured training
- specialist process training
- specific equipment training.

Workplace procedures may include:

- assignment instructions
- instructions from colleagues/supervisor/manager
- personal protective equipment requirements
- reporting and documentation requirements
- specific customer requirements.
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Unit Sector(s)

Not Applicable

PRMFSSI01A Communicate effectively with fire safety system personnel

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the interpersonal skills and knowledge needed to communicate effectively with clients and stakeholders involved with the inspection of fire safety systems and associated fire safety sub-systems.

Fire safety system inspectors are not expected to determine which fire safety sub-systems are required within a given building classification in order for that building to comply with the Building Code of Australia.

These work functions are carried out without supervision, in an environment where appropriate methods of communication are vital to efficient inspections of fire safety systems and associated fire safety sub-systems and to effective relationships between fire safety system inspectors, clients and other stakeholders.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Communicate effectively with fire safety system clients and other stakeholders	1.1 Determine documentation requirements of <i>clients and other stakeholders</i> 1.2 Access information from <i>appropriate sources</i> and interpret compliance requirements in accordance with <i>relevant standards, codes and legislative requirements</i> 1.3 Communicate with <i>clients and other stakeholders</i> in a clear, accurate and <i>appropriate manner</i> and in accordance with enterprise and regulatory requirements 1.4 Produce reports for <i>clients and other stakeholders</i> in a timely and appropriate manner 1.5 Facilitate meetings with <i>clients and other stakeholders</i>
2 Communicate effectively with others in the workplace	2.1 Respond to requests from <i>clients and other stakeholders</i> in a prompt and positive manner 2.2 Resolve conflict between <i>clients and other stakeholders</i> by negotiation in accordance with regulatory requirements and workplace practices
3 Maintain workplace records and client documentation	3.1 Complete records and other workplace documentation accurately and legibly in accordance with client requirements 3.2 Ensure completed client records comply with <i>relevant standards, codes and legislative requirements</i>
	3.3 Complete records and other workplace documentation accurately and legibly in accordance with client requirements 3.4 Ensure completed client records comply with <i>relevant standards, codes and legislative requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to communicate effectively with fire safety system personnel. Assessment of performance should be conducted within an agreed timeframe, covering all categories within the range statement applicable to normal work requirements.

Critical aspects of competency

- Communicate effectively with fire safety system clients and other stakeholders to determine documentation requirements and to ensure that regulatory, client and other stakeholder requirements are addressed.
- Access information from appropriate sources and ensure compliance with relevant standards, codes and legislative requirements.
- Communicate technical information and details of fire safety system documentation effectively to clients and other stakeholders by verbal, written or appropriate electronic medium.
- Communicate effectively with others in the workplace, and apply appropriate conflict resolution techniques to resolve issues of conflict.
- Facilitate meetings with clients and other stakeholders.
- Record, store securely, maintain and update client and other stakeholder data and documentation in accordance with relevant standards, codes, legislative requirements and workplace procedures.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements embedded in performance include those listed below.

- Principles of the communication process.
- Type and content of relevant standards, codes and legislative requirements applicable to the inspection and compliance of fire safety system and associated fire safety sub-systems.
- How to source and access documentation required to meet the requirements of the relevant standards, codes, and legislation.
- Impact of the relevant standards, codes, and legislative requirements on the client and other stakeholder data and documentation.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These include the following.

- Active listening techniques.
- Verbal communication with clients and stakeholders.
- Facilitating meetings.
- Effectively presenting information.
- Asking questions to clarify understanding and to lead discussion to determine client and other stakeholder concerns.

- Conflict resolution techniques.
- Producing accurate and legible reports and other forms of written communication.
- Effective telephone techniques.
- Recording and storing information.
- Organising, collecting and collating information.
- Basic word-processing skills.
- Sourcing and recording feedback provided by others in the workplace.
- Responding to requests from clients and other stakeholders.
- Recording and securing storage of client and other stakeholder data and documentation.
- Language, literacy and numeracy skills necessary to process written and verbal information and perform basic calculations related to the job.

Other units of competency that could be assessed with this unit

This unit of competency can be assessed on its own or in conjunction with any practical unit.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

2	Discuss the requirements of fire safety systems and associated fire safety sub-systems with clients and other stakeholders. Facilitate meetings with and produce reports for clients and other stakeholders. Respond to requests from clients and other stakeholders in the workplace.

How can **information be collected, analysed and**

2	Collect information from a variety of sources. Interpret information to ensure that communication
-

organised?		with clients and other stakeholders is effective and accurate. Record accurately and efficiently client information, and maintain and update in accordance with relevant standards, codes, legislation and workplace requirements.
How are activities planned and organised?	1	Plan and organise formal and informal contact with clients and other stakeholders.
How can teamwork be applied?	1	Apply effective communication techniques to ensure working in teams is efficient and pivotal to achieving a harmonious working environment.
How can the use of mathematical ideas and techniques be applied?		Not relevant to this unit.
How can problem-solving skills be applied?	2	Discuss problems and solutions with contacts who have relevant practical experience. Resolve issues of conflict between clients and other stakeholders.
How can the use of technology be applied?	2	Access and communicate information to clients and other stakeholders using appropriate technology such as email. Record, store securely, maintain and update client and other stakeholder data and documentation using appropriate technology such as personal computers and database systems.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that may be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate sources may include:

- Australian Communications Authority - cabling provider rules

- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia
- building surveyor requirements
- clients and other stakeholders
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- plumbing codes
- product manufacturer's technical manuals and data sheets
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Clients and other stakeholders may include:

- agents/agent representatives
- builders
- building architects
- building owners/occupiers
- building surveyors
- federal/state/territory/local government authorities
- fire and other regulatory authorities
- fire engineers
- fire safety system designers
- fire safety system installers
- industry associations
- maintenance providers
- other appropriate bodies or organisations
- project managers/site managers.

Communicating in an appropriate manner may include:

- company message pads
- completion of pre-drafted templates
- email
- formal and informal reports
- memorandums
- verbal communication with written follow-up.

Methods of documenting, recording and storing client data may include:

- client invoicing
- computer files and online data
- daily work planner
- hard copy client history files
- project documentation and workplace documentation.

Relevant standards, codes and legislative requirements may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia
- building surveyor requirements
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- plumbing codes
- product manufacturer's technical manuals and data sheets
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Types of client records may include:

- computer files and online data
- hard copy client history files.
-

Unit Sector(s)

Not Applicable

PRMFSSI02A Identify fire safety system inspection requirements

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to identify the initial inspection requirements for pre-installed, new, existing or modified fire safety systems and associated fire safety sub-systems that are yet to be, or have been, installed or modified according to regulatory requirements.

These work functions are carried out without supervision.

Fire safety system inspectors are not expected to determine documentation requirements for fire safety sub-systems that form alternative, fire-engineered solutions that do not comply with the relevant Australian Standard for that sub-system.

Note: It is a prerequisite of this unit of competency that fire safety system inspectors demonstrate the relevant technical skills and knowledge prior to inspecting fire safety systems and associated fire safety sub-systems.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Identify client details and client-specific criteria for the project	1.1 Identify the <i>client's</i> level of involvement in the project 1.2 Identify the level of involvement of other <i>stakeholders</i> in the project 1.3 Discuss and match specific <i>criteria for the project</i> with client expectations 1.4 Discuss and confirm the timeframe leading to the project's conclusion
2 Identify the regulatory requirements applicable to the project	2.1 Determine the <i>relevant standards, codes and legislative requirements</i> applicable to the project 2.2 Determine the relevant sections of the appropriate <i>standards, codes and legislative requirements</i> 2.3 Identify and confirm the relevant <i>status of the project</i>
3 Identify and access relevant documentation	3.1 Identify and list the <i>types of documentation</i> required for the project 3.2 Determine the <i>sources of relevant documentation</i> 3.3 Make <i>necessary arrangements</i> to collect all relevant documentation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to identify fire safety system inspection requirements. Assessment of performance should be conducted within an agreed timeframe, covering all categories within the range statement applicable to normal work requirements.

Critical aspects of competency

- Organise initial meetings with clients to view and discuss criteria related to the installation of specific fire safety systems and associated fire safety sub-systems.
- Determine the needs and involvement of clients and other stakeholders in the inspection of fire safety systems and associated fire safety sub-systems.
- Identify inspection, documentation and regulatory requirements relevant to the fire safety system inspection, in consultation with clients and other stakeholders.
- Correctly identify relevant standards, codes and legislative requirements that impact on the development and inspection of fire safety systems and associated fire safety sub-systems.
- Apply a working knowledge of all procedural requirements involved with the inspection process.
- Identify the project timeframe and the impact on the inspection of a fire safety system and associated fire safety sub-systems.
- Access from appropriate sources and compile regulatory and compliance documentation relevant to the fire safety system and associated fire safety sub-systems.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements embedded in performance include those listed below.

- Type and content of relevant standards, codes and legislative requirements applicable to the inspection and compliance of fire safety system and associated fire safety sub-systems.
- How to identify alternative, fire-engineered fire safety system solutions that do not comply with relevant Australian Standards for installed systems. These are sub-systems designed, installed and commissioned outside the specifications of the relevant Australian Standard for that sub-system.
- Purpose and content of required documentation for compliance inspection procedures.
- How to source and access documentation required to meet regulatory and compliance requirements.
- Collection and collation of required regulatory and compliance documentation.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These include the following.

- Effective networking.
- Active listening techniques.
- Effective telephone techniques.
- Clarifying the scope of work and level of involvement of others in the project.
- Using technology, reference libraries and personal contacts to ascertain the required documentation needed for each sub-system.
- Identifying the relevant standards, codes and legislative requirements applicable to each sub-system within a range of projects.
- Identifying and preparing documentation required to certify compliance and/or maintenance requirements to comply with the relevant legislation for each sub-system.
- Identifying and recording client and other stakeholder details relevant to the project.

- Interpreting fire safety system project plans to determine timelines and status of project.
- Interpreting project plans and timelines.
- Recording and storing information.
- Organising, collecting and collating information.
- Basic word-processing skills.
- Language, literacy and numeracy skills necessary to process written and verbal information and perform basic calculations related to the job.

Other units of competency that could be assessed with this unit

This unit of competency can be assessed on its own or in conjunction with any practical unit.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Communicate with clients and other stakeholders to define and confirm levels of involvement and allocation of responsibilities during the inspection of a fire safety system and associated fire safety sub-systems.
How can information be collected, analysed and organised ?	2 Identify sources of relevant standards, codes and legislative requirements that impact on the fire safety system and associated fire safety sub-systems. Obtain required documentation from a range of identified sources.
How are activities planned and organised ?	1 Organise meetings involving clients and other stakeholders, as needed.

How can teamwork be applied?	Not relevant to this unit.
How can the use of mathematical ideas and techniques be applied?	Not relevant to this unit.
How can problem-solving skills be applied?	2 Discuss project timelines with clients and other stakeholders, to ensure that the inspection of a fire safety system and associated fire safety sub-systems is scheduled appropriately. Determine the sources of standards, codes and legislative requirements relevant to the inspection of a fire safety system and associated fire safety sub-systems.
How can the use of technology be applied?	2 Access and follow up documentation relevant to the inspection of the fire safety system and associated fire safety sub-systems using appropriate technology such as personal computers, database systems and the Internet.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that may be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Clients and other stakeholders involved in the project may include:

- agents/agent representatives
- builders
- building architects
- building owners/occupiers
- building surveyors
- federal/state/territory/local government authorities
- fire and other regulatory authorities
- fire engineers
- fire safety system designers
- fire safety system installers

- industry associations
- maintenance providers
- other appropriate bodies or organisations
- project managers/site managers.

Criteria for the project may include:

- Certificate of Occupancy issued before fire safety system inspection
- fire safety system documentation ready for fire safety system inspection
- scheduling of fire safety system inspection.

Necessary arrangements to collect relevant documentation may include:

- collect on site
- courier
- email
- facsimile
- personal contact followed by later delivery to site
- posted mail.

Relevant standards, codes and legislative requirements may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia
- building surveyor requirements
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- plumbing codes
- product manufacturer's technical manuals and data sheets
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Relevant status of the project may include:

- project timeframes/inspection schedule
- stages of construction
- total construction.

Sources of relevant documentation may include:

- building surveyors
- federal/state/territory/local government authorities
- fire and other regulatory authorities
- fire safety system designers
- fire safety system installers
- other fire safety system inspectors
- project managers/site managers/site offices.

Types of documentation may include:

- alternative fire-engineered solution performance-based risk assessment analyses
- 'as installed' drawings
- commissioning documentation from fire safety system installers
- design/installation drawings
- dispensations from fire and other regulatory authorities
- explanatory documentation from fire safety system installers
- hydraulic drawings and plans
- other (relevant to the project) fire safety system inspection reports
- permit drawings
- specific documentation as required by legislation and regulatory authorities.
-

Unit Sector(s)

Not Applicable

PRMFSSI03A Review pre-installation fire safety system documentation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to provide pre-installation advice acquired from the interpretation of fire safety system documentation - technical drawings, plans and specifications of fire safety system and associated fire safety sub-systems.

These work functions are carried out without supervision.

Fire safety system inspectors are not expected to be able to determine or interpret documentation design requirements for fire safety sub-systems that form alternative, fire-engineered solutions that do not comply with the relevant Australian Standard for that sub-system.

Note: It is a prerequisite of this unit of competency that fire safety system inspectors demonstrate the relevant technical skills and knowledge prior to inspecting fire safety systems and associated fire safety sub-systems.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Confirm the efficient integration of the fire safety system and associated fire safety sub-systems with other systems on the plans	1.1 Check that the layout of the fire safety system and associated fire safety <i>sub-systems</i> meet the <i>physical restrictions</i> of the building structure in accordance with documentation 1.2 Confirm that the fire safety system and associated fire safety sub-systems do not interfere with the effective and efficient operation of <i>other services</i> 1.3 Confirm that the proposed fire safety system and associated fire safety <i>sub-systems</i> are compatible with the <i>other services</i> provided 1.4 Confirm that the operation of the fire safety system and associated fire safety <i>sub-systems</i> are coordinated with relevant <i>other services</i>
2 Identify documentation inconsistencies and report accordingly	2.1 Identify and clarify with the client any perceived <i>documentation inconsistencies</i> in the fire safety system or sub-system documentation submitted by the <i>client or other stakeholders</i> 2.2 Identify and discuss with the client any perceived or actual installation problems with reference to submitted documentation 2.3 Liaise with <i>client and other stakeholders</i> to modify documentation to address identified system integration, installation difficulties and perceived or actual maintenance difficulties
3 Confirm adequacy of the fire safety system and associated fire safety sub-systems specifications in documentation	3.1 Confirm sectional drawings highlight <i>critical features</i> 3.2 Confirm that the quality and quantity of information within documentation complies with all <i>relevant standards, codes and legislative requirements</i> 3.3 Confirm all modifications to original fire safety system specifications, technical drawings and plans are documented and dated, and other documentation is modified to reflect installed sub-system modifications

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to review pre-installation fire safety system documentation. Assessment of performance should be conducted within an agreed timeframe, covering all categories within the range statement applicable to normal work requirements.

Critical aspects of competency

- Provide pre-installation advice acquired from the interpretation of fire safety system documentation - technical drawings, plans and specifications of fire safety system and associated fire safety sub-systems.
- Check that the fire safety system and associated fire safety sub-systems' dimensions and layout provided on pre-installation technical drawings and plans match actual building site requirements.
- Correctly identify symbols shown on fire safety system technical drawings and plans that relate to the pre-installation requirements of any part of a fire safety system and associated fire safety sub-systems.
- Correctly identify equipment manuals, equipment specifications and operator instructions that relate to proposed or installed fire systems and sub-system components.
- Confirm that the quality and quantity of information within documentation (technical drawings and plans, manuals and specifications) complies with agreed requirements, relevant standards, codes and legislative requirements.
- Confirm pre-installation fire safety system plans and specifications, the efficient integration, operation and compatibility of the fire safety system, and associated fire safety sub-systems with other services on the plans.
- Identify and record inconsistency issues related to fire safety system integration and appropriate documentation, and to the installation of the fire safety system.
- Identify and discuss documentation inconsistencies that do not meet agreed requirements and/or legislative requirements relevant to technical drawings, plans, manuals and specifications for pre-installed, new, existing or modified fire safety sub-systems.
- Suggest, develop and discuss modifications to documentation intended to address fire safety system integration and inconsistency issues with client.
- Communicate with client and other stakeholders to address inconsistency issues.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements embedded in performance include those listed below.

- Procedures for installing fire safety systems and associated fire safety sub-systems.
- Principles of how fire safety system and associated fire safety sub-systems interact with other services.
- Working knowledge of the standards, codes and legislative requirements relevant to the inspection of fire safety systems and associated fire safety sub-systems.
- Symbols shown on fire safety system technical drawings and plans that relate to the pre-installation requirements of any part of a fire safety system.
- Working knowledge of drafting standards and procedures applied to building design.
- Principles of critical features identified and/or highlighted in sectional drawings.
- Methods of confirming that modifications to the fire safety system and associated fire safety sub-systems are recorded on the original documentation.
- Working knowledge of the documentation needs and requirements of operators and maintenance personnel working on fire safety sub-systems.
- Principles of maintenance and operator manuals.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These include the following.

- Effective networking.
- Active listening techniques.
- Effectively presenting information.
- Effective telephone techniques.
- Interpreting plans, drawings and timelines.
- Organising, collecting, collating, recording and storing information.
- Basic word-processing skills.
- Measuring and checking calculations.
- Interpreting information provided by client and other stakeholders.
- Requesting advice or additional information from others in the workplace.
- Interpreting technical data sheets for fire sub-system equipment and verifying that installation and maintenance needs are documented in a manner that ensures that installers, operators and maintenance personnel can refer to the documentation to carry out their required duties in compliance with submitted documentation and manufacturers' data sheets.
- Identifying inconsistencies in submitted documentation on fire sub-systems that do not satisfy agreed requirements and/or legislative requirements.
- Language, literacy and numeracy skills necessary to process written and verbal information and perform basic calculations related to the job.

Other units of competency that could be assessed with this unit

This unit of competency can be assessed on its own or in conjunction with any practical unit.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Provide pre-installation advice and confirm with the clients and other stakeholders the efficient integration of the fire safety system and associated fire safety sub-systems with other services. Report and discuss documentation inconsistencies with clients and other stakeholders. Complete modifications to fire safety systems documentation, as required.
How can information be collected, analysed and organised ?	2	Collect and record information by viewing and checking pre-installation fire safety system documentation. Identify and record documentation inconsistencies. Develop solutions to address documentation inconsistencies and communicate solutions to clients and other stakeholders, as required. Record and document appropriately modifications developed to address fire safety system integration and inconsistency issues.
How are activities planned and organised ?		Not relevant to this unit.
How can teamwork be applied?		Not relevant to this unit.
How can the use of	2	Check specifications and calculations to ensure that

mathematical ideas and techniques be applied?		the fire safety system requirements integrate effectively and efficiently with other services. Check, confirm and record modifications made to fire safety systems.
How can problem-solving skills be applied?	2	Identify and discuss documentation inconsistencies with clients and other stakeholders to ensure that appropriate solutions are developed. Check and confirm with clients and other stakeholders that documentation is modified to match developed solutions.
How can the use of technology be applied?	1	Access and follow up documentation relevant to pre-installation fire safety system documentation using appropriate technology such as personal computers, database systems and the Internet.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that may be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Clients and other stakeholders may include:

- agents/agent representatives
- builders
- building architects
- building owners/occupiers
- building surveyors
- federal/state/territory/local government authorities
- fire and other regulatory authorities
- fire engineers
- fire safety system designers
- fire safety system installers
- industry associations
- maintenance providers
- other appropriate bodies or organisations
- project managers/site managers.

Critical features may include:

- airflow characteristics
- beams
- bulkheads and special ceiling features
- designated exits and paths of travel
- fire safety system equipment - quantities and types
- fire walls
- isolation valves
- materials used
- other fire protection sub-systems
- smoke walls
- water supply.

Documentation inconsistencies may include:

- design and maintenance manual requirements
- fire engineering design requirements
- instructional and informal operator statements and drawing requirements
- physical characteristics of the building
- physical layout of the fire safety system and associated fire safety sub-systems
- relevant standards, codes and legislative requirements.

Fire safety sub-systems may include:

- dry chemical powder systems
- emergency evacuation lighting systems
- emergency luminaries and exit signs
- emergency warning and intercommunication systems
- external wall-wetting sprinklers
- fire and smoke control systems
- fire brigade hydrant and water supply booster and feed connections
- fire brigade intervention plans
- fire detection and alarm systems
- fire fighting equipment
- fire hydrants and fire hose reels
- fire pump set systems
- fire resistant door-sets and roller shutters
- fire resistant sealing service penetrations and control joints
- fire resistant separating building elements
- fire sprinkler deluge systems
- fire sprinkler pre-action and dry pipe systems
- fire sprinkler systems - domestic, residential, commercial and industrial
- gaseous agent suppression systems
- high and medium velocity water spray systems
- high expansion foam systems and low expansion foam systems

- emergency warning and intercommunication system
- portable fire extinguishers
- smoke and heat venting systems
- water mist systems
- wet chemical systems.

Other services may include:

- air conditioning systems - heating and ventilation
- communications systems - telephone lines, data lines and sound systems
- electrical systems - lighting and power
- fire safety sub-systems
- plumbing systems - reliable service, water supplies and discharge points.

Physical restrictions of the building structure may include:

- sizes and areas defined in relevant standards, codes and legislative requirements
- sizes and areas of rooms, components, beams, bulkheads, ceilings and steps.

Relevant standards, codes and legislative requirements may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia
- building surveyor requirements
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- plumbing codes
- product manufacturer's technical manuals and data sheets
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.
-

Unit Sector(s)

Not Applicable

PRMFSSI04A Assess fire safety system documentation for compliance

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to accurately assess fire safety systems and associated fire safety sub-systems documentation required to meet the outcomes of a project and ensure compliance with relevant regulatory authority requirements.

These work functions are carried out without supervision.

Fire safety system inspectors are not expected to determine:

- if supporting documentation provided by third parties has been falsified, or
- if errors have been made in the compliance requirements necessary for the completion of supporting documentation by third parties, for each fire safety sub-system, to comply to the relevant legislation.

Supporting documentation can include tests, assessment documents, and design specifications.

Note: It is a prerequisite of this unit of competency that fire safety system inspectors demonstrate the relevant technical skills and knowledge prior to inspecting fire safety systems and associated fire safety sub-systems.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Check documentation for completion	1.1 Ensure all <i>required documentation and information</i> has been supplied 1.2 Ensure all <i>authorised persons</i> have signed <i>relevant documents</i>, where required 1.3 Ensure written information is legible
2 Identify any deficiencies in the fire safety system documentation	2.1 Apply knowledge and understanding to ensure that relevant and minimum requirements for <i>relevant standards, codes and legislative requirements</i> and specifications have been incorporated into a fire safety system 2.2 Check fire safety <i>sub-systems</i> have <i>necessary approvals</i>, where relevant 2.3 Check fire safety system calculations or refer to an appropriate third party 2.4 Check any deficiencies between the fire safety system and associated fire safety <i>sub-systems</i> 2.5 Check that test documentation is available to confirm that the fire safety system and associated fire safety <i>sub-systems</i> meet the performance criteria, prior to approval of the fire safety system
3 Assess documentation for compliance	3.1 Check and confirm given information relates to documentation requirements 3.2 Check all calculations are relevant to the documentation requirements 3.3 Discuss any obscure documentation requirements with the <i>relevant authority</i> and client 3.4 Check that the layout of the fire safety <i>sub-systems</i> matches the 'as built' drawings 3.5 Confirm that all modifications to original specifications and technical drawings are documented and dated 3.6 Develop strategies to effectively resolve all <i>non-compliance</i> issues

ELEMENT**PERFORMANCE CRITERIA**

4 Confirm documentation compliance with the client

- 4.1 Report and discuss compliance and any *non-compliance* issues with the client
- 4.2 Discuss strategies to effectively resolve all *non-compliance* issues
- 4.3 Prepare recommendation for approval and/or compliance documentation and forms as appropriate
- 4.4 Produce reports within agreed timelines
- 4.5 Make reference to relevant *standards, codes and regulations* validating the performance of the fire safety system and associated fire safety *sub-systems* in report

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to assess fire safety system documentation for compliance. Assessment of performance should be conducted within an agreed timeframe, covering all categories within the range statement applicable to normal work requirements.

Critical aspects of competency

- Assess fire safety system and associated fire safety sub-systems documentation for compliance with relevant standards, codes and legislative requirements.
- Check and confirm fire safety system and associated fire safety sub-systems documentation for completeness of information, calculations, layout requirements and modifications to the original design.
- Check and match the layout of fire safety system sub-systems to 'as built' documentation.
- Identify and record deficiencies and non-compliance issues in the fire safety system and associated fire safety sub-systems documentation.
- Develop appropriate strategies to address non-compliance issues.
- Produce reports and recommendations of fire safety system documentation assessment for approval, and in a timely manner.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements embedded in performance include those listed below.

- A working knowledge of the documentation procedures needed to comply with the relevant standards, codes and legislative requirements.
- Type and content of relevant standards, codes and legislation applicable to the inspection of fire safety systems and associated fire safety sub-systems.
- Compliance requirements of fire safety system and associated fire safety sub-systems.
- Documentation required to meet regulatory and compliance requirements of fire safety systems and associated fire safety sub-systems.
- Purpose, content and authorisation required for compliance documentation related to fire safety system inspections.
- Effective strategies to resolve issues of non-compliance.
- Checking, confirming and recording the completeness of information, calculations and layout requirements.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These include the following.

- Effective networking.
- Active listening techniques.
- Effectively presenting information.
- Effective telephone techniques.
- Interpreting technical drawings and plans.
- Recording and storing information.
- Organising, collecting and collating information.
- Basic word-processing skills.
- Checking calculations.
- Verifying that 'as built' drawings reflect current sub-system installation.
- Confirming that modifications to original plans and technical drawings are documented appropriately.
- Designing and creating reports and recommendations that meet the reporting and approval requirements of the client and other stakeholders.
- Requesting additional information or seeking advice from other organisations.
- Auditing documentation to verify sub-system documentation meets legislative requirements for each sub-system.
- Referring to third parties to authenticate that design, installation, commissioning and maintenance has been performed in accordance with legislative requirements.
- Language, literacy and numeracy skills necessary to process written and verbal information and perform basic calculations related to the job.

Other units of competency that could be assessed with this unit

This unit of competency can be assessed on its own or in conjunction with any practical unit.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Prepare, present and discuss with clients and other stakeholders reports that assess fire safety system and associated fire safety sub-systems documentation for compliance with relevant standards, codes and legislative requirements.
How can information be collected, analysed and organised ?	2	Collect information and documentation from a variety of sources. Analyse required documents in accordance with a pre-planned sequence to ensure the accuracy and completeness of the documents.
How are activities planned and organised ?		Not relevant to this unit.
How can teamwork be applied?		Not relevant to this unit.
How can the use of mathematical ideas and techniques be applied?	2	Verify that third party calculations meet design requirements by auditing their design process.
How can problem-solving skills be applied?	2	Address issues where a number of documents are not provided or specific required information was omitted.
How can the use of technology be applied?	1	Access and follow up documentation relevant to the assessment of fire safety system plans and specifications using appropriate technology such as

personal computers, database systems and the Internet.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that may be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Authorised persons may include:

- building owners
- building surveyors
- fire authority personnel
- fire safety system designers
- fire safety system installers.

Fire safety sub-systems may include:

- dry chemical powder systems
- emergency evacuation lighting systems
- emergency luminaries and exit signs
- emergency warning and intercommunication systems
- external wall-wetting sprinklers
- fire and smoke control systems
- fire brigade hydrant and water supply booster and feed connections
- fire brigade intervention plans
- fire detection and alarm systems
- fire fighting equipment
- fire hydrants and fire hose reels
- fire pump set systems
- fire resistant door-sets and roller shutters
- fire resistant sealing service penetrations and control joints
- fire resistant separating building elements
- fire sprinkler deluge systems
- fire sprinkler pre-action and dry pipe systems
- fire sprinkler systems - domestic, residential, commercial and industrial
- gaseous agent suppression systems
- high and medium velocity water spray systems

- high expansion foam systems
- low expansion foam systems
- emergency warning and intercommunication system
- portable fire extinguishers
- smoke and heat venting systems
- water mist systems
- wet chemical systems.

Necessary approvals may include local government building approvals and fire and other regulatory authority approvals.

Relevant authority may include:

- building insurers
- building owners
- building surveyors
- federal/state/territory/local government authorities
- fire authorities.

Relevant documents may include:

- building owner briefs
- commissioning documentation from fire safety system installers
- dispensations from fire and other regulatory authorities
- fire authority requirements
- fire safety system designer certificates.

Relevant standards, codes and legislative requirements may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia
- building surveyor requirements
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- plumbing codes
- product manufacturer's technical manuals and data sheets
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Required documentation and information may include:

- alternative fire-engineered solution performance-based risk assessment analyses
- 'as installed' drawings
- authorities that provide product approvals
- building approval documentation
- building owner briefs
- building surveyor requirements
- commissioning documentation from fire safety system installers
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- explanatory documentation from fire safety system installers
- federal/state/territory/local government regulations
- fire safety system designer drawings
- fire safety system installer installation drawings
- hydraulic drawings and plans
- industry codes of practice
- insurance company requirements
- logbooks
- other (relevant to the project) fire safety system inspection reports
- permit drawings
- specific documentation as required by legislation
- systems set-up documentation
- workplace codes of practice.

Types of non-compliance may occur with:

- documentation signed by unauthorised person
- incomplete documentation or information
- incorrect documentation or information
- missing documentation.
-

Unit Sector(s)

Not Applicable

PRMFSSI05A Identify, locate and match installed fire safety system to documentation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to identify, locate and match an installed fire safety system and associated fire safety sub-systems against appropriate fire safety system documentation.

These work functions are carried out without supervision.

Fire safety system inspectors are not expected to determine which sub-systems should be installed for the total certification of the building to comply with the relevant legislation.

Note: It is a prerequisite of this unit of competency that fire safety system inspectors demonstrate the relevant technical skills and knowledge prior to inspecting fire safety systems and associated fire safety sub-systems.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify the physical characteristics of the building	1.1 Identify the purpose and use of an existing or planned building 1.2 Identify the occupancy types and classification rise in stories 1.3 Confirm that the <i>building classification</i> is in accordance with the Building Code of Australia (BCA). 1.4 Identify relevant <i>building elements</i> that require a fire resistance level (FRL)
2 Locate and identify on-site fire safety system and associated fire safety sub-systems	2.1 Identify and locate the fire safety system and associated fire safety <i>sub-systems</i> 2.2 Identify type and mode of operation of fire safety sub-systems
3 Confirm that the installed fire safety system and associated fire safety sub-systems match the documentation	3.1 Match installed fire safety system and associated fire safety <i>sub-systems</i> to documentation 3.2 Report identified non-compliance issues using appropriate reporting procedures, in accordance with client requirements 3.3 Record required on-site modifications to fire safety system and associated fire safety <i>sub-systems</i> on original documentation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to identify, locate and match installed fire safety system to documentation. Assessment of performance should be conducted within an agreed timeframe, covering all categories within the range statement applicable to normal work requirements.

Critical aspects of competency

- Identify and confirm the physical characteristics of buildings that contain installed fire safety systems and associated fire safety sub-systems.

- Identify the type and mode of operation of installed fire safety sub-systems.
- Locate, identify and match installed fire safety systems and associated fire safety sub-systems with a list of appropriate fire safety system documentation.
- Record on-site modifications to installed fire safety systems and associated fire safety sub-systems on original fire safety system documentation.
- Identify, describe and report issues of non-compliance to clients and other stakeholders using appropriate procedures.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements embedded in performance include those listed below.

- Methods of identifying and confirming the physical characteristics and classification of buildings that contain installed fire safety systems and associated fire safety sub-systems.
- Methods of identifying relevant building elements that require an FRL.
- Operating principles of fire safety systems and associated fire safety sub-systems.
- Installation requirements of fire safety systems and associated fire safety sub-systems.
- Methods of identifying non-compliance issues related to installed fire safety systems and associated fire safety sub-systems.
- Methods of locating installed fire safety systems and associated fire safety sub-systems identified in fire safety system documentation.
- Methods and procedures for matching installed fire safety systems and associated fire safety sub-systems to a list of appropriate fire safety system documentation.
- Methods of identifying and recording on-site modifications to fire safety systems and associated fire safety sub-systems on original fire safety system documentation.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These include the following.

- Effective networking.
- Basic computer skills.
- Recording and storing information.
- Active listening techniques.
- Effectively presenting information.
- Effective telephone techniques.
- Identifying and locating sub-system in situ.
- Organising, collecting and collating information.
- Matching required documentation to each sub-system.
- Identify and documenting non-compliance issues within scope of work.
- Identify relevant building elements that form the FRL barrier for a range of fire compartments' sizes and purposes.
- Language, literacy and numeracy skills necessary to process written and verbal information and perform basic calculations related to the job.

Other units of competency that could be assessed with this unit

This unit of competency can be assessed on its own or in conjunction with any practical unit.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Report non-compliance issues using appropriate reporting procedures, in accordance with client and other stakeholder procedures. Record on-site modifications to installed fire safety systems and associated fire safety sub-systems on original fire safety system documentation.
How can information be collected, analysed and organised ?	2	Confirm the physical characteristics of buildings in which fire safety systems and associated fire safety sub-systems are installed. Locate, identify and match installed fire safety systems and associated fire safety sub-systems to a list of appropriate fire safety system documentation. Identify and document non-compliance issues. Identify the type and mode of operation of installed fire safety sub-systems.
How are activities planned and organised ?	1	Organise on-site visual inspections to identify installed fire safety sub-systems by type and mode of operation.
How can teamwork be applied?		Not relevant to this unit.
How can the use of		Not relevant to this unit.

mathematical ideas and techniques be applied?

How can problem-solving skills be applied?	1	Discuss problems and solutions with clients and other stakeholders.
How can the use of technology be applied?	2	Access and follow up documentation relevant to the fire safety system plans and specifications using appropriate technology such as personal computers, database systems and the Internet. Create fault reports in accordance with client and other stakeholder requirements using appropriate technology such as personal computers.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that may be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Building classification may include:

- as defined by the BCA
- BCA specification C1.1
- building clients.

Building elements may include:

- ceilings
- doors
- floors
- roof
- walls
- windows.

Fire safety sub-systems may include:

- dry chemical powder systems
- emergency evacuation lighting systems
- emergency luminaries and exit signs
- emergency warning and intercommunication systems
- external wall-wetting sprinklers

- fire and smoke control systems
- fire brigade hydrant and water supply booster and feed connections
- fire brigade intervention plans
- fire detection and alarm systems
- fire fighting equipment
- fire hydrants and fire hose reels
- fire pump set systems
- fire resistant door-sets and roller shutters
- fire resistant sealing service penetrations and control joints
- fire resistant separating building elements
- fire sprinkler deluge systems
- fire sprinkler pre-action and dry pipe systems
- fire sprinkler systems - domestic, residential, commercial and industrial
- gaseous agent suppression systems
- high and medium velocity water spray systems
- high expansion foam systems
- low expansion foam systems
- emergency warning and intercommunication system
- portable fire extinguishers
- smoke and heat venting systems
- water mist systems
- wet chemical systems.

Occupancy types and classification rise may include:

- commercial
- hospitals/medical
- industrial
- residential
- single function and multi-functional
- single-level and multi-level
- special purpose structure.

Type and mode of operation may include automatic systems and manual systems.

Unit Sector(s)

Not Applicable

PRMFSSI06A Follow on-site occupational health and safety requirements

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for an inspector of fire safety systems and associated fire safety sub-systems to work safely on client work sites, that is:

- identify and follow relevant occupational health and safety (OHS) duty of care legislation
- assess potential or actual site safety hazards related to the inspection of fire safety system and associated fire safety sub-systems.

These work functions are carried out without supervision.

Note: It is a prerequisite of this unit of competency that fire safety system inspectors demonstrate the relevant technical skills and knowledge prior to inspecting fire safety systems and associated fire safety sub-systems.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify mandatory OHS duty of care regulations	1.1 Identify and source relevant OHS legislation and regulations 1.2 Determine OHS duty of care requirements necessary to work safely when inspecting a fire safety system and associated fire safety sub-systems on-site 1.3 Identify the OHS duty of care requirements to be provided by the client to a fire safety system inspector working on-site
2 Assess site safety hazards	2.1 Discuss potential site safety requirements with <i>site management</i> and inspect the location of the installed fire safety system 2.2 Identify potential safety hazards related to the location of the fire safety system and associated fire safety sub-systems 2.3 Assess the risks of identified potential safety hazards using <i>risk assessment tools</i> 2.4 Report and discuss any identified potential or actual safety hazards with <i>site management</i>
3 Follow site safety requirements	3.1 Identify all <i>site safety signs</i> relevant to the project 3.2 Identify relevant items of <i>personal protective equipment (PPE)</i> according to the safety needs of the specific work site
	3.3 Ensure that all items of <i>PPE</i> are regularly maintained, and comply with the requirements of the <i>relevant standards, codes and legislative requirements</i> 3.4 Identify and apply the relevant site emergency procedures that apply to on-site visitors 3.5 Minimise risk of injury from <i>manual handling tasks</i> 3.6 Comply with all OHS requirements identified for site

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to follow on-site OHS requirements. Assessment of performance should be conducted within an agreed timeframe, covering all categories within the range statement applicable to normal work requirements.

Critical aspects of competency

- Identify and interpret mandatory OHS duty of care requirements relevant to a specific work site.
- Assess site safety risks, hazards and other requirements that impact on site-specific fire safety system inspections.
- Assess the risks of identified potential safety hazards using appropriate risk assessment tools.
- Identify, report and discuss potential safety hazards with site management, clients and other stakeholders.
- Adhere to work site safety requirements and signage.
- Identify and wear appropriate items of PPE according to relevant workplace fire safety system inspection tasks.
- Identify and apply site-specific emergency evacuation procedures and verbal safety instructions given by authorised site personnel.
- Demonstrate appropriate techniques that reduce the risk of injury from manual handling tasks.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements embedded in performance include those listed below.

- Basic understanding of employer/employee responsibilities, rights and obligations relevant to OHS in the workplace.
- Implications of not following safety procedures, requirements and instructions.
- Type and purpose of workplace safety signs and complying with the requirements of the signs.
- How to maintain items of PPE.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These include the following.

- Effective networking.
- Active listening techniques.
- Effectively presenting information.
- Effective telephone techniques.
- Recording and storing information.

- Organising, collecting and collating information.
- Basic word-processing skills.
- Identifying and using correctly appropriate items of PPE.
- Manual handling techniques.
- Inspecting and assessing site safety hazards relevant to the inspection of fire safety systems and associated fire safety sub-systems.
- Communicating identified potential or actual site safety hazards to site management.
- Language, literacy and numeracy skills necessary to process written and verbal information and perform basic calculations related to the job.

Other units of competency that could be assessed with this unit

This unit of competency can be assessed on its own or in conjunction with any practical unit.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through written or oral examination, practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

2	Identify site-specific safety requirements as required by workplace safety signs or by following specific requirements listed in appropriate OHS legislation and mandatory regulations. Prepare, present and discuss with site management reports that identify potential or actual workplace safety hazards.

How can **information be collected, analysed and organised**?

2	Collect information from various OHS regulations and ensure that work practices are carried out according to appropriate OHS legislation, mandatory regulations and workplace-specific requirements.
-

How are activities planned and organised ?		Not relevant to this unit.
How can teamwork be applied?		Not relevant to this unit.
How can the use of mathematical ideas and techniques be applied?		Not relevant to this unit.
How can problem-solving skills be applied?	1	Discuss potential or actual site safety hazards with relevant site personnel.
How can the use of technology be applied?	1	Access OHS information and documentation relevant to the inspection of the fire safety system and associated fire safety sub-systems using appropriate technology such as personal computers, database systems and the Internet.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that may be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Items of personal protective equipment may include:

- ear muffs or ear plugs
- hard hats and gloves
- safety boots or shoes
- safety glasses or goggles.

Manual handling tasks may include:

- handling the contents of a container
- holding, pushing, pulling, moving, lifting, throwing, turning, twisting, restraining and carriage of materials
- lowering and setting down materials
- repetitive tasks including packing, typing, assembling, and cleaning and sorting.

Relevant standards, codes and legislative requirements may include:

- Australian Dangerous Goods Code

- Australian Standards
- Building Code of Australia
- building surveyor requirements
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- product manufacturer's technical manuals and data sheets
- workplace codes of practice.

Risk assessment tools may include:

- checklists, worksheets and matrix models
- government and/or industry hazard or safety alerts
- instruments to assess the severity of identified hazards and ranking by severity
- job and work system assessment
- job hazard analysis
- job safety analysis
- manufacturers' guidance information and manuals
- reviews of OHS records
- safety and hazard audits
- workplace inspection checklists.

Site management may include site managers and site supervisors.

Types of site safety signs may include:

- requirement to wear a hard hat
- requirement to wear eye and hearing protection
- requirement to wear foot protection.
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Unit Sector(s)

Not Applicable

PRMFSSI07A Validate commissioning test data against performance documentation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to review and validate commissioning test data against relevant performance documentation for fire safety systems and associated fire safety sub-systems.

These work functions are carried out without supervision.

Fire safety system inspectors are not expected to validate test data requirements for fire safety sub-system that form alternative, fire-engineered solutions that do not comply with the relevant Australian Standard for that sub-system.

Note: It is a prerequisite of this unit of competency that fire safety system inspectors, prior to accreditation, demonstrate the relevant technical skills and knowledge of both the fire safety systems and their associated installation and maintenance standards relating to the systems for which accreditation is being sought.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Obtain and assess commissioning test data	1.1 Check that commissioning testing was conducted in accordance with the <i>relevant standards, codes and legislative requirements</i> and/or developed <i>test protocol</i> 1.2 Confirm that the <i>test protocol</i> used for commissioning testing is available and documented adequately 1.3 Ensure all <i>test data</i> was validated against relevant performance criteria 1.4 Check that causes of unacceptable performance and implemented corrective actions are identified and documented
2 Organise relevant commissioning test documentation	2.1 Collate relevant documentation produced for the installation, commissioning and test program used for the fire safety system and associated fire safety <i>sub-systems</i> 2.2 Confirm all modifications to original specifications and technical drawings and plans are documented and dated 2.3 Ensure all design, installation and commissioning certificates collated are signed by the person responsible for the appropriate activity

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to validate commissioning test data against performance documentation. Assessment of performance should be conducted within an agreed timeframe, covering all categories within the range statement applicable to normal work requirements.

Critical aspects of competency

- Obtain and assess commissioning test data against documented performance criteria.
- Assess and confirm that commissioning testing was performed in accordance with relevant standards, codes and legislative requirements and/or followed a developed test protocol.
- Confirm that test data was validated against documented performance criteria.
- Check that causes of unacceptable performance and implemented corrective actions are identified and documented.
- Review commissioning documentation and identify non-compliance issues and implemented corrective actions.
- Obtain and collate fire safety system performance documentation and test data.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements embedded in performance include those listed below.

- Procedures for obtaining and assessing test data.
- Procedures for checking that test data was validated against documented performance criteria.
- Working knowledge of standards, codes and legislative requirements relevant to the inspection of fire safety systems.
- Working knowledge of building elements, chemistry, fluid dynamics and electrical design.
- Procedures for documenting test protocols.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These include the following.

- Recording and storing information.
- Active listening techniques.
- Effective telephone techniques.
- Organising, collecting and collating information.
- Confirming that test protocol and documentation for a specific sub-system is in accordance with Australian Standards.
- Collating and verifying completeness and compliance of all certificates for each sub-system inspected.
- Identifying and documenting unacceptable performances that are not in accordance with test protocol for that sub-system.
- Applying engineering knowledge skills to assess installation and commissioning data.
- Applying mathematical skills to assess test data.

- Language, literacy and numeracy skills necessary to process written and verbal information and perform basic calculations related to the job.

Other units of competency that could be assessed with this unit

This unit of competency can be assessed on its own or in conjunction with any practical unit.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	Not relevant to this unit.
How can information be collected, analysed and organised ?	2 Check that the fire safety system test program was conducted in accordance with the relevant standards, codes and legislative requirements and/or test protocol. Check that performance documentation identifies causes of unacceptable performance and corrective actions implemented. Collate commissioning performance documentation and test data. Ensure that test data was validated against relevant performance criteria.
How are activities planned and organised ?	1 Organise on-site inspection of commissioning performance documentation and test data.
How can teamwork be applied?	Not relevant to this unit.

How can the use of mathematical ideas and techniques be applied?	2	Check calculations to ensure that test data was validated against documented performance criteria.
How can problem-solving skills be applied?		Not relevant to this unit.
How can the use of technology be applied?	1	Access and follow up test data and performance documentation relevant to the commissioning of fire safety systems and associated fire safety sub-systems using appropriate technology such as personal computers, database systems and the Internet.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that may be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Developed test protocol may include:

- fire safety system design drawings
- fire system Australian Standards
- other fire safety system design documentation
- project specifications.

Fire safety sub-systems may include:

- dry chemical powder systems
- emergency evacuation lighting systems
- emergency luminaries and exit signs
- emergency warning and intercommunication systems
- external wall-wetting sprinklers
- fire and smoke control systems
- fire brigade hydrant and water supply booster and feed connections
- fire brigade intervention plans
- fire detection and alarm systems
- fire fighting equipment
- fire hydrants and fire hose reels
- fire pump set systems

- fire resistant door-sets and roller shutters
- fire resistant sealing service penetrations and control joints
- fire resistant separating building elements
- fire sprinkler deluge systems
- fire sprinkler pre-action and dry pipe systems
- fire sprinkler systems - domestic, residential, commercial and industrial
- gaseous agent suppression systems
- high and medium velocity water spray systems
- high expansion foam systems
- low expansion foam systems
- emergency warning and intercommunication system
- portable fire extinguishers
- smoke and heat venting systems
- water mist systems
- wet chemical systems.

Relevant standards, codes and legislation may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia
- building surveyor requirements
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- plumbing codes
- product manufacturer's technical manuals and data sheets
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Test data from fire safety system testing measurements and resultant outcomes may include:

- pipe work integrity (leak testing and hydrostatic testing)
- response times and sequence of events of system and equipment and their interface with other systems
- system and equipment input and output measurements
- system and equipment settings and tolerances

- water supply and system demand flow and pressures
- wiring capacity, protection and integrity.
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Unit Sector(s)

Not Applicable

PRMFSSI08A Validate installation, testing and maintenance of fire safety systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to plan and observe necessary random and scheduled inspection, testing and maintenance of fire safety systems and associated fire safety sub-systems to ensure that the installation complies with, and will perform to, design documentation, the relevant standards, codes, legislative requirements and functions, in accordance with the documented design specifications.

These work functions are carried out without supervision.

Fire safety system inspectors are not expected to validate test procedures and data requirements for fire safety sub-system that form alternative, fire-engineered solutions that do not comply with the relevant Australian Standard for that sub-system.

Note: It is a prerequisite of this unit of competency that fire safety system inspectors demonstrate the relevant technical skills and knowledge prior to inspecting fire safety systems and associated fire safety sub-systems.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct inspections of the installation process	1.1 Determine whether staged inspections are required during the installation process to validate the fire safety system and associated fire safety <i>sub-systems</i> upon completion 1.2 Schedule and communicate timing of inspection to the <i>client</i> and, if required, to <i>other stakeholders</i> 1.3 Check and confirm that the fire safety system and associated fire safety <i>sub-systems</i> are installed in accordance with <i>relevant standards, codes and legislation, specification requirements</i> and staged inspections 1.4 Identify and record non-compliance issues that impact on the fire safety system installation and test program 1.5 Identify and record <i>local conditions</i> and regulations that impact on the fire safety system installation and test program 1.6 Review remedial actions for non-compliance issues and the impact of <i>local conditions</i> on the test program, within area of expertise and responsibility 1.7 Communicate unresolved non-compliance issues and the impact of <i>local conditions</i> on the test program to <i>client and other stakeholders</i>
2 Monitor integration of the fire safety system with associated fire safety sub-systems	2.1 Establish the interdependence of the fire safety system with the associated fire safety <i>sub-systems</i> 2.2 Determine power supply needs and, if necessary, confirm with the relevant authority 2.3 Check that all associated <i>sub-systems</i> of the fire safety system are compatible and coordinated in their operation 2.4 Check that back-up systems are available, where required 2.5 Ensure the safe operation of any <i>evacuation systems</i> not coordinated with the fire safety

ELEMENT	PERFORMANCE CRITERIA
3 Oversee the inspection, testing and preventative maintenance of the fire safety system and associated fire safety sub-systems	system and associated fire safety <i>sub-systems</i> 3.1 Compare inspection and test results with required performance data 3.2 Check that the maintenance program is carried out by <i>competent personnel</i> 3.3 Monitor the maintenance program to ensure that the program is conducted in accordance with the <i>relevant standards and maintenance protocols</i> 3.4 Monitor the identification of non-compliance and the impact of <i>local conditions</i> on the maintenance program 3.5 Communicate unresolved non-compliance issues and the impact of <i>local conditions</i> on the maintenance program to <i>client and relevant stakeholders</i> 3.6 Circulate the documented test protocol and resultant data to the <i>client and relevant stakeholders</i>
4 Collate and prepare summary fire safety system performance documentation	4.1 Collate documentation produced for the installation, commissioning and maintenance of the fire safety system and associated fire safety <i>sub-systems</i> 4.2 Confirm all modifications to original specifications and technical drawings and plans are documented and dated 4.3 Make reference to relevant standards, codes and legislation validating the performance and functionality of the fire safety system and associated <i>sub-systems</i> 4.4 Prepare recommendation for approval and/or compliance documentation and forms as appropriate 4.5 Produce reports, using agreed timelines and format which include areas tested, areas checked and assessed, and areas of non-compliance

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to validate installation, testing and maintenance of fire safety systems. Assessment of performance should be conducted within an agreed timeframe, covering all categories within the range statement applicable to normal work requirements.

Critical aspects of competency

- Observe installation and monitor maintenance programs for fire safety systems and associated fire safety sub-systems.
- Determine the interdependence, interface and compatibility of fire safety systems and associated fire safety sub-systems with other fire safety systems.
- Identify and record local conditions and regulations that impact on the installation and testing of the fire safety system and associated fire safety sub-systems.
- Monitor testing and preventative programs and ensure compliance with relevant standards, codes, legislation, specification requirements, and test protocols.
- Interpret and match inspection and testing results against documented performance criteria.
- Confirm that fire safety systems and associated fire safety sub-systems modifications to the original specifications are documented.
- Identify non-compliance issues and communicate effectively unresolved issues to clients and other stakeholders.
- Prepare clear and concise installation inspection and maintenance inspection reports including performance documentation and recommendations for approval, within agreed timelines.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements embedded in performance include those listed below.

- Methods of identifying required information contained in standards, codes and legislation relevant to the inspection of fire safety systems.
- Operating principles of fire safety systems and associated fire safety sub-systems.
- Working knowledge of building elements, chemistry, fluid dynamics and electrical design.
- Procedures for determining if staged inspections are required for a specific fire safety system and associated fire safety sub-systems.
- Procedures for determining if local conditions and regulations impact on maintenance programs for a specific fire safety system and associated fire safety sub-systems.

- Procedures for checking that inspection and test data was validated against documented performance criteria.
- Methods of interpreting drafting standards and procedures, and extracting relevant information.
- Procedures for identifying and recording non-compliance issues, and the impact of local conditions on test protocols, maintenance and test programs.
- Methods of determining the interdependence (interface) of the fire safety system and associated fire safety sub-systems.
- Methods of confirming that the fire safety system and associated fire safety sub-systems are functional and perform to the specified design and installation standards, codes and legislation.
- Procedures for monitoring and accessing inspection and test data and confirming data against performance criteria.
- Methods and procedures for communicating unresolved non-compliance issues and the impact of local conditions on test protocols and maintenance programs to clients and other stakeholders.
- Procedures for confirming that modifications to the original fire safety system technical drawings and plans are documented.
- Procedures for preparing installation inspection reports and maintenance inspection reports for clients and other stakeholders.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These include the following.

- Recording and storing information.
- Recording non-compliance issues.
- Conducting and/or witnessing tests to verify power supplies are of sufficient capacity to power sub-systems in accordance with standards and legislative requirements.
- Conducting and/or witnessing tests to verify the interdependence (interface) of the fire safety system and associated fire safety sub-systems do perform to design, installation and maintenance standards and legislative requirements.
- Conducting and/or witnessing tests to verify operation of evacuation system performs to design, installation and maintenance standards, and legislative requirements.
- Conducting and/or witnessing tests to verify that performance maintenance tests are conducted in accordance with standards and legislative requirements.
- Using relevant testing equipment.
- Reviewing solutions developed to address non-compliance issues and the impact of local conditions on test protocols and testing programs.
- Active listening techniques.
- Effectively presenting information.
- Effective telephone techniques.
- Organising, collecting and collating information.
- Assessing test data.
- Basic word-processing skills.

- Language, literacy and numeracy skills necessary to process written and verbal information and perform basic calculations related to the job.

Other units of competency that could be assessed with this unit

This unit of competency can be assessed on its own or in conjunction with any practical unit.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

2	Prepare inspection reports, present and discuss results, and make recommendations about the outcomes of a fire safety system and associated fire safety sub-systems compliance inspection with clients and other stakeholders.

Document and discuss with clients and other stakeholders non-compliance issues, the impact of local conditions on test protocols and test programs and unresolved non-compliance issues.

Ensure that modifications to the original fire safety systems documentation are documented, included in the inspection report, and discussed with clients and other stakeholders.

How can **information be collected, analysed and organised**?

2	Obtain relevant fire safety system documentation from a variety of sources.

Analyse documentation to check for completeness, identify and record non-compliance issues and the impact of local conditions on test protocols and test programs, and ensure that testing is monitored against

		relevant standards, codes, legislative requirements and test protocols. Compare and analyse test results against the documented performance data. Make reference to relevant standards, codes and legislation in inspection reports against performance data generated by fire safety system and associated fire safety sub-systems.
How are activities planned and organised ?	1	Schedule fire safety system and associated fire safety sub-systems inspections to ensure that the client and other stakeholders are available, and staged inspections occur, if required.
How can teamwork be applied?	1	Apply teamwork to ensure that fire safety system and associated fire safety sub-systems testing is performed efficiently by appropriate stakeholders.
How can the use of mathematical ideas and techniques be applied?	2	Check testing calculations for accuracy and compare test results with documented performance data.
How can problem-solving skills be applied?	1	Discuss and listen to others involved in the non-compliance issues and the impact of local conditions on test protocols and test programs. Develop appropriate strategies to resolve non-compliance issues.
How can the use of technology be applied?	2	Access and follow up documentation relevant to the inspection of fire safety systems and associated fire safety sub-systems using appropriate technology such as personal computers, database systems and the Internet.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that may be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Clients and other stakeholders may include:

- agents/agent representatives
- builders
- building architects
- building owners/occupiers
- building surveyors
- federal/state/territory/local government authorities
- fire and other regulatory authorities
- fire engineers
- fire safety system designers
- fire safety system installers
- industry associations
- maintenance providers
- other appropriate bodies or organisations
- project managers/site managers.

Competent personnel require experience that may include:

- awareness of the impact of local conditions on test protocols and test programs
- experience with necessary testing equipment
- hands-on experience
- interpretation of performance-based or prescriptive-based sub-system requirements
- relevant industry qualification(s)
- understanding of recording and reporting protocols
- working knowledge of Australian Standards, related to installation, maintenance and testing
- working knowledge of each fire safety sub-system.

Evacuation systems may include:

- automatic unlocking of exit doors e.g. secure environments
- building evacuation procedures
- illuminated exit signs.

Fire safety sub-systems may include:

- dry chemical powder systems
- emergency evacuation lighting systems
- emergency luminaries and exit signs
- emergency warning and intercommunication systems
- external wall-wetting sprinklers
- fire and smoke control systems
- fire brigade hydrant and water supply booster and feed connections
- fire brigade intervention plans
- fire detection and alarm systems
- fire fighting equipment

- fire hydrants and fire hose reels
- fire pump set systems
- fire resistant door-sets and roller shutters
- fire resistant sealing service penetrations and control joints
- fire resistant separating building elements
- fire sprinkler deluge systems
- fire sprinkler pre-action and dry pipe systems
- fire sprinkler systems - domestic, residential, commercial and industrial
- gaseous agent suppression systems
- high and medium velocity water spray systems
- high expansion foam systems
- low expansion foam systems
- emergency warning and intercommunication system
- portable fire extinguishers
- smoke and heat venting systems
- water mist systems
- wet chemical systems.

Local conditions may include:

- occupier/owner imposed restrictions
- site constraints
- trade union imposed restrictions.

Relevant standards and maintenance protocols may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia
- building surveyor requirements
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- plumbing codes
- product manufacturer's technical manuals and data sheets
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Relevant standards, codes and legislation may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia
- building surveyor requirements
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- industry codes of practice
- international fire system and equipment standards
- plumbing codes
- product manufacturer's technical manuals and data sheets
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Specification requirements may include:

- fire safety system design drawings
- fire system Australian Standards
- other fire safety system design documentation
- project specifications.

Test protocols may include:

- fire safety system design drawings
- other fire safety system design documentation
- standards and codes tested to and/or against.
-

Unit Sector(s)

Not Applicable

PRMFSSI09A Negotiate and resolve issues regarding non-compliance of fire safety systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the interpersonal skills and knowledge required of an inspector of fire safety systems and associated fire safety sub-systems to resolve issues with clients and other stakeholders of non-compliance resulting from a fire safety systems inspection. These work functions are carried out without supervision.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- 1 Establish roles and responsibilities of client and

- 1.1 Identify and establish the roles of the *client and other stakeholders* relevant to the project

ELEMENT	PERFORMANCE CRITERIA
other involved stakeholders	1.2 Identify and confirm the responsibilities of all involved stakeholders 1.3 Identify and confirm <i>appropriate methods</i> of <i>communication</i> are acceptable to all involved stakeholders
2 Identify and confirm causes of non-compliance	2.1 Establish and record <i>relevant information, facts and issues</i> appropriate to the non-compliance of specific fire safety sub-systems 2.2 Identify and analyse the position of the relevant stakeholders involved with the non-compliance issues 2.3 Confirm all details and given specifications supplied on technical drawings and plans are accurate and not ambiguous
3 Negotiate to achieve an agreed outcome	3.1 Identify <i>relevant strategies</i> to negotiate successful outcomes for non-compliance issues with involved stakeholders 3.2 Establish and maintain the confidence of involved stakeholders through open and professional communication methods 3.3 Ensure that the viewpoints of all involved stakeholders, explanations and professional positions are treated with respect and empathy 3.4 Discuss appropriate solutions, ensuring additional costs and timeframes are reasonable and achievable 3.5 Manage the non-compliance resolution discussions to optimise the likelihood of a favourable outcome for all stakeholders
	3.6 Report all instances of continuing non-compliance resulting from unsuccessful negotiations to relevant stakeholders and <i>appropriate authorities</i> using agreed format as required by client and/or other stakeholders 3.7 Confirm in writing to all involved stakeholders the resolution outcomes and agreements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to negotiate and resolve issues regarding non-compliance of fire safety systems. Assessment of performance should be conducted within an agreed timeframe, covering all categories within the range statement applicable to normal work requirements.

Critical aspects of competency

- Select a suitable negotiating strategy that is acceptable to the professional position of each stakeholder involved with non-compliance issues related to fire safety systems or associated fire safety sub-systems.
- Identify the roles and responsibilities of all involved stakeholders.
- Use appropriate and effective communication methods.
- Interpret and communicate regulatory and technical information to resolve non-compliance issues.
- Demonstrate skills in diplomacy, tact and the ability to address the issues without bias towards clients or stakeholders involved in the negotiation of non-compliance issues.
- Negotiate and resolve effectively issues of fire safety system and associated fire safety sub-systems non-compliance.
- Apply appropriate conflict resolution techniques.
- Report agreed resolution outcomes to client and other stakeholders and outstanding issues of non-compliance to appropriate authorities.
- Demonstrate how to work effectively with others in the workplace.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements embedded in performance include those listed below.

- Applying the principles of communication and negotiation to conflict situations.
- Compiling documentation to meet regulatory requirements.
- Resolving conflict with others in the workplace.
- Securing confidentiality of client information.
- Applying the principles related to the use for various types of communication equipment.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These include the following.

- Reading and interpreting written information.
- Listening to and interpreting information given by other stakeholders.

- Requesting advice or additional information from others in the workplace.
- Conducting negotiation meetings that lead to resolution of conflict and maintaining a professional manner throughout meeting.
- Language, literacy and numeracy skills necessary to process written and verbal information and perform basic calculations related to the job.

Other units of competency that could be assessed with this unit

This unit of competency can be assessed on its own or in conjunction with any practical unit.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Discuss and monitor non-compliance issues with stakeholders, within area of responsibility.

How can information be collected, analysed and organised ?	2 Collect information from a variety of sources and interpret the information to ensure that communication with appropriate stakeholders is effective and accurate.

How are activities planned and organised ?	1 Involve all relevant stakeholders in the negotiation process.

How can teamwork be applied?	2 Use a team-based approach and principles, with the application of communication and problem-solving skills to negotiate and resolve issues related to non-compliance of fire safety systems.

How can the use of mathematical ideas and	Not relevant to this unit.

techniques be applied?

How can problem-solving skills be applied?	3	Talk and listen to others involved with the non-compliance issues and incorporate appropriate strategies to resolve the problems satisfactorily for all stakeholders.

How can the use of technology be applied?	1	Access and communicate information to clients and other stakeholders involved in the negotiation process using appropriate technology such as email.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that may be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate authorities may include:

- builders
- building insurers
- building owners
- building surveyors
- federal/state/territory/local government authorities
- fire authorities.

Appropriate methods of communication may include:

- person-to-person meetings
- teleconference
- video conference.

Clients and other stakeholders may include:

- agents/agent representatives
- builders
- building architects
- building owners/occupiers
- building surveyors
- federal/state/territory/local government authorities
- fire and other regulatory authorities
- fire engineers

- fire safety system designers
- fire safety system installers
- industry associations
- maintenance providers
- other appropriate bodies or organisations
- project managers/site managers.

Relevant information, facts and issues may include:

- Australian Communications Authority - cabling provider rules
- Australian Dangerous Goods Code
- Australian Standards
- Building Code of Australia regulations
- building surveyor requirements/reports
- client and other stakeholder requirements
- dispensations from fire and other regulatory authorities
- emergency services requirements
- enterprise operating procedures
- federal/state/territory/local government authority legislation and regulations, including:
 - state or territory building legislation and regulations
 - state or territory environmental regulations
 - state or territory fire service legislation and regulations
- fire safety systems installers installation specifications
- industry codes of practice
- international fire system and equipment standards
- product manufacturer's technical manuals and data sheets
- product manufacturer's specifications
- site manager reports
- updates and interpretations of the Building Code of Australia
- workplace codes of practice.

Relevant strategies may include brainstorming and involvement of an adjudicator.

Unit Sector(s)

Not Applicable

PRMPFES03C Safely move materials and loads in the workplace

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to equip service technicians for the responsibility of safely moving materials and loads in the workplace in such a way as to avoid injuries to self and others, and prevent damage to product and property from incorrect handling methods.

All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including policies and procedures relating to occupational health and safety (OHS), and ozone depleting substance (ODS) and synthetic greenhouse gas (SGG) emissions.

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement

of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Use manual handling techniques to move material and loads.	1.1 <i>Identify hazards</i> and implement risk assessment and control methods prior to moving material and loads. 1.2 Use <i>manual handling techniques</i> , including OHS procedures appropriate for the type of load and material being moved.
2 Use mechanical handling aids to move material and loads.	2.1 Use <i>mechanical handling aids</i> to assist with safe manual handling of material and loads according to <i>industry and legislative requirements</i> and <i>workplace procedures</i> . 2.2 Maintain mechanical handling aids according to <i>organisational requirements</i> and manufacturer specifications. 2.3 Report faulty mechanical handling aids to <i>relevant persons</i> according to organisational requirements.
3 Adhere to the requirements of federal, state and territory regulations for moving dangerous material.	3.1 Comply with requirements of relevant dangerous goods regulations and ODS, SGG and <i>OHS policies and procedures</i> when moving any material or load that is assessed as dangerous or hazardous.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- apply correct manual handling techniques
- apply language and literacy skills to:
 - understand and comply with work instructions
 - interpret safety signs

- read and comprehend instructions
- assess and control risks and hazards
- assess movement paths for loads and materials
- assess safe working loads
- move dangerous goods and ODS and SGG materials safely in the workplace
- participate in manual handling training
- solve problems in practical and safe ways.

Required knowledge:

- implications of ignoring safety precautions used with mechanical and manual handling aids
- implications of incorrect manual lifting techniques
- meaning of material handling applied to role of service technician
- methods used to prevent ODS and SGG emissions in the workplace
- purpose and structure of relevant dangerous goods legislation, including HAZCHEM signs and emergency information panels
- purpose of hazard identification, hazard assessment and hazard control
- reasons for preventing ODS and SGG emissions in the workplace
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Collect information regarding the work environment and analyse against relevant policies and procedures.	1
How can information be collected, analysed and organised?	Resolve manual handling issues with relevant or designated personnel.	2
How are activities planned and organised?	Organise work tasks according to safe work practices and within regulatory	2

Key competency	Example of application	Performance level
	framework.	
How is teamwork used?	Contribute to a safe work environment.	1
How are mathematical ideas and techniques used?	Calculate load weights and adhere to equipment maintenance schedules.	1
How are problem-solving skills applied?	Identify and report hazards and display initiative to identify problems.	2
How is the use of technology applied?	Use manual handling aids and techniques correctly.	2

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- This unit could be assessed on its own or in combination with other units of competency relevant to the job function, for example:
 - PRMPFES53A *Participate in workplace safety arrangements*
 - PRMCMN301A *Contribute to workplace safety arrangements.*

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Competency is to be demonstrated through at least one practical demonstration covering the full range of performance criteria.
- Ability to transfer skills to other situations described in the range statement may be inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)
- A person who demonstrates competency in this unit must be able to provide evidence of:
 - compliance with OHS, ODS and SGG regulations, policies and procedures applicable to the load or materials being moved

Specific resources for assessment

- compliance with relevant dangerous goods regulations, policies and procedures
- clear communication to work effectively and safely with others, including reporting procedures for faulty mechanical handling aids.
- In a minimum of two different settings:
 - identify potential risks and hazards prior to moving loads
 - identify risk assessment and control methods prior to moving loads
 - use manual handling techniques and comply with relevant OHS procedures
 - use mechanical handling aids
 - maintain mechanical handling aids.
- The candidate and the assessor should have access to the appropriate documentation and resources normally used in the workplace. This includes access to:
 - a suitable work area or a simulated workplace environment that allows for demonstration of manual handling techniques
 - suitable load and manual handling aids for candidate to demonstrate manual handling techniques
 - PPE commonly used in manual handling
 - manuals and relevant documentation
 - assessment documentation forms and record books.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.
- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to

Context of assessment

conduct the assessment).

- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency may be made through practical demonstrations in the work environment or in a simulated work environment.
- Oral or written questioning methods may be used to assess understanding of underpinning knowledge areas. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.) Evidence of competency is best obtained by observing various activities involving manual handling techniques in the workplace.
- Supplementary evidence may be obtained by relevant authenticated written correspondence from supervisors, team leaders or management staff.
- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts, regulations and codes
- Australian and international standards identified as relevant to the movement of materials and loads in the workplace
- environmental regulations
- manufacturer specifications
- organisational requirements, including policies and procedures relating to OHS, ODS and SGG
- OHS legislation, codes and regulations
- ODS and SGG legislation, codes and regulations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Identify hazards may include activities associated with:

- checking equipment and work area before work commences and during work
- checking for potential ODS and SGG emissions
- regular housekeeping activities
- workplace inspections of equipment and work areas.

Hazards may include:

- hazards associated with electrical or mechanical faults
- environmental, such as improper use of hazardous materials and chemicals, including ODS or SGG materials
- ergonomic, such as incorrect manual handling methods
- obstructive, such as blocked access to emergency entry and exit points.

Manual handling techniques may include:

- carrying
- lifting
- pulling
- pushing.

Mechanical handling aids may include:

- hand trucks
- hooks
- lifting magnets
- lifting straps
- non-licensed mechanical handling aids, including:
 - cranes
 - hoists
 - manually operated forklifts and pallet trucks
- suction grips
- trolleys
- wheelbarrows.

Industry and legislative requirements may include:

- relevant federal, state and territory building Acts, regulations and codes
- OHS legislation, codes and regulations
- ODS and SGG legislation, codes and regulations e.g. *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
- relevant current Australian standards, such as AS 1851
- fire protection industry codes of practice
- Building Code of Australia (BCA)
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation relating to fire protection equipment, including international, shipping and marine codes
- Australian petroleum industry requirements.

Workplace procedures may include:

- assignment instructions
- equipment manufacturer requirements
- instructions from colleagues, supervisors and managers
- personal protective equipment (PPE) requirements
- reporting and documentation requirements
- specific customer requirements
- work instructions to prevent the emission of ODS and SGG in the workplace.

Organisational requirements may be located in quality assurance and/or procedures manuals and relate to:

- documentation and information systems and processes
- legal and organisational policies and guidelines
- legislation relevant to the service operation

Relevant persons may include:

- ODS and SGG policies, procedures and programs
- OHS policies, procedures and programs
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- use of electronic job scheduling and communication devices.
- team leaders
- supervisors
- managers
- colleagues
- customers.

OHS policies and procedures may relate to:

- employer and employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing it for the work procedure
- displaying signs and using barriers in work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident and accident investigation
- OHS audits and safety inspections
- safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - using PPE, including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hats
 - earmuffs or plugs
 - appropriate gloves and overalls
 - sunhats
 - dust masks
 - equipment maintenance and use
 - use and storage of hazardous substances
 - first aid.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES04B Identify fire protection equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

The unit prepares the individual for servicing and installation procedures by being able to accurately identify fire protection products and their purpose of use. All work in the area of identification must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Identify a range of portable and wheeled fire extinguishers	1.1 Identify a range of <i>portable fire extinguishers</i> according to types, <i>extinguishants</i> , <i>expellants</i> , colour-coding requirements, extinguisher

ELEMENT	PERFORMANCE CRITERIA
	labelling and location signs
	1.2 Identify a range of <i>wheeled fire extinguishers</i> according to types, <i>extinguishants</i> , <i>expellants</i> , colour-coding requirements and extinguisher labelling
2 Identify different types of hose reels	2.1 Identify the different types of <i>hose reels</i> according to purpose of use and location signs
3 Identify different types of delivery lay flat fire hoses	3.1 Identify the different types of <i>delivery lay flat fire hoses</i> according to class, size and construction
	3.2 Identify the different types of <i>delivery lay flat fire hose couplings</i> according to design and construction
4 Identify fire hydrant system components	4.1 Identify <i>fire hydrant system components</i> according to purpose of use and location signs
5 Identify fire blankets and containers	5.1 Identify fire blankets and <i>fire blanket containers</i> according to purpose of use and location signs
6 Identify battery-operated smoke alarms	6.1 Identify <i>battery-operated smoke alarms</i> according to purpose of use and location
7 Identify fire and smoke doors	7.1 Identify <i>fire and smoke doors</i> according to purpose of use
8 Identify fire pump sets	8.1 Identify <i>fire pump sets</i> according to purpose of use
9 Identify automatic fire suppression, detection and alarm system equipment	9.1 Identify <i>automatic fire suppression, detection and alarm system equipment</i> according to purpose of use

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Definition and purpose of portable and wheeled fire extinguishers.
- Purpose of pictographs.
- Purpose and range of the Australian colour-coding system for wheeled and portable fire extinguishers.
- Purpose of hose reels, delivery lay flat fire hoses, fire blankets and smoke alarms (battery-operated).
- Purpose and types of fire hydrant system components.
- Purpose and type of fire pump sets.
- Purpose and types of automatic fire suppression systems
- Purpose and type of detection and alarm systems.
- Purpose and types of hinged and non-hinged smoke and fire doors.
- Awareness of other types of non-battery powered smoke alarms.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use effective and appropriate questioning/listening techniques
- recognise, analyse and identify portable fire equipment products and fixed automatic fire systems equipment
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements.

Other units of competency that could be assessed with this unit

Competency in this unit underpins competency in other aspects of servicing fire protection equipment. This unit of competency is a prerequisite for the following technical fire protection units in the PRM04 Asset Maintenance Training Package:

- PRMPFES09B Service portable fire extinguishers and fire blankets in the field
- PRMPFES10B Inspect, test and replace fire hose reels in the field
- PRMPFES11B Install portable fire extinguishers, fire blankets and battery powered smoke alarms
- PRMPFES14C Service portable fire extinguishers in the workshop
- PRMPFES15B Service delivery lay flat fire hoses in the workshop
- PRMPFES16B Inspect and service delivery lay flat fire hoses and nozzles in the field
- PRMPFES19B Install and service portable foam liquid proportioning equipment
- PRMPFES20B Service wheeled fire extinguishers in the field
- PRMPFES21C Service wheeled fire extinguishers in the workshop
- PRMPFES37A Inspect and maintain fire hydrants

- PRMPFES38A Inspect and maintain portable fire monitors.

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMPFES05B Use portable fire fighting equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to:

- an actual or simulated work environment
- product examples or clear photographs/drawings of relevant products
- assessment documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of underpinning knowledge is best obtained by either oral questioning or a written assessment. (In both assessment methods the questions should be identical in context.)

Evidence of competency is based on the candidate's ability to identify and explain the purpose of each item described in the range statement.

Assessment may be conducted in any environment that conforms to the basic principles of assessment (flexible, fair, etc).

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

- 1** Perform the process **2** Perform and administer the process **3** Perform, administer and design the process

How can information be collected, analysed and organised (2) ?	Gather information from a number of sources in the process of identifying fire protection equipment
How can communication of ideas and information (1) be applied?	Discuss identification processes and confirm with colleagues or supervisors compliance with relevant procedures.
How are activities planned and organised (2) ?	Monitor work activities while identifying portable and fixed fire fighting, suppression, detection and alarm equipment and observing safety procedures.
How can teamwork (1) be applied?	Provide support and assistance within work groups.
How can the use of mathematical ideas and techniques (1) be applied?	Use basic mathematical techniques, including reading technical instructions, work schedules and building plans to locate and identify portable and fixed fire equipment.
How can problem-solving skills (1) be applied?	Discuss with colleagues/supervisor, straightforward problems which may arise throughout the identification process.
How can the use of technology (2) be applied?	Discuss technological principles as appropriate for the identification/product analysis process.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Portable fire extinguisher types include:

- stored pressure
- rechargeable/non-rechargeable

- reversible
- cartridge operated.

Wheeled fire extinguisher types include:

- stored pressure
- cartridge
- reversible.

Extinguishants may include:

- water
- foam
- wet chemical
- powder
- CO₂
- vaporising liquid.

Expellants may include:

- CO₂
- nitrogen
- dry air.

Hose reel types may include:

- wall-mounted
- swing-hinged
- vehicle-mounted.

Delivery lay flat fire hoses may include:

- percolating/non-percolating
- low, medium and high classes
- a range of different hose diameters.

Delivery lay flat fire hose couplings may include:

- BIC
- STORZ
- threaded.

Fire hydrant system components may include:

- internal hydrant valve (points, landing valves, outlets)
- external hydrant valve
- hydrant valves that are incorporated in a fire cabinet
- pressure reducing valve (ratio valve)
- water supply system (tanks, pump sets)
- fire brigade booster connections
- reticulating pipe work.

Fire blanket containers may include:

- plastic/vinyl covers
- metal tubes.

Battery-operated smoke alarms may include:

- ionisation
- photoelectric.

Fire doors may include:

- 1 hour or 2 hour fire rated assemblies
- self-closing or sliding
- automatic closing.

Smoke doors may include:

- solid core or fire resistance rated
- self-closing or sliding
- automatic closing.

Fire pump sets may include dedicated pump set driven by electric or diesel or a combination of both motors that supply fire systems such as hydrants and sprinklers.

Automatic fire suppression systems may include:

- automatic sprinkler systems
- pre-engineered fire suppression systems
- gaseous fire suppression systems.

Automatic detection and alarm systems may include:

- automatic detection systems
- automatic evacuation and warning intercommunication systems.
-

Unit Sector(s)

Not Applicable

PRMPFES05B Use portable fire fighting equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency enables the service technician to demonstrate to customers how various portable fire protection products are used in emergency situations. The unit covers demonstrating the use of a portable fire extinguisher, a fire hose reel and a fire blanket. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Use portable fire extinguishers to extinguish a simulated fire	1.1 Determine the <i>classification</i> and <i>fire type</i> 1.2 Select the <i>appropriate fire extinguisher</i> to

ELEMENT	PERFORMANCE CRITERIA
	attack the fire
	1.3 Demonstrate usage of <i>fire extinguishers</i> safely according to manufacturers' instructions, and in accordance with <i>relevant OHS and workplace policies and procedures</i>
2 Demonstrate correct usage of a fire hose reel	2.1 Demonstrate usage of the <i>hose reel</i> safely according to manufacturers' instructions and in accordance with <i>relevant OHS and workplace policies and procedures</i>
	2.2 Turn off water in the approved sequence and check the hose reel for leaks
	2.3 Rewind the <i>hose reel</i> correctly after use
3 Demonstrate correct usage of a fire blanket	3.1 Demonstrate usage of the fire blanket safely according to manufacturers' instructions and in accordance with <i>relevant OHS and workplace policies and procedures</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The theory of fire including the Triangle of Combustion.
- The implications of incorrect use of fire extinguishers and hose reels on classes of fire.
- How fire can be spread by conduction, convection, radiation and direct burning.
- Why cooking oil and fat fires require special attention.
- Basic methods of locating a fire.
- The meaning of secondary damage.
- How water pressure influences the discharge distance for hose reels.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- apply appropriate decision-making techniques
- use equipment appropriately and safely with regard to OHS issues and requirements
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMPFES04B Identify fire protection equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The following resources should be available:

- actual or simulated work environment
- assessment documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment may be by way of a single practical demonstration, using simulated fire situations. Due to safety and cost factors, methods of extinguishing Class D, E and F fires are confined to oral explanations and role-play/simulations only.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures

- OHS legislation, codes and regulations.

Note: All practical demonstrations involving the use of simulated fires must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Gather information from regulatory and organisational sources in relation to the portable fire fighting equipment to be utilised in demonstrations.
How can communication of ideas and information (2) be applied?	Communicate using significant verbal communication skills and appropriate questioning techniques in order for knowledge to be imparted to customers.
How are activities planned and organised (2)?	Demonstrate different sound planning and delivery techniques.
How can teamwork (2) be applied?	Provide support and assistance within work groups.
How can the use of mathematical ideas and techniques (1) be applied?	Demonstrate application of basic mathematical techniques and appropriate space required.
How can problem-solving skills (2) be applied?	Discuss and identify problem-solving requirements throughout the fire type demonstration.
How can the use of technology (2) be applied?	Discuss technological principles and demonstrate physical skills to be applied throughout the demonstration of using portable fire fighting equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Classifications of fires include Classes: A, B, C, D, E and F.

Fire types may include:

- ordinary combustibles
- flammable and combustible liquids
- flammable gases
- energised electrical equipment
- combustible metals
- cooking oils and fats.

Appropriate fire extinguishers may include:

- water
- foam
- powder
- CO₂
- wet chemical
- vaporising liquid.

Relevant OHS and workplace policies and procedures may be located in quality assurance and/or procedures manuals relating to:

- appropriate techniques to use in relation to emergency management of fires
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- OHS policies, procedures and programs including:
- safety procedures including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - First Aid
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes

- hard hat
- ear muffs or plugs
- assessing the work site for hazards and risks prior to preparing the work site for the work procedure
- displaying signs and/or utilising barriers in the work area.

Hose reel types may be:

- wall-mounted
- swing-hinged
- vehicle-mounted.
-

Unit Sector(s)

Not Applicable

PRMPFES06C Prepare for installation and servicing operations

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required for a service technician in the field to select and use tools and equipment to install and service fire protection equipment, systems and products and to access information given in relevant Australian standards to carry out servicing procedures. Understanding and knowledge of the legal and regulatory framework relating to installation and servicing operations are required as all preparatory work must be completed in accordance with relevant legislative, industry and organisational requirements, including policies and procedures relating to occupational health and safety (OHS), ozone depleting substances (ODS) and synthetic greenhouse gases (SGG).

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement

of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to service operations.	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i>, including relevant state and territory building codes, to <i>work procedures</i> and clarify where necessary with <i>relevant persons</i>. 1.2 Apply knowledge and understanding of <i>ODS and SGG</i> emission legislative and industry requirements in the preparation for installation and servicing operations. 1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements</i>, and ODS, SGG and <i>OHS policies and procedures</i>.
2 Use Australian standards to access information in relation to installation and servicing procedures for fire protection equipment.	2.1 Identify current <i>Australian standards</i> according to <i>fire protection equipment</i> installation and servicing procedures. 2.2 Access information according to required <i>work procedures</i>. 2.3 Interpret key principles from Australian standards relating to <i>work procedures</i> and comply with legislative and <i>organisational requirements</i> and <i>customer requirements</i>.
3 Prepare work area for installation or servicing procedure.	3.1 Assess surface and surrounding work area for <i>hazards</i>. 3.2 Prepare intended work area for installation or servicing procedure according to <i>organisational requirements</i> and <i>OHS policies and procedures</i>.
4 Identify, select and use tools and equipment effectively to perform installation and servicing procedures on fire protection equipment.	4.1 Identify relevant <i>tools and equipment</i> to suit the required installation or servicing procedure. 4.2 Identify appropriate <i>hardware</i> required for product installation or servicing procedure.

ELEMENT**PERFORMANCE CRITERIA**

4.3 Use relevant **tools and equipment** for installation or servicing procedure according to **organisational requirements**, and ODS, SGG and **OHS policies and procedures**.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- identify hazards in the work area in preparation for service operation
- select and use equipment appropriately for the task at hand
- use tools and equipment safely
- access and use information
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- remove any debris in the work area caused by installation or servicing operation.

Required knowledge:

- key features of legislation, regulations and codes applicable to fire protection equipment installation and servicing procedures
- purpose of the Building Code of Australia (BCA), occupancy permits and service bulletins from manufacturers
- implications of not applying legislative requirements to job functions
- reasons for preventing ODS and SGG emissions
- methods used to prevent ODS and SGG emissions
- action to take when a breach of health, safety and other policies occurs
- purpose, function and structure of Australian standards
- awareness of on-site work permit requirements
- selection of appropriate tools and equipment for fire protection equipment installation and servicing operations
- types and purposes of relevant hardware items
- methods of using liquid adhesives for attaching location signs
- types of electrical safeguards used to protect persons and property
- maintenance requirements for relevant hand and power tools
- safety requirements for using tools and equipment
- methods of holding work when using power tools
- methods of using detection equipment for finding hidden utilities
- methods of converting basic units of measurement and pressure

- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Discuss own role and responsibilities and confirm with work group compliance requirements of Australian standards and the organisation.	1
How can information be collected, analysed and organised?	Gather information from a number of sources, including Australian standards, relating to portable firefighting equipment so that accurate preparations occur.	2
How are activities planned and organised?	Prepare for maintenance activities especially with regard to assembling appropriate tools and hardware.	2
How is teamwork used?	Provide support and assistance within work groups.	1
How are mathematical ideas and techniques used?	Discuss basic mathematical techniques, including measuring pressure and adhering to designated timelines.	1
How are problem-solving skills applied?	Prepare activities identifying problem-solving techniques to ensure safeguards for persons and property.	2
How is the use of technology applied?	Discuss and apply technological principles to the preparation process.	2

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- This unit could be assessed on its own or in combination with other units of competency relevant to the job function, for example:
 - PRMPFES04B *Identify fire protection equipment*
 - PRMPFES05B *Use portable firefighting equipment.*

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
 - locating, interpreting and applying relevant information, standards and specifications
 - complying with site safety plan, OHS regulations and ODS and SGG regulations (where required) and state and territory legislation applicable to workplace operations
 - complying with organisational policies and procedures, including quality requirements
 - communicating and working effectively and safely with others
 - in a minimum of two different settings:
 - identifying and interpreting Australian standards relevant to installation and servicing operations
 - demonstrating knowledge of the Building Code of Australia (BCA), occupancy permits and service bulletins from manufacturers
 - identifying risk reduction measures
 - preparing work area for installation and servicing operations
 - identifying, selecting and assembling hardware
 - identifying and selecting tools, equipment and hardware required to perform installation or servicing operations

Specific resources for assessment

- using tools, equipment and hardware effectively to perform installation and servicing operations
 - adhering to safety procedures during preparation procedures
 - completing workplace housekeeping requirements
 - creating appropriate records and documentation.
- The candidate and the assessor should have access to the appropriate documentation and resources normally used in the workplace. This includes access to:
 - actual or simulated work environment
 - all necessary tools, specialist equipment, manuals, spare parts and relevant documentation, including Australian standards
 - assessment documentation
 - training and assessment record books.
 - Where applicable, physical resources should include equipment modified for people with disabilities.
 - Access must be provided to appropriate learning and/or assessment support when required.
 - Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.

Context of assessment

- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency may be made through practical demonstrations in the work environment or in a simulated work environment.

- Oral or written questioning methods may be used to assess understanding of underpinning knowledge areas. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.) Evidence of competency is best obtained by observing various activities involving preparations for installation and servicing operations.
- Supplementary evidence may be obtained by relevant authenticated written correspondence from supervisors, team leaders or management staff.
- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - building Acts, regulations and codes
 - Australian and international standards identified as relevant to preparations for installation and servicing operations
 - environmental regulations
 - manufacturer specifications
 - organisational requirements, including policies and procedures relating to ODS, SGG and OHS
 - OHS legislation, codes and regulations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative and industry requirements may include:

- relevant federal, state and territory building Acts, regulations and codes
- ODS and SGG legislation, codes and regulations such as *Ozone Protection and Synthetic Greenhouse Gas Management Amendment Regulations, 1995*
- fire protection industry codes of practice
- OHS legislation, codes and regulations
- relevant current Australian standards, such as AS 1851 and AS 2444
- Building Code of Australia (BCA)
- dangerous goods regulations
- licensing arrangements, such as extinguishing agent handling licence
- environmental regulations
- building surveyor requirements, such as occupancy permit
- other relevant legislation relating to fire protection equipment, including international, shipping and marine codes
- Australian petroleum industry requirements.

Workplace procedures may include:

- instructions from colleagues, supervisors and managers
- specific customer requirements
- assignment instructions
- equipment manufacturer requirements
- reporting and documentation requirements
- personal protective equipment (PPE) requirements
- work instructions to prevent the emission of ODS and SGG in the workplace.

Relevant persons may include:

- team leaders
- supervisors

ODS and SGG materials are listed using the format: Product name (other names); use. Check the latest amendments to the *Ozone Protection and Synthetic Greenhouse Gas Management Act* for the current list of ODS and SGG extinguishing agents which may include:

- managers
- colleagues
- customers.
- **Blitz III** (HCFC Blend D); used in flooding systems
- **CFC 11** (trichlorofluoromethane, CCl₃F); may be found as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **FC-2-1-8** (CEA-308, CF₃CF₂CF₃); used in flooding systems
- **FC-3-1-10** (CEA-410, C₄F₁₀); used in flooding systems
- **FC-5-1-14** (CEA-614, C₆F₁₄); used as a streaming agent
- **FE-227** (heptafluoropropane, HFC-227ea); used as a total flooding extinguishing agent - is a replacement for Halon 1301
- **FE-25** (pentafluoroethane, HFC-125); used in inerting and explosion suppression applications and retro-fit to existing Halon 1301 systems
- **FE-36** (hexafluoropropane, HFC-236fa); used in portable fire extinguishers - is a replacement for Halon 1211 and Halon 1301
- **FE-13** (trifluoromethane, HFC-23); used as a total flooding agent
- **FE-241** (chlorotetrafluoroethane or HCFC-124); used as a total flooding agent for non-occupied spaces and as a streaming agent
- **FM100®** (HBFC-22B1); used in portable fire extinguishers
- **FM200®** (heptafluoropropane, HFC-227ea); used in chemical storage areas, clean rooms, communications facilities, laboratories, museums, robotics and emergency power facilities
- **Halotron** (HCFC Blend B); used as a total flooding agent and streaming agent
- **Halon 1211** (BCF); used as a streaming agent - requires a special permit in Australia
- **Halon 1301** (BTM); used as a total flooding agent - requires a special permit in Australia
- **Halon 2402 (dibromotetrafluoroethane, C₂Br₂F₄)**; limited use in military systems - requires a special permit in Australia
- **HCFC 22 (chlorodifluoromethane, CHClF₂)**; used as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **HFC 134a** (unsymmetric tetrafluoroethane, CH₂FCF₃); used as a propellant in some powder fire extinguishers
- **NAF-S-III** (HCFC Blend A); used as a total flooding agent - is a replacement for Halon 1301

- **NAF-P-III** (HCFC Blend C); used as a streaming agent - is a replacement for Halon 1211
 - **NAF-P-IV** (HCFC Blend E); used as a streaming agent
 - **SF6** (sulfurhexafluoride, SF₆); used as an inerting agent for sealed high voltage switchgear.
- Potential and actual breaches** could be identified by:
- direct observation
 - workplace quality assurance teams.

- Organisational requirements** may be located in quality assurance and/or procedures manuals and relate to:
- legal and organisational policies and guidelines
 - personnel practices and guidelines outlining work roles, responsibilities and delegations
 - legislation relevant to the service operation
 - OHS policies, procedures and programs
 - ODS and SGG policies, procedures and work instructions to prevent ODS and SGG emissions in the workplace
 - documentation and information systems and processes
 - use of electronic job scheduling and communication devices.

- OHS policies and procedures** may relate to:
- employer and employee rights and responsibilities
 - the OHS hierarchy of control
 - assessing the work site for hazards and risks prior to preparing it for the work procedure
 - displaying signs and using barriers in work area
 - hazard and risk identification and reporting
 - risk assessment and control measures
 - incident and accident investigation
 - OHS audits and safety inspections
 - safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - using PPE, including:
 - safety glasses or goggles
 - safety boots or shoes

- hard hats
- earmuffs or plugs
- appropriate gloves and overalls
- sunhats
- dust masks
- equipment maintenance and use
- use and storage of hazardous substances
- first aid.

Australian standards include:

- delivery lay flat fire hoses
- fire alarm monitoring systems
- fire and smoke control features of heating, ventilation and air conditioning systems
- fire blankets
- fire detection systems
- fire hose reels
- fire hydrant installations
- fire pumpsets
- fire sprinklers
- fixed aerosol systems
- gas cylinder test stations
- gaseous fire suppression systems
- passive fire and smoke containment systems
- portable fire extinguishers
- dry powder fire suppression systems, including those where propellant gas is an ODS or an SGG
- road tank vehicles for dangerous goods
- smoke and heat alarms
- sound and intercom warning systems
- storage and handling of flammable and combustible liquids
- water mist systems
- wheeled fire extinguishers.

Fire protection equipment may include:

- delivery lay flat fire hoses
- dry powder fire suppression systems
- fire alarm monitoring systems
- fire and smoke control features of heating, ventilation and air conditioning systems
- fire blankets and containers
- fire detection systems
- fire hose reels
- fire hydrant installations
- fire pumpsets

- fire sprinklers
- fixed aerosol fire extinguishing systems
- foam fire suppression systems
- gaseous fire suppression systems
- medium and high velocity water spray systems
- passive fire and smoke containment systems
- portable fire extinguishers
- portable foam generating equipment
- pyrogenic fire suppression systems
- smoke and heat alarms
- sound and intercom warning systems
- water mist fire suppression systems
- wet chemical fire suppression systems
- wheeled fire extinguishers.

Customer requirements may include:

- providing routine services
- providing non-routine or urgent services
- confirming or varying service instructions
- copy or details of occupancy permit
- sighting work permits
- sign-in and sign-out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and future maintenance schedule.

Hazards may include:

- ergonomic, such as incorrect manual handling methods
- environmental, such as improper use of hazardous materials and chemicals, including ODS and SGG
- obstructive, such as blocked access to emergency entry or exit points
- hazards associated with electrical or mechanical faults
- any source of potential harm
- any situation with a potential to cause loss
- equipment in a work site
- people in a work site
- work methods, plans and procedures.

Tools and equipment relevant to cover range of installation and servicing procedures may include:

- fire equipment spare parts, including:
 - anti-tamper seals
 - hoses
 - labels
 - nozzles
 - pressure indicators

- seals and gaskets
- service tags
- trigger pins
- valves.
- hand tools, including:
 - hammers
 - spirit levels
 - pliers
 - screwdrivers
 - spanners.
- manual handling aids, including:
 - hand trucks
 - hooks
 - lifting magnets and lifting straps
 - suction grips
 - trolleys
 - wheelbarrows.
- non-licensed mechanical handling aids, including:
 - cranes
 - hoists
 - manually operated forklifts and pallet trucks.
- power tools, including:
 - battery-operated drills
 - hammer drills
 - nail guns.
- servicing tools and equipment, including:
 - hydrostatic test equipment
 - recharging and pressurising equipment
 - safety equipment
 - scales
 - service tag punch.

Hardware relevant to the wall surface and type of product to be installed or serviced may include:

- bolts
- double-sided tape
- explosive powered fasteners
- hanging brackets
- identifying signs
- liquid adhesives
- locks
- locksets
- nails

- plugs
- screws.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES07B Maintain quality of work and promote continuous improvement

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

The unit covers the knowledge and skills required by a service technician to use resources according to quality concepts that contribute to quality customer service and the optimisation of human and material resources in the workplace. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1	Incorporate quality measures into	1.1 Incorporate quality measures into <i>workplace</i>

ELEMENT

the use of resources

PERFORMANCE CRITERIA*procedures*

2	Identify opportunities for process change and make balanced recommendations to relevant persons	1.2 Explain and demonstrate methods of incorporating quality concepts to work group members as required 1.3 Identify <i>risk factors</i> to minimise potential constraints to work schedules
3	Use resources according to organisational requirements	2.1 Monitor own work output to ensure that work undertaken is cost-effective and achieves planned results 2.2 Identify impediments to <i>procedures</i> and form ideas for resolution and service improvement 2.3 Discuss ideas and evaluate possible solutions 2.4 Make balanced judgements on the effectiveness of ideas and possible solutions 2.5 Make recommendations to <i>relevant persons</i> as suggestions for process change where appropriate
4	Complete documentation for the use of resources according to organisational requirements	3.1 Select and use <i>resources</i> in accordance with <i>organisational requirements</i> 3.2 Seek relevant information on the use of <i>resources</i> from <i>relevant persons</i> and <i>manuals</i> 4.1 Complete <i>records</i> and other <i>documentation</i> accurately and legibly in accordance with <i>organisational requirements</i> 4.2 Complete <i>documentation</i> within relevant authorisation guidelines and distribute according to <i>organisational requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Knowledge needed to achieve the performance criteria**

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Methods of completing documentation.
- Implications of incorrect distribution of completed documentation.
- Purpose of indexes and tables of content in manuals and Australian Standards.
- Understanding why resources are used in conjunction with specifications and procedures.
- The meaning of 'optimising the use of resources'.
- The basic principles of quality concepts, including quality control methods and quality problem identification.
- Understanding the organisation's policies, plans and procedures.
- Processes to interpret and give feedback.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- work to achieve a quality outcome
- access regulatory information
- solve problems associated with the use of resources
- apply literacy and language skills to:
 - complete documentation accurately and legibly
 - complete basic reports and memos
 - accurately interpret regulatory information.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMPFES22B Oversee operations to meet safety and quality standards.

Resources required to assess this unit

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to:

- an actual or a simulated workplace environment
- assessment documentation
- relevant documentation, manuals and resources
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through observation of practical activities carried out in the work environment.

Oral questioning/written assessment involving hypothetical situations (scenarios) may also be used to assess competence. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.) Evidence of underpinning knowledge is best obtained by oral questioning or a written assessment.

Supplementary evidence may be obtained from relevant authenticated written correspondence from supervisors or team leaders.

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be collected, analysed and organised** (2)?

Gather and collect and analyse information about the work environment and work practices to assist to measure performance.

How can **communication of ideas and information** (1) be applied?

Discuss with members of the workgroup methods to improve work practices and make effective use of resources.

How are **activities planned and organised** (2)?

Organise work tasks to maximise resources and workplace efficiency.

How can **teamwork** (2) be applied?

Contribute to efficient completion of work tasks.

How can the use of mathematical ideas and techniques (1) be applied?	Measure workplace effectiveness.
How can problem-solving skills (2) be applied?	Measure effectiveness and propose solutions where inefficiencies exist.
How can the use of technology (2) be applied?	Manage workplace efficiencies.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Workplace procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Risk factors may include:

- disturbances to workflow
- loss of confidence
- cost blow-out
- supplier problems
- product/service delivery problems
- time delays.

Procedures may include:

- organisational
- enterprise specific
- customer service.

Relevant persons may include:

- team leaders
- supervisors

- managers
- colleagues
- customers.

Resources may include:

- hand and power tools
- company time
- finances
- services
- colleagues
- other company staff.

Manuals and technical publications may include:

- service manual
- service bulletins
- environmental regulations
- quality manual
- Australian Standards
- manufacturers' specifications
- employee handbook
- training manual.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

Records/documentation may include:

- job cards
- certificate of inspection (or equivalent)
- maintenance recording system
- goods received summary
- stock transfer book
- warranty claim forms
- time sheets.
-

Unit Sector(s)

Not Applicable

PRMPFES09B Service portable fire extinguishers and fire blankets in the field

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the servicing procedures for a range of portable fire extinguishers and fire blankets, which are conducted at a customer's premises. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements,</i>

ELEMENT**PERFORMANCE CRITERIA**

relating to service operations

including relevant state/territory building codes, to *work procedures*

- 1.2 Confirm or clarify knowledge and understanding of *legislative and industry requirements*, including state/territory building codes, where necessary, with *relevant persons*
- 1.3 Identify *potential and actual breaches* of *legislative and industry requirements* and take action according to *organisational requirements* and *OHS policies and procedures*

2 Service portable fire extinguishers

- 2.1 Obtain all necessary work permits prior to entering customer premises
- 2.2 Service *portable fire extinguishers* according to the appropriate *maintenance schedule* of relevant current Australian Standards and according to *customer requirements*
- 2.3 Complete discharge tests, recharging procedures and leak tests in accordance with relevant current Australian Standards, *organisational requirements* and environmental regulations
- 2.4 Complete hydrostatic tests according to relevant current Australian Standards and *organisational requirements* and *OHS policies and procedures*
- 2.5 Report, repair and replace faulty *portable fire extinguishers* in accordance with relevant current Australian Standards, *technical specifications* and *policy guidelines*

- 2.6 Inspect maintenance equipment and tools for faults, wear or damage, and repair or replace according to technical specifications and *work procedures*
- 2.7 Leave customer premises in a clean and tidy condition on completion of servicing functions
- 2.8 Complete and distribute relevant *documentation* according to relevant current Australian Standards and *organisational requirements*

3 Inspect fire blankets

- 3.1 Inspect fire blankets according to the requirements of relevant current Australian Standards

ELEMENT**PERFORMANCE CRITERIA**

- 3.2 Refold fire blankets according to manufacturers' instructions
- 3.3 Report and replace faulty fire blankets according to *organisational requirements* and *customer requirements*
- 3.4 Update maintenance record tag as required for the relevant *maintenance schedule*
- 3.5 Complete and distribute all *documentation* according to *organisational requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to servicing portable fire extinguishers and fire blankets.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Reasons for conducting a periodic maintenance schedule.
- Types and quantity of spare parts that should be carried in the service vehicle.
- Implications of incorrect servicing procedures for the customer and the organisation.
- Reasons for informing customers of changes to Australian Standards.
- Reasons for conforming to the customer's workplace procedures and guidelines.
- Reasons for ensuring gauges and scales are calibrated regularly.
- Reason why fire blankets must be folded according to manufacturers' instructions.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- find and use information
- report and record information neatly and legibly when completing documentation

- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- solve problems that may arise
- use correct manual handling techniques
- be aware of OHS issues and requirements in order to work safely
- use tools with dexterity
- use appropriate workplace housekeeping procedures.

Other units of competency that could be assessed with this unit

The following units of competency must be assessed prior to this unit:

- PRMPFES04B Identify fire protection equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The following resources should be available:

- access to a customer's premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals, spare parts and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be collected, analysed and organised** (2)?

Gather, analyse and organise information from a number of sources such as customer, including regulatory and manufacturer sources.

How can **communication of ideas and information** (2) be applied?

Discuss with customer to confirm their requirements and complete administrative documentation.

How are **activities planned and organised** (2)?

Prepare activities with regard to assembling appropriate tools and hardware.

How can teamwork (1) be applied?	Provide support and assistance to work groups.
How can the use of mathematical ideas and techniques (1) be applied?	Discuss basic mathematical techniques including measuring pressure and adhering to designated work schedules.
How can problem-solving skills (2) be applied?	Prepare activities to identify problem-solving techniques to ensure safeguards for persons and property.
How can the use of technology (2) be applied?	Discuss technological principles, including electrical safeguards in the servicing process.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements

- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing the work site for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes

- hard hat
- ear muffs or plugs
- appropriate gloves and overalls
- sun hat
- dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Portable fire extinguisher types include:

- water
- foam
- wet chemical
- powder
- CO₂
- vaporising liquid.

Maintenance schedule procedures for extinguishers include:

- visual inspections
- discharge tests
- hydrostatic test
- recharging procedures
- leak tests
- updating tags on equipment
- referring to manufacturers' specifications.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher

- certificate of inspection
- product documentation
- maintenance record system.

Maintenance equipment and tools may include:

- hand tools
- power tools
- safety cage
- personal protective equipment
- test equipment
- recharge equipment
- hydrostatic test equipment
- leak detection equipment or products.

Portable fire extinguisher Level 4 maintenance items refer only to:

- water
- foam
- wet chemical types.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES10B Inspect, test and replace fire hose reels in the field

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the maintenance and unit replacement procedures for fire hose reels at a customer's premises. The replacement procedures apply to existing risers fitted with a control valve. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Note: The service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state/territory regulations).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Interpret and comply with legal and industry requirements relating to service operations	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i> , including relevant state/territory building codes, to <i>work procedures</i>
	1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i> , including state/territory building codes, where necessary, with <i>relevant persons</i>
	1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements</i> and <i>OHS policies and procedures</i>
2 Inspect and test fire hose reels	2.1 Obtain all necessary work permits prior to entering customer premises
	2.2 Inspect and test <i>fire hose reels</i> according to the appropriate maintenance schedule of the relevant current Australian Standard, <i>legislative and industry requirements</i> and <i>customer requirements</i>
	2.3 Report, repair and replace all defects in accordance with technical specifications and <i>work procedures</i>
	2.4 Leave customer premises in a clean and tidy condition on completion of the installation functions
	2.5 Complete and distribute all <i>documentation</i> according to <i>organisational requirements</i>
3 Install replacement fire hose reels	3.1 Install <i>fire hose reel</i> assemblies according to manufacturers' instructions, <i>customer requirements</i> , relevant current Australian Standards and <i>legislative and industry requirements</i>
	3.2 Commission installed fire hose reels according to relevant current Australian Standards
	3.3 Leave customer premises in a clean and tidy condition on completion of the installation functions
	3.4 Complete and distribute all <i>documentation</i> according to <i>organisational requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to inspecting, testing and replacing fire hose reels.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Reasons for conducting a periodic maintenance schedule.
- Implications of cross-threading water connections.
- Steps and processes to be followed when unusual or non-documented faults are found.
- Implications of not completing the documentation as required.
- Reasons why activities related to work on reticulated water systems are restricted to licensed plumbers.
- Awareness that operating a fire hose reel may activate a booster pump.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- apply correct manual handling techniques
- use hand and power tools safely
- use tools with dexterity
- connect pipe and hose joining components/systems
- report and record information neatly and legibly when completing documentation
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- use appropriate workplace housekeeping procedures
- be aware of OHS issues and requirements in order to work safely.

Other units of competency that could be assessed with this unit

The following units of competency must be assessed prior to this unit:

- PRMPFES04B Identify fire protection equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals, spare parts and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Assessment on only one type of fire hose reel (as detailed in the range statement) is required as the ability to transfer skills to other types is inferred from this assessment. (Oral questioning may also be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may also contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process **2** Perform and administer the process **3** Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Gather, analyse and organise information from a number of sources such as customer, including regulatory and manufacturer sources with regard to fire hose reel servicing operations.
How can communication of ideas and information (2) be applied?	Discuss with customer to confirm their requirements and complete administrative documentation.
How are activities planned and organised (2)?	Prepare servicing activities in the field with regard to meeting customer requirements.
How can teamwork (1) be applied?	Provide support and assistance to team group, measuring knowledge and understanding.
How can the use of mathematical ideas and techniques (1) be applied?	Discuss basic mathematical techniques including updating maintenance schedules and adhering to designated work schedules.
How can problem-solving skills (2) be applied?	Prepare activities to undertake solving problems in relation to processes to be followed when unusual faults are detected.
How can the use of technology	Discuss and apply technical fire protection principles

(2) be applied? in the maintenance of fire hose reel assemblies.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation

- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing the work site for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Fire hose reel types may include:

- wall-mounted

- swing-hinged
- vehicle-mounted.

Installation is from an existing riser, fitted with a control valve.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Documentation may include:

- job card
- service tag
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Note: The service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations.

Any installation or repair procedures involving work to equipment/resources prior to the control valve is restricted to licensed plumbers only.

Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES11B Install portable fire extinguishers, fire blankets and battery powered smoke alarms

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the installation procedures for portable fire extinguishers, fire cabinets, fire blankets and battery powered smoke alarms at a customer's premises. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements,</i>

ELEMENT

PERFORMANCE CRITERIA

relating to service operations	including relevant state/territory building codes, to <i>work procedures</i> 1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i>, including state/territory building codes, where necessary, with relevant persons 1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements and OHS policies and procedures</i>
2 Install portable fire extinguishers	2.1 Obtain all necessary work permits prior to entering customer premises 2.2 Confirm that the installation site is appropriate and conforms to the requirements of the relevant current Australian Standards 2.3 Fix fire extinguisher mounting brackets and fire extinguisher securely according to <i>work procedures, customer requirements</i> and manufacturers' specifications 2.4 Position approved extinguisher <i>locating signs</i> level and according to the requirements of relevant Australian Standards 2.5 Leave customer premises in a clean and tidy condition on completion of the installation functions 2.6 Complete and distribute <i>documentation</i> according to <i>organisational requirements</i>
3 Install portable fire extinguisher and fire cabinet combinations	3.1 Confirm that the installation site is appropriate and conforms to the requirements of the relevant current Australian Standards 3.2 Install the <i>fire cabinet</i> level using <i>fasteners</i> appropriate to the nominated locating surface 3.3 Position approved extinguisher <i>locating signs</i> level and according to the requirements of relevant Australian Standards 3.4 Leave customer premises in a clean and tidy condition on completion of the installation functions 3.5 Complete and distribute <i>documentation</i> according to <i>organisational requirements</i>
4 Install battery powered smoke alarms	4.1 Confirm the installation site is appropriate according to manufacturers' instructions and

ELEMENT

PERFORMANCE CRITERIA

	specifications
	4.2 Install the smoke alarm securely according to manufacturers' instructions
	4.3 Install batteries and check the unit for serviceability and audibility
	4.4 Inform the owner of their maintenance check and other responsibilities
	4.5 Leave customer premises in a clean and tidy condition on completion of the installation functions
	4.6 Complete and distribute <i>documentation</i> according to <i>organisational requirements</i>
5 Install fire blankets	5.1 Confirm the installation site is appropriate according to relevant current Australian Standards and manufacturers' specifications
	5.2 Install the fire blanket using <i>fasteners</i> appropriate to the locating surface
	5.3 Install the fire blanket <i>locating sign</i> using appropriate <i>fasteners</i> or adhesives, and situate according to the requirements of relevant current Australian Standards
	5.4 Leave customer premises in a clean and tidy condition on completion of the installation functions
	5.5 Complete and distribute <i>documentation</i> according to <i>organisational requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to installing portable fire extinguishers, fire blankets and battery powered smoke alarms.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and/or other policy occurs.
- The meaning of 'aggressive environments'.
- The implications of incorrectly locating fire extinguishers, fire blankets and smoke alarms.
- Methods of locating hidden 240-volt power cables, gas pipes, water pipes and other relevant utilities.
- Methods of determining the location of fire blankets.
- Implications of incorrectly determining the installation site of a fire blanket.
- Reasons for installing a portable fire extinguisher in a fire cabinet.
- Limitations of applications for battery powered smoke alarms.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use tools with dexterity
- use hand and power tools safely
- be aware of OHS issues and requirements in order to work safely
- display effective customer service skills
- report and record information neatly and legibly when completing documentation
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- use appropriate workplace housekeeping techniques.

Other units of competency that could be assessed with this unit

The following units of competency must be assessed prior to this unit:

- PRMPFES04B Identify fire protection equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The following resources should be available:

- access to a customer's premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals, spare parts and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Assessment on at least one installation of a fire extinguisher, fire extinguisher and fire cabinet combination, smoke alarm and a fire blanket is required as the ability to transfer skills is inferred from this assessment. (Oral questioning may also be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may also contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Gather information - both verbally and in writing - from a number of sources including regulatory and manufacturer sources with regard to accurately installing portable fire equipment.
How can communication of ideas and information (2) be applied?	Discuss and confirm customer requirements and record administration documentation. Administrative documentation may also be completed at customer premises.
How are activities planned and organised (2)?	Prepare planning requirements for servicing activities in the field considering customer requirements and adhering to designated work schedule.
How can teamwork (1) be applied?	Communicate with customers or colleagues, ensuring understanding of requirements to be applied.
How can the use of mathematical ideas and techniques (1) be applied?	Apply basic mathematical techniques including fieldwork and maintenance schedules are adhered to, and meeting work outcomes within designated timelines.
How can problem-solving skills (2) be applied?	Discuss with colleagues or supervisors, any problems that may arise with installation activities including steps and processes to be followed when unusual faults are detected.
How can the use of technology (2) be applied?	Apply technical fire protection principles when installing portable fire equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations

- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing the work site for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Location sign fixing methods may include liquid adhesive types and/or self-tapping screws.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Fasteners for fire extinguishers and fire cabinets are to be appropriate to the location and may include:

- screws
- plugs
- expanding bolt
- explosive powered fasteners.

Fire cabinets may include types that:

- accommodate one extinguisher
- accommodate more than one.

Fasteners for fire blankets are to be appropriate to the locating surface and may include:

- screws
- cup hooks.

Locating surfaces may include:

- brick
- plaster
- wood
- plastic
- metal
- concrete.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES14C Service portable fire extinguishers in the workshop

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to service a range of portable fire extinguishers in a workshop situation. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including those controlling ozone depleting substance (ODS) and synthetic greenhouse gas (SGG) emissions, and occupational health and safety (OHS) policies and procedures.

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range

statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to service operations.	1.1 Apply knowledge and understanding of legislative requirements , including relevant state and territory building codes and industry requirements, to work procedures and to servicing portable fire extinguishers in the workshop and clarify where necessary with relevant persons .
	1.2 Identify potential and actual breaches of legislative and industry requirements and take action according to organisational requirements and OHS policies and procedures .
2 Service portable fire extinguishers in the workshop.	2.1 Service portable fire extinguishers according to the relevant maintenance schedule of the current relevant Australian standards.
	2.2 Carry out discharge tests, hydrostatic tests, recharging procedures and leak tests according to current relevant Australian standards, workshop procedures and environmental regulations .
	2.3 Report, repair and replace faulty portable fire extinguishers according to current relevant Australian standards, technical specifications and organisational requirements.
	2.4 Complete documentation according to organisational requirements and current relevant Australian standards.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- plan and organise work in order to estimate time to complete activities and prioritise tasks
- follow maintenance schedule requirements
- use tools and equipment with dexterity
- access information from manuals
- solve problems that may arise
- report and record information neatly and legibly when completing documentation
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- be aware of OHS issues and requirements in order to work safely.

Required knowledge:

- key features of legislation, regulations and codes applicable to servicing portable fire extinguishers
- purpose of the Building Code of Australia (BCA)
- implications of not applying legislative requirements to job functions
- reasons for preventing ODS and SGG emissions in the workshop
- methods used to prevent ODS and SGG emissions in the workshop
- action to take when a breach of health, safety and other policies occurs
- meaning of 'aggressive environments'
- dangers of mixing powder extinguishants
- types and quantity of spare parts that should be carried in the service workshop
- implications of incorrect servicing procedures for the customer and the organisation
- reasons for informing customers of changes to Australian standards
- reasons for ensuring gauges and scales are calibrated regularly
- disposal of waste products
- concept of hydrostatic (pressure) testing
- identification and purpose of specialised testing equipment
- purpose of safety cage
- purpose of each item of documentation
- methods of converting imperial units of measurement and pressure to metric
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Gather information from a number of sources, including regulatory and manufacturer sources, to enable accurate servicing to occur.	2
How can information be collected, analysed and organised?	Discuss and confirm servicing arrangements and work procedures and complete administrative documentation.	1
How are activities planned and organised?	Participate in servicing activities with regard to assembling appropriate tools and hardware in the workshop environment.	1
How is teamwork used?	Provide support and assistance to work group.	1
How are mathematical ideas and techniques used?	Apply basic mathematical techniques within testing requirements, converting imperial to metric and adhering to designated work schedules.	1
How are problem-solving skills applied?	Discuss with colleagues or supervisors any problems that may arise due to ambiguous information received from different sources.	2
How is the use of technology applied?	Demonstrate technological principles used for testing requirements in the servicing process.	2

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- The following units of competency must be assessed prior to this unit:
 - PRMPFES04B *Identify fire protection equipment*
 - PRMPFES06C *Prepare for installation and servicing operations.*

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Competency in this unit may be inferred from at least one practical demonstration in each of the following three categories:
 - any one from water, foam or wet chemical types
 - any powder type
 - any carbon dioxide type (the demonstration does not include hydrostatic testing).
- The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to candidate's organisation.
- One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace.
- Procedures to prevent the emission of ODS and SGG in the workplace are followed during practical demonstrations.
- Oral questioning may contribute as evidence of this ability.
- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.

Specific resources for assessment

- The following resources should be available:
 - access to a workshop or a simulated workplace environment
 - access to workshop facilities and all necessary tools, equipment, spare parts and relevant documentation
 - assessment documentation
 - training and assessment record books.
- Where applicable, physical resources should include equipment modified for people with

Context of assessment

- disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.
- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency over the full range of performance criteria may be made through practical demonstrations in the workshop environment. Consideration should be given to assessing consistency of outcome over an appropriate period of time.
- Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.
- All safety requirements must be adhered to during all practical activities.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being

performed.

- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace. A demonstrated understanding of both stored pressure and cartridge units is required.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - building Acts, regulations and codes
 - Australian and international standards identified as relevant to the required maintenance procedure and location, and covering all work undertaken
 - environmental regulations, including those related to ODS and SGG
 - manufacturer specifications
 - organisational requirements, including policies and procedures relating to ODS, SGG and OHS
 - OHS legislation, codes and regulations
 - ODS and SGG legislation, codes and regulations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Note: Australian standards are frequently revised and users must always check for currency.

- Legislative requirements** may include:
- relevant federal, state and territory building Acts, regulations and codes
 - OHS legislation, codes and regulations
 - relevant current Australian standards, such as AS 1851
 - fire protection industry codes of practice
 - Building Code of Australia (BCA)
 - dangerous goods regulations
 - licensing arrangements
 - environmental regulations
 - ODS and SGG legislation, codes and regulations, such as *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
 - building surveyor requirements, such as occupancy permit
 - other relevant legislation relating to fire protection equipment, including international, shipping and marine codes
 - Australian petroleum industry requirements.
- Work procedures** may include:
- instructions from colleagues, supervisors and managers
 - specific customer requirements
 - assignment instructions
 - equipment manufacturer requirements
 - reporting and documentation requirements
 - personal protective equipment (PPE) requirements
 - work instructions to prevent the emission of ODS and SGG in the workplace.
- Servicing operations** for portable and mobile fire extinguishers include:
- visual inspections
 - discharge tests
 - hydrostatic (pressure) tests (except carbon dioxide or gas container types)
 - recharging procedures
 - leak testing.
- Workshops** may be:
- fixed building
 - mobile vehicle.
- Relevant persons** may include:
- team leaders
 - supervisors
 - managers
 - colleagues
 - customers.
- Potential and actual breaches**
- direct observation
 - workplace quality assurance teams.

could be identified by:

Organisational requirements may be located in quality assurance and/or procedures manuals and relate to:

- legal and organisational policies and guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- procedures and work instructions to prevent the emission of ODS and SGG in the workplace
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer and employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing it for the work procedure
- displaying signs and using barriers in work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident and accident investigation
- OHS audits and safety inspections
- safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - using PPE, including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hats
 - earmuffs or plugs
 - appropriate gloves and overalls
 - sunhats
 - dust masks
- equipment maintenance and use
- use and storage of hazardous substances

- first aid.
 - stored pressure
 - reversible
 - cartridge operated.
 - visual inspections
 - discharge tests
 - hydrostatic (pressure) test
 - recharging procedures
 - leak tests.
 - instructions from colleagues, supervisors and managers
 - following assignment instructions
 - reporting and documentation requirements
 - PPE requirements
 - work instructions to prevent the emission of ODS and SGG in the workplace.
 - appropriate Australian standards covering environmental safeguards
 - ODS and SGG legislation, codes and regulations, such as *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
 - procedures and work instructions to prevent the emission of ODS and SGG in the workplace.
 - job cards
 - customer recommendation forms
 - service agreements
 - expense claims
 - application for credit forms
 - equipment recommendation forms
 - motor vehicle fleet cards
 - corrective action reports
 - petty cash vouchers
 - certificates of inspection
 - product documentation
 - maintenance record systems.
- Portable fire extinguishers** include:
- Maintenance schedule** procedures for extinguishers include:
- Workshop procedures** may include:
- Environmental regulations** may be located in:
- Documentation** may include:

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES15B Service delivery lay flat fire hoses in the workshop

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers inspection and servicing procedures for a range of delivery lay flat fire hoses in a workshop situation. It covers inspecting, pressure testing, cleaning and storing delivery lay flat fire hoses. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to service operations	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i> , including relevant state/territory building

ELEMENT**PERFORMANCE CRITERIA**

	codes, to <i>work procedures</i>
	1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i> , including state/territory building codes, where necessary, with relevant persons
	1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements and OHS policies and procedures</i>
2 Inspect delivery lay flat fire hoses for faults	2.1 Inspect <i>delivery lay flat fire hose</i> for defects/damage according to the appropriate <i>maintenance schedule</i> of the relevant current Australian Standards
	2.2 Inspect <i>delivery lay flat fire hose couplings</i> and associated items for wear and damage and repair or replace where permitted
	2.3 Complete organisational <i>documentation</i> according to <i>workshop procedures</i>
3 Pressure test delivery lay flat fire hoses	3.1 Pressure test delivery lay flat fire hoses according to the maintenance schedule and procedures specified in the relevant current Australian Standard
	3.2 Complete all permitted repairs according to manufacturers' instructions
	3.3 Update maintenance record tag to record completed maintenance according to the requirements of the relevant current Australian Standard
	3.4 Label and document condemned delivery lay flat fire hose according to the requirements of the current relevant Australian Standard
4 Clean and store delivery lay flat fire hose	4.1 Clean, <i>dry</i> and <i>store</i> delivery lay flat fire hose according to <i>workshop procedures</i> and the requirements of relevant current Australian Standards

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to servicing delivery lay flat fire hoses.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- The implications of storing wet delivery lay flat fire hose.
- The implications of not venting the air during a pressure test.
- Methods of recording lay flat fire hose maintenance data.
- Methods of determining the test pressure according to the class of hose.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise task
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures.

Other units of competency that could be assessed with this unit

The following units of competency must be assessed prior to this unit:

- PRMPFES04B Identify fire protection equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The following resources should be available:

- access to a workshop or a simulated workplace environment
- access to workshop facilities and all necessary tools, equipment, spare parts and relevant documentation
- assessment documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria may be made through practical demonstrations in the workshop environment. Consideration should be given to assessing consistency of outcome over an appropriate period of time.

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

- 1** Perform the process **2** Perform and administer the process **3** Perform, administer and design the process

How can information be collected, analysed and organised (2) ?	Collect, interpret and comply with regulatory and procedural requirements to the service procedure where applicable.
How can communication of ideas and information (1) be applied?	Discuss service procedures and verify with colleagues or supervisor to ensure compliance with regulatory and/or work requirements.
How are activities planned and organised (1) ?	Prioritise work tasks in order to meet operational schedules.
How can teamwork (1) be applied?	Provide support and assistance within the team to complete service procedures within designated timelines.
How can the use of mathematical ideas and techniques (1) be applied?	Apply mathematical skills in pressure testing functions.
How can problem-solving skills (2) be applied?	Reference potential problems in reference to the regulatory framework.
How can the use of technology (2) be applied?	Use and access technology to record information.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia

- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing the work site for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures

- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Delivery lay flat fire hose may include:

- percolating/non-percolating
- low, medium and high classes
- various diameter hoses.

Delivery lay flat fire hose couplings may include:

- STORZ
- BIC
- threaded.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection

- product documentation
- maintenance record system.

Workshop procedures may include:

- instructions from colleagues/supervisor/manager
- following assignment instructions
- reporting and documentation requirements
- personal protective equipment requirements.

Methods of drying delivery lay flat fire hose may include:

- drying room
- drying cabinet
- drying tower.

Temporarily stored delivery lay flat fire hose are to be rolled on a bight.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES16B Inspect and service delivery lay flat fire hoses and nozzles in the field

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the inspection and testing procedures for relevant delivery lay flat fire hoses and hose nozzles at a customer's premises. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i> , including relevant state/territory building

ELEMENT

PERFORMANCE CRITERIA

relating to service operations

codes, to *work procedures*

- 1.2 Confirm or clarify knowledge and understanding of *legislative and industry requirements*, including state/territory building codes, where necessary, with relevant persons
- 1.3 Identify *potential and actual breaches* of *legislative and industry requirements* and take action according to *organisational requirements and OHS policies and procedures*

2 Inspect delivery lay flat fire hoses for faults

- 2.1 Obtain all necessary work permits prior to entering customer premises
- 2.2 Inspect *delivery lay flat fire hose* for defects/damage according to the appropriate maintenance schedule of the relevant current Australian Standards
- 2.3 Inspect *delivery lay flat fire hose couplings* and associated items for wear and damage and, where evident, report wear and damage in accordance with relevant current Australian Standards and *work procedures*
- 2.4 Report, repair and replace all defects according to manufacturers' procedures and specifications and *legislative and industry requirements*
- 2.5 Update maintenance record tag to record completed maintenance according to the requirements of the relevant current Australian Standard

2.6 Leave customer premises in a clean and tidy condition on completion of the maintenance functions

2.7 Complete all *documentation* according to *organisational requirements*

3 Pressure test delivery lay flat fire hoses

- 3.1 Pressure test delivery lay flat fire hose according to the maintenance schedule and procedures specified in the relevant current Australian Standard
- 3.2 Complete all permitted repairs according to manufacturers' instructions and the relevant current Australian Standard
- 3.3 Label and document condemned lay flat fire hose according to the requirements of the

ELEMENT

PERFORMANCE CRITERIA

- relevant current Australian Standard
- 3.4 Inspect mobile pressure testing equipment for faults and damage and, if evident, report faults and damage according to *work procedures*
- 3.5 Leave customer premises in a clean and tidy condition on completion of testing functions
- 4 Inspect and maintain delivery lay flat fire hose nozzles
- 4.1 Inspect and test hose *nozzles* for correct operation according to manufacturers' instructions and specifications
- 4.2 Report, repair and replace all defects according to manufacturers' procedures and specifications and *legislative and industry requirements*
- 4.3 Complete all *documentation* according to relevant *organisational requirements*
- 4.4 Leave customer premises in a clean and tidy condition on completion of maintenance functions

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to servicing delivery lay flat fire hoses and hose nozzles.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- How to identify the types of delivery lay flat fire hoses that can be tested in the field.
- Methods of determining the test pressure according to the class of hose.
- Methods of completing and distributing organisational documentation.
- The implications of not venting the air during a pressure test.

- Purpose and range of nozzle types.
- Operating principles of nozzles.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise task
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

The following units of competency must be assessed prior to this unit:

- PRMPFES04B Identify fire protection equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or simulated work environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be**

Collect, interpret and comply with regulatory and

collected, analysed and organised (2)?	procedural requirements to the service procedure where applicable.
How can communication of ideas and information (2) be applied?	Discuss and verify service procedures with colleagues or supervisor to ensure compliance with regulatory and/or work requirements.
How are activities planned and organised (2)?	Prioritise work tasks in order to meet operational schedules and customer requirements.
How can teamwork (2) be applied?	Provide support and assistance within the team to complete service procedures within designated timelines.
How can the use of mathematical ideas and techniques (1) be applied?	Apply mathematical skills in pressure testing functions.
How can problem-solving skills (2) be applied?	Reference potential problems in reference to the regulatory framework.
How can the use of technology (1) be applied?	Use and access technology to record information.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment

- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing the work site for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms

- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Delivery lay flat fire hose classes may include:

- low
- medium
- high.

Delivery lay flat fire hose sizes may include examples from the complete range of products available.

Delivery lay flat fire hose couplings may include:

- STORZ
- BIC
- threaded.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Nozzles may include:

- jet
- spray
- fog (with or without operating levers).

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES17B Contribute to the training and assessment needs of the team

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the knowledge and skills required for the service technician to contribute to the training and assessment functions for self and other team members.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Contribute to planning for the training and development of self, individuals and teams

PERFORMANCE CRITERIA

- 1.1 Make contributions to training and development plans as required
- 1.2 Monitor work procedures and give relevant feedback to appropriate people in order to

ELEMENT**PERFORMANCE CRITERIA**

	maintain currency of training methods and objectives 1.3 Highlight discrepancies in training objectives and report to relevant people as part of ongoing reviews and validation of training and staff development 1.4 Evaluate, individually and as part of the team, the team's overall training and development needs and make regular contributions to discussions and planning on how these will be met
2 Contribute to the training and development activities for self and other team members	2.1 Seek information relating to training and development or assessment and, where appropriate, disseminate to others within the team 2.2 Outline strategies to meet identified training needs in consultation with relevant people as appropriate 2.3 Agree on roles and responsibilities for individual and team training/assessment and carry out 2.4 Seek additional skills and knowledge in training and assessment where required in keeping with organisational requirements 2.5 Provide timely and constructive advice, feedback and recommendations to the appropriate members of the workgroup
3 Contribute to the assessment of team members according to training objectives and competency standards	3.1 Provide assistance where required to team members undergoing formal assessment as part of the training and staff development process, in line with the technician's scope or level of responsibility
	3.2 Provide assistance to assessments in an impartial manner and give in a valid, reliable and cost-effective manner 3.3 Observe the assessment process to ensure confirmation with the needs of relevant competency standards, organisational and training objectives, and relevant approved codes of practice 3.4 Provide to individuals undergoing assessment honest, accurate and positive feedback and guidance, where appropriate

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Structure of competency standards.
- The characteristics of competency-based training.
- How a performance problem differs from training and development needs.
- Methods of identifying current and anticipated needs of individuals and work teams within technician's area of responsibility.
- Resources and training/assessment opportunities available to self and team.
- Methods of assisting with assessment issues.
- Methods of providing feedback.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- plan and organise work schedules
- solve problems and contribute to productive outcomes
- apply literacy and language skills to:
 - communication
 - finding and using information
 - reporting and recording information.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMPFES07B Maintain quality of work and promote continuous improvement.

Resources required to assess this unit

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to:

- an actual or a simulated workplace environment
- assessment documentation

- relevant training manuals and resources
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through actual demonstration of the full range of performance criteria in the work environment or in an industry-approved simulated work environment. Evidence of satisfactory performance in this unit is best obtained by observation of the candidate contributing to the training and assessment needs of the team over a realistic period of time.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Additional evidence may be obtained, if necessary, from company appraisal reports or a random sample of brief verbal interviews with other relevant staff members.

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process **2** Perform and administer **3** Perform, administer and

the process

design the process

How can information be collected, analysed and organised (2)?	Collect and analyse information regarding training and assessment to measure performance against training plans for individuals and the work group.
How can communication of ideas and information (2) be applied?	Provide feedback regularly to individuals undergoing training and assessment in the workplace.
How are activities planned and organised (2)?	Schedule training and assessment tasks taking into account workplace efficiency.
How can teamwork (2) be applied?	Motivate and guide team members and contribute to team training and assessment.
How can the use of mathematical ideas and techniques (1) be applied?	Measure workplace training effectiveness.
How can problem-solving skills (1) be applied?	Identify potential problems that may arise in the planning process.
How can the use of technology (1) be applied?	Manage workplace training and assessment systems.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Workplace procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Training and development activities include:

- those carried out for self and for others within technician's given area of responsibility
- specifically designed activities
- training and education courses/seminars/workshops
- open learning programs
- special projects and work-based assignments
- self-development and formal/informal on-the-job learning activities.

Contributions to planning discussions include:

- oral or written submissions
- discussions
- feedback
- briefing
- group discussions.

Relevant people include:

- supervisor or line manager
- training staff
- assessor
- mentor/adviser.

Information includes:

- training and assessment opportunities
- procedures for accessing these opportunities
- organisational policies regarding skills and knowledge development
- appropriate competency standards or training objective and can be:
 - formal
 - informal
 - oral
 - written.

Strategies include:

- on or off-the-job training or assessment
- top-up training
- formal or informal self-development
- counselling or performance review
- one-on-one coaching.

Assessment methods may include:

- observation of work performance
- oral or written questions
- evaluation of performance output
- skill or work sample tests
- self-assessment and evaluation

- performance appraisals
- evidence from other sources.

Assistance to assessments could be as a:

- mentor
- part of a peer group assessment process.

Feedback may include:

- satisfactory or unsatisfactory results of assessments
- methods and/or options for improving performance to meet desired outcomes
- required standards of performance or competence.

Organisational requirements may include:

- needs of relevant state/territory or federal legislation
- confidentiality of information
- staff policies and procedures
- agreed staff training and development process.
-

Unit Sector(s)

Not Applicable

PRMPFES18B Hydrostatic test portable and wheeled CO2 fire extinguishers

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the restricted procedures for pressure testing CO₂ fire extinguishers, which can only be carried out at a licensed testing station. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements,</i>

ELEMENT

relating to service operations

PERFORMANCE CRITERIA

including relevant state/territory building codes, to *work procedures*

1.2 Where necessary, confirm or clarify knowledge and understanding of *legislative and industry requirements*, including state/territory building codes with *relevant persons*

1.3 Identify *potential and actual breaches* of *legislative and industry requirements* and take action according to *organisational requirements and OHS policies and procedures*

2 Hydrostatic test portable and wheeled CO₂ fire extinguishers

2.1 Comply with *requirements to obtain certification for pressure testing* according to the relevant current Australian Standards

2.2 Comply with *safety procedures for pressure testing CO₂ fire extinguishers*

2.3 Complete hydrostatic (pressure) testing of portable and wheeled CO₂ fire extinguishers according to *work procedures* and the relevant current Australian Standards

2.4 Report faulty or damaged extinguishers according to *work procedures* and the relevant current Australian Standards

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

Competence is assessed by authorised personnel from Quality Assurance Services or other appropriately credentialed certification bodies. Arrangements for assessment, including knowledge and skills required are set out by licensed testing station policies and procedures. Satisfactory performance is recorded as a signatory on the pro forma for a licensed testing station. This is a mandatory regulatory requirement and applies to all applicable worksites in Australia.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Gather information from a number of sources, including Australian Standards, relating to servicing portable and wheeled CO ₂ extinguishers in order for accurate hydrostatic testing to occur.
How can communication of ideas and information (1) be applied?	Discuss and verify role and responsibilities with work group to ensure compliance with Australian Standards and organisational requirements.
How are activities planned and organised (2)?	Plan testing activities with regard to assembling appropriate tools and hardware.
How can teamwork (1) be applied?	Provide support and assistance within work groups.
How can the use of mathematical ideas and techniques (1) be applied?	Apply basic mathematical techniques during testing activities and adhering to designated timelines.
How can problem-solving skills (2) be applied?	Identify potential problems during testing activities especially ambiguous information received from information sources and processes to be followed when unusual faults are detected.
How can the use of technology (1) be applied?	Demonstrate understanding technological principles required in testing processes.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation

- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing the work site for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Requirements to obtain certification for pressure testing: Licensed test stations reside within National Association of Testing Authorities (NATA).

Safety procedures for pressure testing CO₂ fire extinguishers: refer to the relevant Australian Standards.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES19B Install and service portable foam liquid proportioning equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers inspecting, testing and installation procedures for portable foam liquid proportioning equipment fitted to a hose reel assembly. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i> , including relevant state/territory building

ELEMENT

PERFORMANCE CRITERIA

relating to service operations

codes, to *work procedures*

- 1.2 Confirm or clarify knowledge and understanding of *legislative and industry requirements*, including state/territory building codes, where necessary, with relevant persons
- 1.3 Identify *potential and actual breaches* of *legislative and industry requirements* and take action according to *organisational requirements and OHS policies and procedures*

2 Inspect an installed *portable foam liquid proportioner* system

- 2.1 Obtain all necessary work permits prior to entering customer premises
- 2.2 Complete inspection of *relevant items* according to the manufacturers' maintenance schedule
- 2.3 Record details on the maintenance record tag according to the maintenance level completed
- 2.4 Report visual defects according to *organisational requirements and customer requirements*

3 Carry out testing procedures for an installed portable foam liquid proportioner system

- 3.1 Complete testing procedures according to the requirements of the maintenance level schedule and the service manual
- 3.2 Report, repair and replace all defects in accordance with *work procedures*
- 3.3 Use the correct foam charge according to the relevant appliance label

- 3.4 Record details on the maintenance record tag according to the maintenance level completed
- 3.5 Leave customer premises in a clean and tidy condition on completion of maintenance functions
- 3.6 Complete *documentation* relating to work carried out according to *organisational requirements and customer requirements*

4 Install portable foam liquid proportioning equipment

- 4.1 Complete the installation according to *customer requirements* and manufacturers' instructions
- 4.2 Leave customer premises in a clean and tidy condition on completion of installation functions
- 4.3 Complete *documentation* relating to work carried out according to *organisational*

ELEMENT

PERFORMANCE CRITERIA

requirements and customer requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to installing and servicing portable foam liquid proportioning equipment.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Principles of operation of portable foam liquid proportioning equipment fitted to a hose reel.
- Discharge parameters.
- Reasons for using a portable foam liquid proportioner system with a hose reel assembly.
- Methods of establishing if the required water pressure/flow is suitable.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise task
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

The following units of competency must be assessed prior to this unit:

- PRMPFES04B Identify fire protection equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals, and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Collect, interpret and comply with regulatory and procedural requirements applicable to the service procedure and complete administrative documentation.
How can communication of ideas and information (2) be applied?	Discuss and verify service procedures with colleagues or supervisor to ensure compliance with regulatory and/or work requirements.
How are activities planned and organised (2)?	Prioritise work tasks in order to meet operational schedules and customer requirements.
How can teamwork (2) be applied?	Provide support and assistance within the work group to complete service procedures within designated timelines.
How can the use of mathematical ideas and techniques (1) be applied?	Apply basic mathematical techniques in fieldwork including updating maintenance schedules and working within designated timelines.
How can problem-solving skills (2) be applied?	Identify potential problems that may arise with servicing activities especially ambiguous information received from information sources and processes to be followed

when unusual faults are detected.

How can the use of technology (1) be applied?	Demonstrate understanding of technological principles for testing requirements in the servicing process.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances

- First Aid.

Portable foam liquid proportioner equipment types may include:

- self-contained cylinder
- foam induction nozzle with separate foam container.

Maintenance procedures for portable foam liquid proportioning equipment may include:

- discharge
- pressure test
- recharge
- visual inspection.

Maintenance levels may vary according to the relevant manufacturers' maintenance schedule.

Relevant Items may include:

- pressure cage
- appropriate pressurising equipment
- gauges
- connecting pipes and tubing.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES20B Service wheeled fire extinguishers in the field

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the servicing procedures for wheeled fire extinguishers, which are conducted at a customer's premises. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to service operations	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i> , including relevant state/territory building codes, to <i>work procedures</i>

ELEMENT**PERFORMANCE CRITERIA**

	1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i>, including state/territory building codes, where necessary, with relevant persons 1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements and OHS policies and procedures</i>
2 Service wheeled fire extinguishers	2.1 Obtain all necessary work permits prior to entering customer premises 2.2 Service <i>wheeled fire extinguishers</i> according to the appropriate maintenance schedule of relevant current Australian Standards and according to <i>customer requirements</i> 2.3 Inspect and repair or replace the carriage assembly (where fitted) where necessary according to manufacturers' specifications 2.4 Complete discharge tests, recharging procedures and leak tests in accordance with relevant current Australian Standards, <i>organisational requirements</i> and environmental regulations 2.5 Complete hydrostatic tests, where permitted, according to relevant current Australian Standards and <i>organisational requirements and OHS policies and procedures</i> 2.6 Report, repair and replace faulty <i>wheeled fire extinguishers</i> in accordance with relevant current Australian Standards, <i>technical specifications and policy guidelines</i> 2.7 Inspect <i>maintenance equipment and tools</i> for faults, wear or damage and repair or replace according to technical specifications <i>and work procedures</i> 2.8 Leave customer premises in a clean and tidy condition on completion of maintenance functions 2.9 Complete and distribute relevant <i>documentation</i> according to relevant current Australian Standards and <i>organisational requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to servicing wheeled fire extinguishers.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Types and quantity of spare parts that should be carried in the service vehicle.
- Implications of incorrect servicing procedures for the customer and the organisation.
- Reasons for informing customers of changes to Australian Standards.
- Reasons for conforming to the customer's workplace procedures and guidelines.
- Reasons for conforming to EPA regulations (or equivalent) with respect to discharge tests.
- Reasons for ensuring gauges and scales are calibrated regularly.
- Disposal of waste products.
- The meaning of 'aggressive environments'.
- The dangers of mixing extinguishants.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use correct manual handling techniques
- be aware of OHS issues and requirements in order to work safely
- use tools with dexterity
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements

- use appropriate workplace housekeeping procedures.

Other units of competency that could be assessed with this unit

The following units of competency must be assessed prior to this unit:

- PRMPFES04B Identify fire protection equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. A demonstrated understanding of both stored pressure and cartridge units is required.

Competency in this unit may be inferred from at least one practical demonstration in each of the following three categories:

- Any one from water, foam or wet chemical types.
- Any powder type.
- Any CO₂ or vaporising liquid type (the demonstration does not include hydrostatic testing).

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Gather information from a number of sources, including regulatory, manufacturers and customers in order for accurate servicing to occur.
How can communication of ideas and information (2) be applied?	Discuss and confirm customer requirements and complete administrative documentation.
How are activities planned and organised (2)?	Plan servicing activities with regard to assembling appropriate tools and hardware.
How can teamwork (2) be applied?	Provide support and assistance to work group.
How can the use of mathematical ideas and	Apply basic mathematical techniques to maintenance activities while adhering to designated work

techniques (1) be applied?	schedules required in the field.
How can problem-solving skills (2) be applied?	Identify potential problems in servicing activities with regard to ambiguous information received from information sources and processes to be followed when unusual faults are detected.
How can the use of technology (1) be applied?	Demonstrate understanding of technological principles for testing requirements.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors

- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat

- dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Wheeled fire extinguishers may include:

- stored pressure
- reversible
- cartridge operated.

Extinguishant types may include:

- water
- foam
- dry chemical
- CO₂
- vaporising liquid.

Servicing operations for wheeled fire extinguishers include:

- visual inspections
- discharge tests
- hydrostatic (pressure) tests (except CO₂ and vaporising liquid)
- recharging procedures
- leak testing.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Maintenance equipment and tools may include:

- hand tools
- power tools
- safety cage
- personal protective equipment
- test equipment
- recharge equipment
- hydrostatic test equipment.

Documentation may include:

- job card
- customer recommendation forms
- service agreements

- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES21C Service wheeled fire extinguishers in the workshop

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to service wheeled fire extinguishers in a workshop situation. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including those controlling ozone depleting substance (ODS) and synthetic greenhouse gas (SGG) emissions, and occupational health and safety (OHS) policies and procedures.

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be

consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to service operations.	1.1 Apply knowledge and understanding of legislative requirements , including relevant state and territory building codes and industry requirements, to work procedures and to servicing wheeled fire extinguishers in the workshop and clarify where necessary with relevant persons .
	1.2 Identify potential and actual breaches of legislative and industry requirements and take action according to organisational requirements and OHS policies and procedures .
2 Service wheeled fire extinguishers.	2.1 Service wheeled fire extinguishers according to the appropriate maintenance schedule of the relevant current Australian standards.
	2.2 Complete discharge tests, hydrostatic tests, recharging procedures and leak tests according to the relevant current Australian standards, workshop procedures and environmental regulations .
	2.3 Inspect and repair or replace the carriage assembly where necessary according to manufacturer specifications.
	2.4 Report, repair and replace faulty wheeled fire extinguishers according to relevant current Australian standards, technical specifications and work procedures .
	2.5 Complete documentation according to organisational requirements and relevant current Australian standards.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- use correct manual handling techniques
- be aware of OHS issues and requirements in order to work safely
- use tools with dexterity
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures.

Required knowledge:

- key features of legislation, regulations and codes applicable to servicing wheeled fire extinguishers
- purpose of the Building Code of Australia (BCA)
- implications of not applying legislative requirements to job functions
- reasons for preventing ODS and SGG emissions in the workshop
- methods used to prevent ODS and SGG emissions in the workshop
- action to take when a breach of health, safety and other policies occurs
- types and quantity of spare parts that should be carried in the service workshop
- implications of incorrect servicing procedures for the customer and the organisation
- reasons for informing customers of changes to Australian standards
- reasons for and frequency of testing to ensure gauges and scales are calibrated regularly
- disposal of waste products
- dangers of mixing extinguishants
- concept of hydrostatic testing
- identification and purpose of specialised testing equipment
- purpose of the safety cage
- purpose of each item of documentation
- methods of converting imperial to metric units
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Collect, interpret and comply with regulatory and procedural requirements relevant to service procedure.	2
How can information be collected, analysed and organised?	Discuss and verify service procedures with colleagues or supervisors to ensure compliance with regulatory and/or work requirements.	1
How are activities planned and organised?	Prioritise work tasks in order to meet operational schedules.	1
How is teamwork used?	Provide support and assistance within the work group to complete service procedures within designated timelines.	1
How are mathematical ideas and techniques used?	Apply basic mathematical techniques to maintenance activities.	1
How are problem-solving skills applied?	Identify potential problems during servicing activities, especially ambiguous information received. Identify processes to be followed when unusual faults are detected.	2
How is the use of technology applied?	Apply technological principles for testing requirements in the servicing process.	2

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- The following units of competency must be assessed prior to this unit:

	• PRMPFES04B <i>Identify fire protection equipment</i> • PRMPFES06C <i>Prepare for installation and servicing operations.</i>
Critical aspects for assessment and evidence required to demonstrate competency in this unit	• Competency in this unit may be inferred from at least one practical demonstration in each of the following three categories: • any one from water, foam or wet chemical types • any powder type • any carbon dioxide type (the demonstration does not include hydrostatic testing). • Procedures to prevent the emission of ODS and SGG in the workplace must be followed during practical demonstrations. • Oral questioning may contribute as evidence of this ability. • Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
Specific resources for assessment	• The following resources should be available: • access to workshop facilities or a simulated workplace environment • assessment documentation, including training and assessment record books • all necessary tools, equipment, spare parts and relevant documentation. • Where applicable, physical resources should include equipment modified for people with disabilities. • Access must be provided to appropriate learning and/or assessment support when required. • Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.
Context of assessment	• For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). • Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace. • Assessment of competency over the full range of performance criteria may be made through practical

demonstrations in the workshop environment. Consideration should be given to assessing consistency of outcome over an appropriate period of time.

- Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.
- All safety requirements must be adhered to during all practical activities.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders that demonstrate an understanding of both stored pressure and cartridge units.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - building Acts, regulations and codes
 - Australian and international standards identified as relevant to the required maintenance procedure
 - environmental regulations, including those related to ODS and SGG
 - manufacturer specifications
 - organisational requirements, including policies and

procedures relating to ODS, SGG and OHS

- OHS legislation, codes and regulations
- ODS and SGG legislation, codes and regulations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Note: Australian standards are frequently revised and users must always check for currency.

Legislative requirements may include:

- relevant federal, state and territory building Acts, regulations and codes
- OHS legislation, codes and regulations
- relevant current Australian standards, such as AS 1851
- fire protection industry codes of practice
- Building Code of Australia (BCA)
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- ODS and SGG legislation, codes and regulations, such as *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
- building surveyor requirements, such as occupancy permit
- other relevant legislation relating to fire protection equipment, including international, shipping and marine codes
- Australian petroleum industry requirements.
- instructions from colleagues, supervisors and managers
- specific customer requirements
- assignment instructions
- equipment manufacturer requirements
- reporting and documentation requirements
- personal protective equipment (PPE) requirements
- work instructions to prevent the emission of ODS

Work procedures may include:

- and SGG in the workplace.
- Relevant persons** may include:
- team leaders
 - supervisors
 - managers
 - colleagues
 - customers.
- Potential and actual breaches** could be identified by:
- direct observation
 - workplace quality assurance teams.
- Organisational requirements** may be located in quality assurance and/or procedures manuals and relate to:
- legal and organisational policies and guidelines
 - personnel practices and guidelines outlining work roles, responsibilities and delegations
 - legislation relevant to the service operation
 - OHS policies, procedures and programs
 - procedures and work instructions to prevent the emission of ODS and SGG in the workplace
 - documentation and information systems and processes
 - use of electronic job scheduling and communication devices.
- OHS policies and procedures** may relate to:
- employer and employee rights and responsibilities
 - the OHS hierarchy of control
 - assessing the work site for hazards and risks prior to preparing it for the work procedure
 - displaying signs and using barriers in work area
 - hazard and risk identification and reporting
 - risk assessment and control measures
 - incident and accident investigation
 - OHS audits and safety inspections
 - safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - using PPE, including:
 - safety glasses or goggles
 - safety boots or shoes

- hard hats
 - earmuffs or plugs
 - appropriate gloves and overalls
 - sunhats
 - dust masks
 - equipment maintenance and use
 - use and storage of hazardous substances
 - first aid.
- Wheeled fire extinguishers*** may include:
- stored pressure
 - reversible
 - cartridge operated.
- Maintenance schedule*** may include:
- visual inspections
 - discharge tests
 - hydrostatic (pressure) tests (except carbon dioxide and vapourising liquid)
 - recharging procedures
 - extinguishant types, such as:
 - water
 - foam
 - dry chemical
 - carbon dioxide
 - vapourising liquid
 - leak testing.
- Workshop procedures*** may include:
- instructions from colleagues, supervisors and managers
 - following assignment instructions
 - reporting and documentation requirements
 - PPE requirements
 - work instructions to prevent the emission of ODS and SGG in the workplace.
- Environmental regulations*** may be located in:
- appropriate Australian standards covering environmental safeguards
 - procedures and work instructions to prevent the emission of ODS and SGG in the workplace.
- Documentation*** may include:
- job cards
 - customer recommendation forms
 - service agreements
 - expense claims
 - application for credit forms
 - equipment recommendation forms
 - motor vehicle fleet cards

- corrective action reports
- petty cash vouchers
- certificates of inspection
- product documentation
- maintenance record systems.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES22B Oversee operations to meet safety and quality standards

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the knowledge and skills required to oversee functions that ensure other team members are maintaining a safe working environment and meeting quality standards. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1	Oversee services and operations	1.1 Allocate tasks according to the skill level and

ELEMENT**PERFORMANCE CRITERIA**

job role of the team member

2	Oversee conditions required for a safe and effective working environment	1.2 Discuss and resolve problems arising from ineffective route planning by team members 1.3 Provide team members with regular feedback on their work output in accordance with <i>organisational requirements</i> 1.4 Utilise appropriate management <i>systems</i> to oversee services and operations
3	Oversee services and operation against quality and legislative requirements	2.1 Monitor the safe condition of service vehicles according to <i>organisational requirements</i> and manufacturers' specifications 2.2 Identify safety issues at customer premises and report or resolve according to <i>organisational requirements</i> 2.3 Communicate relevant safety issues to team members as required 2.4 Monitor <i>personal protective equipment</i> for team members for serviceability and correct usage 3.1 Monitor the distribution of relevant current Australian Standards for currency and correct usage 3.2 Identify <i>potential and actual breaches of requirements</i> by team members and take appropriate action where necessary 3.3 Monitor the understanding of legislative requirements and <i>policies</i> by team members relevant to <i>work procedures</i> undertaken

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Knowledge needed to achieve the performance criteria**

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Methods of dealing with incidents outside the technician's area of responsibility or experience.
- Implications of ineffective monitoring procedures.
- Methods of ensuring compliance with relevant current Australian Standards.
- Methods of managing the distribution of relevant manuals and documentations.
- Methods of allocating tasks that include fairness and relevancy.
- Methods of identifying customers' site safety requirements.
- Work scheduling methods.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- schedule work patterns
- solve problems and contribute to productive outcomes
- manage contingencies
- contribute to long-term and short-term strategic planning
- apply literacy and language skills to:
 - communication
 - finding and using information
 - negotiation.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMPFES07B Maintain quality of work and promote continuous improvement.

Resources required to assess this unit

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to:

- an actual or a simulated workplace environment
- assessment documentation
- relevant documentation, manuals and resources
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Competence is to be demonstrated over the full range of performance criteria in the work environment or in an industry-approved simulated work environment.

Consideration should be given to assessing consistency of outcome over a period of time. Candidates should therefore be given the opportunity to practise and undertake self-assessment of performance before formal assessments are undertaken.

Evidence of competency is best obtained by:

- review of an actual work schedule prepared under normal industry operating conditions
- observation of discussions with other team members on effective route planning, safety considerations at a customer's premises, safe condition of service vehicles and safe storage of relevant items within the load carrying capacity of the service vehicle.

Oral questioning related to realistic workplace situations may also be used to assess competence. Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Additional evidence may be obtained from company appraisal reports and customer survey reports if necessary.

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be collected, analysed and**

Gather and analyse information about the work environment and its practices to measure performance

organised (2)?	of the work group.
How can communication of ideas and information (3) be applied?	Design better work practices to improve and make effective use of resources such as communication channels, with members of the workgroup.
How are activities planned and organised (3)?	Organise work tasks for the work group according to maximising resources and workplace efficiency.
How can teamwork (2) be applied?	Contribute, motivate and guide team members to efficient completion of work tasks.
How can the use of mathematical ideas and techniques (1) be applied?	Measure workplace effectiveness.
How can problem-solving skills (3) be applied?	Measure effectiveness and propose solutions where inefficiencies exist relating to service operations and workplace safety.
How can the use of technology (1) be applied?	Manage workplace information systems.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Job role may be determined from:

- job description and employment arrangements
- organisational policy relevant to work role
- team structures
- supervision and accountability requirements
- skills, training and competencies
- code of conduct.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations

- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- employee handbooks
- service manuals
- environmental regulations
- Australian Standards documentation
- use of electronic job scheduling and communication devices.

Systems to monitor quantity, quality, cost and resource requirements may include:

- quality assurance and approved administrative processes
- maintenance record system.

Personal protective equipment may include:

- safety glasses or goggles
- safety boots or shoes
- hard hat, ear muffs or plugs
- appropriate gloves and overalls
- sun hat
- dust mask.

Breaches of requirements could be identified by direct observation or as part of workplace quality assurance teams.

Policies may include:

- motor vehicle policy
- environmental policy
- confidential information/publicity
- alcohol and drug abuse
- disciplining and dismissal
- infectious diseases
- OHS and smoke-free workplace policy
- quality policy.

Workplace procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

People with whom technician may interact are:

- work colleagues
- supervisors and line management

- staff representatives
- suppliers
- customers.
-

Unit Sector(s)

Not Applicable

PRMPFES24B Inspect and maintain portable foam generating equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the requirements of servicing a range of foam generating equipment and hose reel foam units. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i> , including relevant state/territory building

ELEMENT**PERFORMANCE CRITERIA**

relating to service operations

codes, to *work procedures*

- 1.2 Confirm or clarify knowledge and understanding of *legislative and industry requirements*, including state/territory building codes, where necessary, with relevant persons
- 1.3 Identify *potential and actual breaches* of *legislative and industry requirements* and take action according to *organisational requirements and OHS policies and procedures*

- 2 Inspect and maintain hose reel foam units

- 2.1 Obtain all necessary work permits prior to entering customer premises
- 2.2 Inspect and maintain *hose reel foam units* according to relevant service manuals, manufacturers' specifications and instructions, service bulletins and *organisational requirements*
- 2.3 Report, repair and replace faulty equipment in accordance with *work procedures, customer requirements* and technical specifications
- 2.4 Complete all *documentation* according to *organisational requirements, customer requirements* and relevant current Australian Standards

- 3 Inspect and maintain portable foam generating equipment

- 3.1 Obtain all necessary work permits prior to entering customer premises
- 3.2 Collect samples of foam concentrates according to work procedures and manufacturers' requirements
- 3.3 Inspect and maintain *foam generating equipment* according to relevant maintenance schedules, service manuals, manufacturers' specifications and instructions, service bulletins and *organisational requirements*
- 3.4 Report, repair and replace faulty equipment in accordance with *work procedures, customer requirements* and technical specifications
- 3.5 Inspect *maintenance equipment and tools* for faults, wear or damage in accordance with *work procedures* and manufacturers' specifications
- 3.6 Complete all *documentation* according to *organisational requirements, customer*

ELEMENT**PERFORMANCE CRITERIA**

requirements and relevant current Australian Standards

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to inspecting and maintaining portable foam generating equipment.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- How foam is generated.
- The classification of foams.
- The purpose of each foam type.
- Characteristics of effective foam.
- Meaning of foam percentages.
- Environmental considerations of foams.
- Purpose of inductors.
- Reason for collecting foam samples.
- Identification and function of major items of foam generating equipment.
- How foam can be used to extinguish a fire.
- Difference between portable and fixed foam storage.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- effectively use foam sample collection procedures
- use hand and power tools safely and with dexterity
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:

- communicate with others in a clear and concise manner in both written and verbal modes
- read, understand and comply with work instructions/specifications
- read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Gather information from a number of sources including regulatory, manufacturer, organisational and customer sources in order for accurate inspecting and maintenance activities to occur.
How can communication of ideas and information (2) be applied?	Discuss and confirm customer requirements and complete administrative documentation.
How are activities planned and organised (2)?	Plan inspection and maintenance activities to assemble appropriate tools and hardware for on-site services and organise work schedules to suit customer and organisational requirements.
How can teamwork (1) be applied?	Apply consultative and collaborative approaches through support and assistance provided to customers

	and work groups.
How can the use of mathematical ideas and techniques (2) be applied?	Apply mathematical techniques through inspection and testing on-site activities and apply time management principles while adhering to designated work schedules.
How can problem-solving skills (3) be applied?	Identify potential problem throughout inspection and testing activities especially with regard to ambiguous information received from information sources and identify processes to be followed when unusual faults are detected.
How can the use of technology (2) be applied?	Demonstrate sound technical knowledge and design features of equipment to allow accurate inspection and testing to occur.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions

- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions
- use and maintenance of personal protective equipment
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Hose reel foam units include:

- water nozzles
- foam branch pipes
- foam supplies.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Foam generating equipment includes:

- hand-held foam branch pipes
- portable inline foam inductors.

Maintenance equipment and tools may include:

- pliers
- spanners
- screwdrivers.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES25C Inspect, test and maintain gaseous fire suppression systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required for a service technician to complete mechanical inspection, testing and maintenance tasks on installed gaseous fire suppression systems. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including policies and procedures relating to ozone depleting substances (ODS) and synthetic greenhouse gases (SGG) emissions and occupational health and safety (OHS).

Note: The service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state and territory regulations). This unit of competency does **not** cover **all** requirements of AS 1851.

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to service operations. 2 Identify requirements and components of the gaseous fire suppression system.	1.1 Apply knowledge and understanding of <i>legislative requirements</i>, including relevant state and territory building codes, manufacturer documentation and Australian standards to <i>work procedures</i> and clarify where necessary with <i>relevant persons</i>. 1.2 Apply knowledge and understanding of <i>ODS and SGG</i> legislative and industry requirements to inspect and test gaseous fire suppression systems. 1.3 Apply knowledge and understanding of the operation of fire protection systems to determine system key functional requirements and operation within design limitations. 1.4 Identify <i>potential and actual breaches</i> of legislative and industry requirements and take action according to <i>organisational requirements</i>, and ODS, SGG and <i>OHS policies and procedures</i>. 2.1 Identify <i>gaseous fire suppression system</i> application and method of operation. 2.2 Identify and locate <i>system components</i> of the gaseous fire suppression system according to function, manufacturer manuals, Australian standards and installer documentation. 2.3 Verify system layout is in accordance with <i>installation drawings</i>. 2.4 Identify <i>isolation devices</i> for <i>gaseous fire suppression systems</i> and interface controls to other systems.

ELEMENT**PERFORMANCE CRITERIA**

- 3 Prepare to inspect, test and maintain gaseous fire suppression systems.
- 2.5 Identify potential and actual breaches of the gaseous fire suppression equipment and system performance according to Australian standards, relevant state and territory building codes, and manufacturer documentation.
- 3.1 Organise all necessary **work permits** prior to entering customer premises.
- 3.2 Advise **relevant persons** and occupants of protected areas and areas surrounding test site, of intended test and procedures required by Australian standards and manufacturer recommendations.
- 3.3 Assess system and surrounding work area for **hazards**.
- 3.4 Identify and assemble **tools, equipment and testing devices** for inspect, test and maintain procedures according to **work procedures** and **organisational requirements**.
- 3.5 Switch alarm signalling equipment (ASE) to test mode where **back-to-base facilities** transmit a signal to monitoring centre during test tasks.
- 3.6 Physically isolate equipment and gaseous fire suppression function to ensure testing or maintenance procedures do not cause discharge of extinguishing agent.
- 3.7 Electrically isolate equipment and interface controls to other systems so no alarms are unduly generated.
- 3.8 Install and calibrate test equipment to verify operation of components and system.
- 4 Inspect installed gaseous fire suppression system.
- 4.1 Identify and locate **system components** of gaseous fire suppression system according to function and manufacturer manuals.
- 4.2 Complete **mechanical inspection tasks** specified for **maintenance schedule periods** described in the current Australian standards, manufacturer specifications and procedures, service manual instructions and service bulletins.
- 4.3 Follow all safety procedures during inspection.
- 4.4 Complete **documentation**, record inspection

ELEMENT**PERFORMANCE CRITERIA**

results and report faulty equipment according to Australian standards, **work procedures**, technical specifications and **customer requirements**.

- 5 Test installed gaseous fire suppression system.

5.1 Complete **mechanical test tasks** specified for maintenance schedule periods described in the current Australian standards, manufacturer specifications and procedures, service manual instructions and service bulletins.

5.2 Follow all safety procedures during testing.

5.3 Complete **documentation**, record test results and report faulty equipment according to Australian standards, **work procedures**, technical specifications and customer requirements.

- 6 Conduct preventive maintenance on installed gaseous fire suppression system.

6.1 Complete the **mechanical preventive maintenance tasks** specified for **maintenance schedule period** described in the current Australian standard, according to **legislative requirements**, manufacturer specifications and procedures, service manual instructions and service bulletins.

6.2 Repair or replace faulty equipment according to Australian standards, **work procedures**, technical specifications and customer requirements.

6.3 Organise transportation and refilling of gaseous agent containers by authorised refilling station.

6.4 Follow all safety procedures during preventive maintenance.

6.5 Complete **documentation** and record preventive maintenance results, repairs and replacements of faulty equipment according to Australian standards, **work procedures**, technical specifications and customer requirements.

- 7 Reinstate installed gaseous fire suppression system.

7.1 **Reinstate** installed gaseous fire suppression system to fully operational state.

7.2 Leave customer premises in a clean and tidy condition on completion of work.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- use hand and power tools safely and with dexterity
- conduct visual mechanical inspection, test and maintenance tasks as specified in AS 1851
- handle and transport gaseous containers according to legislation (including ODS and SGG requirements) and manufacturer and work procedures
- identify if gaseous agent is still suitable for existing occupancy risk
- operate standardised control functions on a fire alarm panel that interfaces with the gaseous system to conduct functional tests as specified in AS 1851
- operate actuation control devices to determine that operation is within design parameters for installed equipment
- conduct function system tests with other system interfaces as specified in AS 1851
- conduct routine mechanical maintenance on equipment as specified in AS 1851
- interpret information on engineering drawings, such as installation drawings
- verify visually that system complies with original installation requirements
- operate manual controls of gaseous fire suppression system
- remove and replace container actuation control devices (note: the technician may require manufacturer endorsement for specific actuation control devices)
- remove and replace containers from container bank manifold
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities.

Required knowledge:

- key features of legislation, regulations and standards, including ODS and SGG, applicable to inspecting, testing and maintaining gaseous fire suppression systems
- implications of **not** applying legislative requirements to job functions
- action to take when a breach of OHS, ODS and SGG or other policies occurs
- reasons for preventing ODS and SGG emissions in the workplace
- industry best practice methods used to isolate actuation control devices to prevent ODS and SGG emissions in the workplace

- extent to which pressures and liquid levels in extinguishing agent containers vary according to temperature change
- container handling, moving and transporting requirements
- pressures generated during release of gaseous agents, pressure rating requirements of pipework and fittings, and the need for adequate support bracing
- principles of operation of gaseous agent discharge nozzles
- difference between various types of extinguishing gaseous agents used
- operation of different types of equipment used to store and release gaseous extinguishant agent
- fire suppressant action of gaseous agents in terms of smothering, cooling and reacting chemically with the fire radical
- concentration and holding time requirements of various gaseous agents to extinguish a fire in relation to flooding factor and agent storage requirements
- how building structures, services and service penetration within and through protected area enclosures influence the holding time of a gaseous agent
- occupational hazards of gaseous agent in terms of:
 - no observable adverse effect level (NOAEL)
 - lowest observable adverse effect level (LOAEL)
 - by-products of combustion associated with gaseous agent in a fire condition
- various gaseous fire suppression agents and their operation, including total flooding and local application
- operating principles of lock-off, directional and pressure release valves
- operating principles of pneumatic and mechanical actuation systems interfaced with gaseous systems
- operating principles of fire alarm components interfaced with gaseous fire suppression system
- working principles and relevant Australian standards in respect of gaseous fire suppression systems
- relevant international codes of practice
- safety requirements relevant to inspect, test and maintain procedures
- Environment Protection Authority, ODS and SGG emission requirements
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Gather information from a number of sources, including regulatory, manufacturer, organisational and customer sources, to enable accurate inspecting, testing and maintenance activities to occur.	2
How can information be collected, analysed and organised?	Discuss and confirm customer requirements and complete administrative documentation.	2
How are activities planned and organised?	Plan mechanical inspection and maintenance activities to assemble appropriate tools and hardware for on-site services and organise work schedules to suit customer and organisational requirements.	2
How is teamwork used?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.	1
How are mathematical ideas and techniques used?	Apply mathematical techniques to on-site mechanical inspection, test and maintenance tasks.	2
How are problem-solving skills applied?	Identify potential problems throughout mechanical inspect and test activities especially with regard to ambiguous information received from information sources, and identify processes to be followed when unusual faults are detected.	3
How is the use of technology applied?	Demonstrate sound technical knowledge of equipment functions to allow accurate inspection, testing and maintenance to occur.	2

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- Competency in this unit underpins competency in other aspects of the candidate's role in managing work tasks.
- This unit could be assessed on its own or in combination with other units of competency relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Competency is to be demonstrated through at least one practical demonstration covering the full range of performance criteria.
- Type of gaseous fire suppression system tested should correlate to the workplace setting of the candidate.
- Ability to transfer skills to other situations described in the range statement may be inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)
- A person who demonstrates competency in this unit must be able to provide evidence of:
 - locating, interpreting and applying relevant information, standards and specifications
 - complying with OHS and ODS and SGG regulations (where required) and state and territory legislation applicable to workplace operations
 - complying with organisational policies and procedures, including quality requirements
 - communicating and working effectively and safely with others.
- In a minimum of two different settings:
 - identifying potential risks and hazards
 - identifying risk reduction measures
 - adhering to safety procedures during inspect, test and maintain procedures
 - identifying installed gaseous fire suppression system
 - identifying and locating system components
 - identifying, selecting and using tools,

equipment and materials effectively to perform inspect, test and maintain procedures on an installed gaseous fire suppression system

- matching installed system to installation drawings
- identifying isolation devices and interface controls to other systems
- switching alarm signalling equipment to test mode
- physically isolating equipment and gaseous fire suppression system
- electrically isolating equipment and interface controls to other systems
- installing and calibrating test equipment
- completing specified mechanical inspection tasks, documenting results and reporting faulty equipment
- completing specified mechanical test tasks, documenting results and reporting faulty equipment
- completing specified mechanical preventive maintenance tasks, repairing or replacing faulty equipment and documenting results
- reinstating system to operational state
- completing workplace housekeeping requirements.

Specific resources for assessment

- The following resources should be available:
 - access to customer premises or a simulated workplace environment
 - assessment documentation
 - all necessary tools, specialist equipment, manuals and relevant documentation, including ODS and SGG policies and work procedures
 - training and assessment record books.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the

Context of assessment

oracy, language and literacy capacity of the candidate and the work being performed.

- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.
- Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, customer survey reports and appraisal reports.
- Candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning

may contribute as evidence of this ability.)

- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - building Acts, regulations and codes
 - Australian and international standards identified as relevant to the required inspect, test and maintain procedure
 - environmental regulations
 - manufacturer specifications
 - organisational requirements, including policies and procedures relating to ODS, SGG and OHS
 - ODS and SGG legislation, codes and regulations
 - OHS legislation, codes and regulations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Note: Australian standards are frequently revised and users must always check for currency.

Legislative requirements may include:

- relevant federal, state and territory building Acts, regulations and codes
- OHS legislation, codes and regulations
- relevant current Australian standards, such as AS 1851, AS 1603, AS 1670, AS 4214, AS 4428 and AS 2030
- ODS and SGG legislation, codes and regulations, such as *Ozone Protection and Synthetic Greenhouse Gas Management Amendment Regulations, 2005*
- fire protection industry codes of practice
- manufacturer system manuals
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation relating to fire protection equipment, including international, shipping and marine codes
- Australian petroleum industry requirements.

Work procedures may include:

- instructions from colleagues, supervisors and managers
- specific customer requirements
- work instructions to prevent the emission of ODS and SGG in the workplace
- assignment instructions
- equipment manufacturer requirements
- reporting and documentation requirements
- personal protective equipment (PPE) requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- building owners or nominated representatives
- customers.

ODS and SGG materials are listed using the format:

- **Blitz III** (HCFC Blend D); used in flooding systems

Product name (other names); use. Check the latest amendments to the *Ozone Protection and Synthetic Greenhouse Gas Management Act* for the current list of ODS and SGG extinguishing agents which may include:

- **CFC 11** (trichlorofluoromethane, CCl_3F); may be found as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **FC-2-1-8** (CEA-308, $\text{CF}_3\text{CF}_2\text{CF}_3$); used in flooding systems
- **FC-3-1-10** (CEA-410, C_4F_{10}); used in flooding systems
- **FC-5-1-14** (CEA-614, C_6F_{14}); used as a streaming agent
- **FE-227** (heptafluoropropane, HFC-227ea); used as a total flooding extinguishing agent - is a replacement for Halon 1301
- **FE-25** (pentafluoroethane, HFC-125); used in inerting and explosion suppression applications and retro-fit to existing Halon 1301 systems
- **FE-36** (hexafluoropropane, HFC-236fa); used in portable fire extinguishers - is a replacement for Halon 1211 and Halon 1301
- **FE-13** (trifluoromethane, HFC-23); used as a total flooding agent
- **FE-241** (chlorotetrafluoroethane, HCFC-124); used as a total flooding agent for non-occupied spaces and as a streaming agent
- **FM100®** (HBFC-22B1); used in portable fire extinguishers
- **FM200®** (heptafluoropropane, HFC-227ea); used in chemical storage areas, clean rooms, communications facilities, laboratories, museums, robotics and emergency power facilities
- **Halotron** (HCFC Blend B); used as a total flooding agent and streaming agent
- **Halon 1211** (BCF); used as a streaming agent - requires a special permit in Australia
- **Halon 1301** (BTM); used as a total flooding agent - requires a special permit in Australia
- **Halon 2402** (dibromotetrafluoroethane, $\text{C}_2\text{Br}_2\text{F}_4$); limited use in military systems - requires a special permit in Australia
- **HCFC 22** (chlorodifluoromethane, CHClF_2); used as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **HFC 134a** (unsymmetric tetrafluoroethane, CH_2FCF_3); used as a propellant in some powder fire extinguishers
- **NAF-S-III** (HCFC Blend A); used as a total flooding agent - is a replacement for Halon 1301
- **NAF-P-III** (HCFC Blend C); used as a streaming agent - is a replacement for Halon 1211
- **NAF-P-IV** (HCFC Blend E); used as a streaming agent
- **SF6** (sulfurhexafluoride, SF_6); used as an inerting

- agent for sealed high voltage switchgear.
- Key functional requirements** relate to interpreting the system functions within design limitations, such as:
- system is total flooding or local
 - gaseous system suppression of fire mechanism in relation to the fire triangle
 - gaseous flooding discharge time and holding time, and factors that can effect these key design requirements, including:
 - pipe blockages
 - nozzle location
 - orifices
 - openings in protected enclosure
 - understanding of environmental and occupational hazards caused by gaseous agents.
- Potential and actual breaches** could be identified by:
- direct observation
 - workplace quality assurance teams.
- Organisational requirements** may be located in quality assurance and/or procedures manuals and relate to:
- legal and organisational policies and guidelines
 - personnel practices and guidelines outlining work roles, responsibilities and delegations
 - legislation relevant to service operations
 - OHS policies, procedures and programs
 - ODS and SGG policies, procedures and programs
 - documentation and information systems and processes
 - use of electronic job scheduling and communication devices.
- OHS policies and procedures** may relate to:
- employer and employee rights and responsibilities
 - the OHS hierarchy of control
 - assessing the work site for hazards and risks prior to preparing it for the work procedure
 - displaying signs and using barriers in work area
 - hazard and risk identification and reporting
 - risk assessment and control measures
 - incident and accident investigation
 - OHS audits and safety inspections
 - safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures

Gaseous fire suppression systems:***System components*** may include:

- awareness of electrical hazards
- following confined spaces procedures
- using PPE, including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hats
 - earmuffs or plugs
 - appropriate gloves and overalls
 - sunhats
 - dust masks
- equipment maintenance and use
- use and storage of hazardous substances
- first aid.
- may include:
 - liquefied gas extinguishing agents
 - non-liquefied gas extinguishing agents
- amount of extinguishant in each container may be determined by weighing methods or using liquid level detectors
- gaseous extinguishants may vary according to the specific installation.
- fire alarm system interface components, such as:
 - anti-tamper switches
 - gaseous system controls and indicators on control and indicating equipment (CIE), such as fire indicating panels (FIP) approved to AS 1603 or AS 4428
 - positional monitoring switches
 - pressure switches
 - pyrotechnic actuators (detonators)
 - remote gas control points
 - solenoid valve actuators
- warning system equipment, such as:
 - alarm bells
 - warning lights and strobes
 - warning speakers
- fixed gaseous agent fire protection equipment, such as:
 - actuation control devices mounted (installed) on the container valve assembly to actuate the container valve, such as:

- electrical operation: signal generated from CIE panel as part of a fire alarm detection system
 - pneumatic operation: from fire detector (typically heat)
 - mechanical operation: via signal from Local Control Station or fire detector
 - manual operation: by direct push lever or pull cable system
 - agent discharge nozzles
 - container discharge valves
 - discharge piping and fittings, and supports
 - flexible discharge hose and fittings
 - gaseous agent containers
 - pilot and slave tubes
 - fittings
 - pressure relief and directional valves
 - system lock-off valves
 - system operational indication devices.
- Installation drawings** may include:
- installation drawings that meet the requirements of AS 4214 and AS 1670, including:
 - 'for construction' drawings
 - 'as installed' or 'as built' drawings.
- Isolation devices** may include:
- CIE including:
 - gas control panels
 - fire indicating panels
 - pneumatic isolation devices
 - mechanical isolation devices.
- Work permits** may include permits to:
- enter a work site
 - enter a restricted area within a work site
 - enter a work site at specific times
 - ensure that specific OHS requirements are met before entering a work site.
- Hazards** may include:
- ergonomic, such as incorrect manual handling methods
 - environmental, such as improper use of ODS and SGG, hazardous materials and other chemicals
 - environmental risks from ODS and SGG emissions that could be caused by:
 - transporting, storing and manual handling ODS and SGG containers
 - servicing and maintaining container valve

assemblies

- installing and removing container valve assembly, manifold connection components and actuation control devices
- conducting interface tests between container actuation control devices, CIE and fire alarm system during inspect, test and maintain procedures
- obstructive, such as blocked access to emergency entry or exit points
- hazards associated with electrical or mechanical faults
- any source of potential harm
- any situation with a potential to cause loss
- equipment in a work site
- people in a work site
- work methods, plans and procedures.
- hand tools, including:
 - hammers
 - pliers
 - screwdrivers
 - spanners
 - spirit levels
- power tools, including:
 - battery-powered drills
 - hammer drills
- manual handling aids, including:
 - hand trucks
 - lifting straps
 - trolleys
- servicing tools and testing devices, including:
 - actuator simulators
 - barcode readers
 - container contents test equipment
 - electrical multi-meter
 - re-charging and pressurising equipment
 - safety equipment
 - scales
 - service tag punch
- fire equipment spare parts, including:
 - aerosol test smoke

Tools, equipment and testing devices may include:

- anti-tamper seals
 - clamps
 - service tags.
- Back-to-base facilities:***
- monitoring equipment that is connected by alarm signalling equipment (ASE) from the CIE to a communication path (telephone line or a radio link) and then to a monitoring centre
 - monitoring centres can be operated by or on behalf of a fire authority for the purposes of mobilising and directing firefighting resources to site where CIE is installed.
- Mechanical inspection tasks*** may include:
- actions to complete mechanical inspection tasks according to AS 1851, such as:
 - check that gas discharge pipe lock-off valve (if fitted) is correctly labelled and accessible
 - visually check that all gas containers are secure, accessible and free from damage
 - inspect each container pressure indicator to check that the pressure is within the prescribed limits
 - where there is no container pressure indicator, check that system discharged indicator has not operated
 - check that all release mechanisms, including drop weights, are undamaged, accessible and unimpeded
 - check gas container enclosure is accessible, adequately illuminated, ventilated and secured against unauthorised entry
 - check integrity of all pneumatic piping and fittings
 - check that entire protected area enclosure complies with original design
 - check that all discharge nozzles are clear and unobstructed, correctly aimed and secured
 - check all actuating devices for any condition that is likely to adversely affect their operation, such as excessive deposits of dust or paint coating
 - inspect all areas adjacent to protected area to ensure that migration of gas does not create a hazard to personnel
 - inspect protected area to check that the risk has not changed from original design, such as

computer room to combustible storage and equipment

- check that all pipework, flexible connectors and manifolds are free from damage and adequately secured
- check that discharge from all pressure-relief devices and vent valves does not create a hazard to personnel
- check that all directional valves and check valves are correctly orientated
- check to determine if cylinder valve overhaul is due
- check to determine if cylinder hydrostatic pressure test is due in accordance with AS 2030.1 or AS 1851
- check age of pyrotechnic actuator to determine if due for replacement.

Maintenance schedule periods may be:

- monthly
- six-monthly
- yearly
- five-yearly
- ten-yearly.

Documentation may include:

- service test record logbooks
- job cards
- customer recommendation forms
- service agreements
- expense claims
- application for credit forms
- equipment recommendation forms
- motor vehicle fleet cards
- corrective action reports
- petty cash vouchers
- certificates of inspection
- product documentation
- maintenance record systems.

Customer requirements may include:

- providing routine services
- providing non-routine or urgent services
- confirming or varying service instructions
- sighting work permits
- sign-in and sign-out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and future maintenance schedule.

Mechanical test tasks may include:

- actions to complete mechanical test tasks according to AS 1851, such as:
 - simulate a system operation and confirm that discharge actuators and directional valves operate correctly
 - test operation of all mechanical manual discharge release systems
 - test operation of mechanical automatic discharge release systems not operated through CIE, such as fusible links
 - operate system lock-off valve and confirm that the system inoperative visual warning device (VWD) operates
 - confirm by weighing or other acceptable means that each gas container is charged with correct quantity of extinguishing agent
 - test to ensure correct operation of all automatic pneumatic controls
 - simulate operation of agent release detection device and confirm indication of agent release at system control panel.

Mechanical preventive maintenance tasks may include:

- actions to complete routine mechanical maintenance tasks according to AS 1851, such as:
 - check operation of mechanical container actuator and lubricate as necessary
 - check operation of remote mechanical release system and lubricate as necessary
 - check operation of automatic mechanical release system and lubricate as necessary
 - replace pyrotechnic container actuator that will exceed its listed lifetime prior to next scheduled maintenance
 - clean dampers and nozzles that are subject to deposit of contaminants, such as cooking oil, hot wax, etc.
- actions to conduct non-routine maintenance, such as general isolation to CIE so that building works can be done, then resetting systems after works are completed.

Reinstate process may involve:

- confirming all interface actuation control devices are isolated and appropriate signage, documentation and lock-off are in place
- removing transport caps on actuation outlets, plugs and locking devices according to manufacturer and

- organisational requirements
- re-installing pneumatic actuators and pilot and slave tubes and fittings according to finalised design documentation and installation drawings
- checking pneumatic actuator and pilot and slave tubes connection are free from kinks and physically checking for tightness
- re-installing electrical and mechanical actuators according to finalised design documentation and installation drawings
- physically checking tightness of electrical and mechanical actuators and that they are correctly set to operate
- re-installing manual actuators according to finalised design documentation and installation drawings
- physically checking tightness of manual actuators and that they are correctly set to operate with safety device engaged
- activating all interface actuation control devices and removing signage, documentation and lock-off for functional testing
- advising relevant persons that system is fully operational and providing appropriate technical, maintenance or handover instructions on operation of system
- leaving work site clean and tidy with materials disposed of or recycled according to state or territory legislative and industry requirements.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES26B Inspect, test and maintain emergency/exit lighting systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the requirements for a service technician to inspect, test and maintain an installed emergency/exit lighting system at a customer's premises. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Note: The service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state/territory regulations).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to service operations	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i> , including relevant state/territory building codes, to <i>work procedures</i> 1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i> , including state/territory building codes, where necessary, with relevant persons 1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements and OHS policies and procedures</i>
2 Inspect, test and maintain single point systems	2.1 Obtain all necessary work permits prior to entering customer premises 2.2 Inspect and test <i>single point systems</i> according to the requirements and procedures contained in the relevant current Australian Standard and regulatory requirements 2.3 Replace as required lamps, tubes, batteries and starters as specified in the relevant current Australian Standards 2.4 Report and repair all defects within the technician's level of competency and scope of responsibility 2.5 Complete all <i>documentation</i> according to relevant current Australian Standards, customer requirements and organisational requirements
3 Inspect, test and maintain central systems	3.1 Obtain all necessary work permits prior to entering customer premises 3.2 Inspect and test <i>central systems</i> according to the requirements and procedures contained in the relevant current Australian Standard and regulatory requirements 3.3 Test and maintain batteries where required according to manufacturers' specifications and relevant current Australian Standards 3.4 Where a measurement gauge is available on central inverters, record and enter readings into the appropriate site records 3.5 Complete system checks according to the

ELEMENT**PERFORMANCE CRITERIA**

requirements of the relevant current Australian Standards and other appropriate state/territory legislation

3.6 Complete all *documentation* according to *customer requirements* and *organisational requirements*, relevant current Australian Standards and other appropriate state/territory legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to testing and maintaining an emergency/exit lighting system.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- The purpose of an emergency and exit lighting system and examples of where they may be required and/or installed.
- Basic theory of AC and DC current.
- Basic theory of battery construction and operation.
- Purpose and methods of using a multimeter for checking DC current.
- Safety requirements for testing electrical circuits.
- Purpose of wiring diagrams.
- Knowledge of relevant cleaning solutions and their usage.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- effectively conduct electrical circuitry testing procedures
- use hand and power tools safely and with dexterity

- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be collected, analysed and organised** (3)?

Gather information from a number of sources including regulatory, manufacturer and organisational sources ensuring all work falls within service technician's scope of responsibility. Collect information from customer in order for accurate inspecting and testing activities to occur.

How can **communication of ideas and information** (2) be applied?

Discuss and confirm customer requirements and complete administrative documentation.

How are **activities planned**

Plan inspection and maintenance activities to assemble appropriate tools and hardware for on-site

and organised (2)?	services and organise work schedules to suit customer and organisational requirements.
How can teamwork (1) be applied?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.
How can the use of mathematical ideas and techniques (2) be applied?	Apply mathematical techniques through inspection and testing on-site activities and apply time management principles while adhering to designated work schedules.
How can problem-solving skills (2) be applied?	Identify potential problem throughout inspection and testing activities especially with regard to ambiguous information received from information sources and identify processes to be followed when unusual faults are detected.
How can the use of technology (2) be applied?	Demonstrate sound technical knowledge and design features of equipment to allow accurate inspection and testing to occur.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition

- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Single point systems will vary from building to building and the service technician will need to become familiar with the system layout before any inspection and testing procedures can be carried out.

Central systems will vary from building to building and the service technician will need to become familiar with the system layout before any inspection and testing procedures can be carried out.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES27B Inspect, test and maintain pre-engineered aqueous fire suppression systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the requirements for a service technician to inspect, test and maintain a pre-engineered aqueous fire suppression system installed at a customer's premises. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements,</i>

ELEMENT

PERFORMANCE CRITERIA

relating to service operations	including relevant state/territory building codes and manufacturers' documentation to <i>work procedures</i> 1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i>, including state/territory building codes, where necessary, with relevant persons 1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements and OHS policies and procedures</i>
2 Inspect pre-engineered aqueous fire suppression equipment and system	2.1 Identify the type of <i>aqueous fire suppression</i> equipment and system according to mode of operation and application 2.2 Identify, locate and inspect components of the <i>aqueous fire suppression system</i> according to function and manufacturers' manuals 2.3 Identify and inspect auxiliary shutdown fire system/equipment interfaces and alarm devices forming part of the <i>aqueous fire suppression system</i> 2.4 Identify potential and actual breaches of the <i>aqueous fire suppression system</i> performance in reference to and in accordance with relevant state/territory regulations, manufacturers' documentation and Australian Standards
3 Test an installed aqueous fire suppression system	3.1 Obtain all necessary work permits prior to entering customer premises 3.2 Complete pre-testing procedures according to the requirements of the service manual and manufacturers' instructions and specifications 3.3 Adhere to all <i>safety procedures</i> according to <i>organisational requirements, customer requirements</i> and manufacturers' requirements 3.4 Complete and record <i>testing procedures</i> according to the relevant <i>maintenance schedule</i>, Australian Standards and manufacturers' documentation 3.5 Complete <i>documentation</i> for recording test and inspection results according to <i>organisational requirements, customer requirements</i> and manufacturers' requirement

ELEMENT	PERFORMANCE CRITERIA
4 Maintain and repair an installed aqueous fire suppression system	4.1 Obtain all necessary work permits prior to entering customer premises 4.2 Consult with <i>relevant person</i> before commencing maintenance and repair procedures 4.3 Maintain the system according to the requirements of the relevant <i>maintenance schedule</i>, Australian Standard and manufacturers' documentation 4.4 Report and rectify faulty equipment and/or aqueous solution in accordance with work procedures, customer requirements and manufacturers' technical specifications 4.5 Reinstate system to fully operational status as specified in manufacturers' documentation and system design standards 4.6 Adhere to all safety procedures according to <i>organisational requirements</i> and <i>customer requirements</i> and manufacturers' requirements 4.7 Complete all <i>documentation</i> relating to maintenance and repairs carried out, advise client and distribute according to <i>organisational requirements</i> and <i>customer requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation and regulations relevant to fixed aqueous fire suppression systems.
- Manufacturers' requirements and standards applicable to inspecting, testing and maintaining a pre-engineered aqueous fire suppression system.

- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Purpose of aqueous fire suppressions systems.
- Procedures for inspection, testing and maintenance of the system to verify operation to manufacturers' requirements.
- Identification and purpose of the major components in an aqueous fire suppression system for different manufacturers' proprietary systems.
- Limitations of maintenance and repair functions by the service technician.
- Implications of not adhering to safety procedures.
- Implications of incorrect inspection, testing and maintenance functions.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- operate standard controls on proprietary systems to verify system operation to manufacturers' requirements
- handle and transport cylinders in accordance with legislation, manufacturers' procedures and work practices
- replace aqueous solution and component in a manner that conforms to OHS requirements, environmental requirements and manufacturers' specifications
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria for each proprietary system. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace and meet manufacturers' endorsement of training to inspect, test and maintain their proprietary system.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders and manufacturers' endorsement of competency on their proprietary system. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (3) ?	Gather information from a number of sources including regulatory, manufacturer and organisational sources ensuring all work falls within service technician's scope of responsibility. Collect information from customer in order for accurate testing and maintenance activities occur.

How can communication of ideas and information (2) be applied?	Discuss to confirm customer requirements is clearly structured and defined and administrative documentation is completed accurately and clearly.

How are activities planned and organised (3) ?	Design planning of testing and maintenance activities with regard to assembling appropriate tools and hardware for on-site services and organising work schedules to suit customer and organisational requirements.

How can teamwork (2) be applied?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups. Gather source information from team to facilitate effective testing and maintenance activities.

How can the use of mathematical ideas and techniques (3) be applied?	Apply complex mathematical techniques and time management principles for testing and maintenance on-site activities and reporting requirements while adhering to designated work schedules.

How can problem-solving skills (3) be applied?	Identify and apply problem-solving and systematic techniques throughout inspection and servicing activities while considering ambiguous information received from information sources, potential risks and due processes to be followed when unusual faults are detected.

How can the use of technology	Demonstrate sound technical knowledge of features of

(3) be applied?	equipment and accuracy throughout inspection and servicing while being able to use, organise, record and present information utilising technology.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards
- Building Code of Australia
- system approval listing (SSL, FM and UL)
- manufacturers' system manuals
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by direct observation as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Aqueous fire suppression systems may include those fitted to fixed plant installations such as generators, air compressors and small machinery spaces.

Customer requirements may include:

- system specification
- insurance requirements
- industry requirements
- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

System components may include:

- extinguishing agent containers (tanks/cylinders)
- container valves
- actuation devices
- support brackets
- control equipment
- agent distribution pipe-work and hose
- agent discharge nozzles
- detection devices.

Documentation may include:

- system manufacturers' documentation
- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Maintenance schedules may include:

- system manufacturers'
- Australian Standards
- customers'.

Safety procedures may include:

- working safely around electrical wiring, cables and overhead powerlines
- working safely around tools and equipment
- working safely on ladders and raised platforms
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- First Aid
- utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs.

Testing procedures may include:

- discharge
- pressure
- leak
- visual inspection
- recharging.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES28B Install light vehicle foam fire suppression systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the requirements for a service technician to install a foam fire suppression system into the engine bay of a passenger motor vehicle. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to service operations	1.1 Apply knowledge and understanding of <i>legislative and industry requirements to work procedures</i>

ELEMENT**PERFORMANCE CRITERIA**

	1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i> where necessary with <i>relevant persons</i>
	1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements and OHS policies and procedures</i>
2 Install a foam fire suppression system in the engine bay of a passenger motor vehicle	2.1 Obtain all necessary work permits prior to entering the customer's premises
	2.2 Confirm the installation site as appropriate according to <i>customer requirements</i> , Federal regulations, relevant governing bodies and manufacturers' specifications
	2.3 Install all appropriate <i>system components</i> according to <i>safety procedures</i> and manufacturers' instructions and specifications
	2.4 Ensure system hose/tube lengths are routed appropriately for the vehicle type and securely fixed at specified intervals according to manufacturers' installation instructions
	2.5 <i>Commission</i> the installed system according to manufacturers' instructions and <i>work procedures</i>
	2.6 Leave the installation site clean and tidy on completion of work functions
	2.7 Report, replace or repair components failing the commissioning requirements according to <i>work procedures</i>
	2.8 Complete all <i>documentation</i> according to <i>organisational requirements</i> and <i>customer requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation and other requirements relating to the installation process.
- The implications of NOT applying legislative and manufacturers' requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Purpose for installing the system into a passenger-carrying vehicle.
- Location of nozzles, pipe runs, containers, actuators and other system components to meet manufacturers' requirements.
- Methods of flaring metal tubing.
- Methods of fitting olives.
- Reasons for commissioning after installation.
- Identification and function of major components.
- Methods of activating the system.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- terminate/join flexible high-pressure hose and metal tubing to meet manufacturers' requirements
- install brackets and high-pressure hose and metal tubing to meet manufacturers' requirements
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria for each proprietary system. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace and meet manufacturers' endorsement of installing their proprietary system.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders and manufacturers' endorsement of competency on their proprietary system. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes

- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (3)?	Gather information from a number of sources including regulatory, manufacturer and organisational sources, ensuring all work falls within service technician's scope of responsibility.
How can communication of ideas and information (2) be applied?	Discuss to confirm customer requirements are clearly structured and defined and administrative documentation is completed accurately and clearly.
How are activities planned and organised (3)?	Design planning of installation, testing and maintenance activities with regard to assembling appropriate tools and hardware for on-site services and organising work schedules to suit customer and organisational requirements.
How can teamwork (2) be applied?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.
How can the use of mathematical ideas and techniques (3) be applied?	Apply complex mathematical techniques and time management principles for installation, testing and maintenance on-site activities and reporting requirements while adhering to designated work schedules.
How can problem-solving skills (3) be applied?	Identify and apply problem-solving and systematic techniques throughout inspection and servicing activities while considering ambiguous information

	received from information sources, potential risks and due processes to be followed when unusual faults are detected.
How can the use of technology (3) be applied?	Demonstrate sound technical knowledge of features of equipment and accuracy throughout inspection and servicing while being able to use, organise, record and present information utilising technology.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- relevant current Australian Standards e.g. AS1851
- manufacturers' documentation
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers

- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask

- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Light vehicle foam fire suppression systems may include those fitted to commercial and recreational vehicles registered for road use including:

- buses
- four-wheel drives
- forklifts.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

System components may include hose material, including flexible or rigid types relevant to the foam suppression system type.

Safety procedures may include:

- working safely around electrical wiring, cables and overhead powerlines
- working safely around tools and equipment
- working safely on ladders and raised platforms
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- First Aid
- utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs.

Discharge test for commissioning purposes may involve:

- water
- AFFF solution.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims

- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Procedural documentation may include:

- manufacturers' specifications and instructions
- customer requirements
- state/territory requirements (where specified).

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES29B Inspect, test and maintain pre-engineered powder fire suppression systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the requirements for a service technician to inspect, test and maintain a pre-engineered powder type fire suppression system at a customer's premises. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements,</i>

ELEMENT

PERFORMANCE CRITERIA

relating to service operations	including relevant state/territory building codes and manufacturers' documentation, to <i>work procedures</i> 1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i>, including state/territory building codes, where necessary, with relevant persons 1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements and OHS policies and procedures</i>
2 Inspect pre-engineered powder fire suppression equipment and system	2.1 Identify the type of powder fire suppression equipment and system according to mode of operation and application 2.2 Identify, locate and inspect <i>components</i> of the <i>powder fire suppression system</i> according to function and manufacturers' manuals 2.3 Identify and inspect auxiliary shutdown and alarm devices forming part of the <i>powder fire suppression system</i> 2.4 Identify potential and actual breaches of the <i>powder fire suppression system</i> performance in reference to and in accordance with relevant state/territory regulations, manufacturers' documentation and Australian Standards
3 Test an installed <i>powder fire suppression system</i>	3.1 Obtain all necessary work permits prior to entering customer premises 3.2 Complete pre-testing procedures according to the requirements of the service manual and manufacturers' instructions and specifications 3.3 Adhere to all <i>safety procedures</i> according to <i>organisational requirements, customer requirements</i> and manufacturers' requirements 3.4 Complete and record <i>testing procedures</i> according to the relevant <i>maintenance schedule</i> and manufacturers' documentation 3.5 Complete <i>documentation</i> for recording inspection and testing results according to <i>organisational requirements, customer requirements</i> and manufacturers' requirements
4 Maintain and repair an installed <i>powder fire suppression system</i>	4.1 Obtain all necessary work permits prior to entering customer premises

ELEMENT

PERFORMANCE CRITERIA

- 4.2 Consult with *relevant person* before commencing maintenance and repair procedures
- 4.3 Maintain the system according to the requirements of the relevant *maintenance schedule*, Australian Standard and manufacturers' documentation
- 4.4 Report and rectify faulty equipment and/or powder in accordance with *work procedures*, *customer requirements* and manufacturers' technical specifications
- 4.5 Reinstate system to fully operational status as specified in manufacturers' documentation and system design standards
- 4.6 Adhere to all safety procedures according to *organisational requirements* and *customer requirements* and manufacturers' requirements
- 4.7 Complete all *documentation* relating to maintenance and repairs carried out, advise client and distribute according to *organisational requirements* and *customer requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation and regulations relevant to powder fire suppression system.
- Manufacturers' requirements and codes applicable to inspecting, testing and maintaining a pre-engineered powder fire suppression system.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.

- Awareness of EPA requirements for disposal of extinguishants.
- Purpose of powder fire suppression systems.
- Procedures for inspection, testing and maintenance of the system to verify operation to manufacturers' listed requirements.
- Identification and purpose of the major components of a powder fire suppression system for different manufacturers' proprietary systems.
- Limitations of maintenance and repair functions by the service technician.
- Reasons for using different dry chemical powders.
- Implications of not adhering to safety procedures.
- Implications of incorrect inspection, testing and maintenance functions.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- operate standardise controls on proprietary systems to verify system operation to manufacturers' listed requirements
- handle and transport cylinders in accordance with legislation, manufacturers' procedures and work practices
- remove and replace powder and components in a manner that conforms to OHS and environmental requirements and system performance manufacturers' specifications
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria for each proprietary system. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace and meet manufacturers' endorsement of training to inspect, test and maintain their proprietary system.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders and manufacturers' endorsement of competency on their proprietary system. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (3)?	Gather information from a number of sources including regulatory, manufacturer and organisational sources ensuring all work falls within service technician's scope of responsibility. Collect information from customer in order for accurate inspection, testing and maintenance activities occur.

How can communication of ideas and information (2) be applied?	Discuss to confirm customer requirements is clearly structured and defined and administrative documentation is completed accurately and clearly.

How are activities planned and organised (3)?	Design planning of inspection, testing and maintenance activities with regard to assembling appropriate tools and hardware for on-site services and organising work schedules to suit customer and organisational requirements.

How can teamwork (2) be applied?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.

How can the use of mathematical ideas and techniques (3) be applied?	Apply complex mathematical techniques and time management principles for inspection, testing and maintenance on-site activities and reporting requirements while adhering to designated work schedules.

How can problem-solving skills (3) be applied?	Identify and apply problem-solving and systematic techniques throughout inspection and servicing activities while considering ambiguous information received from information sources, potential risks and due processes to be followed when unusual faults are detected.

How can the use of technology	Demonstrate sound technical knowledge of features

(3) be applied?	of equipment and accuracy throughout inspection and servicing while being able to use, organise, record and present information utilising technology.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. FP22, AS3772, AS1851
- system approval listing (SSL, FM and UL)
- manufacturers' system manuals
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances

- First Aid.

Powder fire suppression systems may include:

- fixed plant installations including:
 - generators
 - air compressors
 - small machinery spaces
 - to range, hood and duct installations.

Customer requirements may include:

- system specification
- insurance requirements
- industry requirements
- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

System components may include:

- extinguishing agent containers (tanks/cylinders)
- container valves
- actuation devices
- support brackets
- control equipment
- agent distribution pipe-work and hose
- agent discharge nozzles
- detection devices.

Documentation may include:

- system manufacturers' documentation
- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Maintenance schedules may include:

- system manufacturers'
- manufacturers'
- customers'.

Safety procedures may include:

- working safely around electrical wiring, cables and overhead powerlines
- working safely around tools and equipment
- working safely on ladders and raised platforms
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- First Aid
- utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask.

Testing procedures may include:

- discharge
- pressure
- leak
- visual inspection
- recharging.
-

Unit Sector(s)

Not Applicable

PRMPFES30B Inspect, test and maintain pre-engineered wet chemical fire suppression systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the requirements for a service technician to inspect, test and maintain a pre-engineered wet chemical fire suppression system at a customer's premises. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements,</i>

ELEMENT

relating to service operations

PERFORMANCE CRITERIA

including relevant state/territory building codes and manufacturers' documentation, to *work procedures*

1.2 Confirm or clarify knowledge and understanding of *legislative and industry requirements*, including state/territory building codes, where necessary, with relevant persons

1.3 Identify *potential and actual breaches* of *legislative and industry requirements* and take action according to *organisational requirements and OHS policies and procedures*

2 Inspect pre-engineered wet chemical fire suppression equipment and system

2.1 Identify the type of wet chemical fire suppression equipment and system according to mode of operation and application

2.2 Identify, locate and inspect *components* of the *wet chemical fire suppression system* according to function and manufacturers' manuals

2.3 Identify and inspect auxiliary shutdown fire system and equipment and alarm devices forming part of the *wet chemical fire suppression system*

2.4 Identify potential and actual breaches of the *wet chemical fire suppression system* performance in reference to and in accordance with relevant state/territory regulations, manufacturers' documentation and Australian Standards

3 Test an installed wet chemical fire suppression system

3.1 Obtain all necessary work permits prior to entering customer premises

3.2 Complete pre-testing procedures according to the requirements of the service manual and manufacturers' instructions and specifications

3.3 Adhere to all *safety procedures* according to *organisational requirements, customer requirements* and manufacturers' requirements

3.4 Complete and record *testing procedures* according to the relevant *maintenance schedule*, Australian Standard and manufacturers' documentation

3.5 Complete *documentation* for recording inspection and testing results according to *organisational requirements, customer*

ELEMENT

PERFORMANCE CRITERIA

requirements and manufacturers' requirements

4 Maintain and repair an installed wet chemical fire suppression system

4.1 Obtain all necessary work permits prior to entering customer premises

4.2 Consult with *relevant person* before commencing maintenance and repair procedures

4.3 Maintain the system according to the requirements of the relevant *maintenance schedule*, Australian Standard and manufacturers' documentation

4.4 Report and rectify faulty equipment and/or wet chemical in accordance with *work procedures*, *customer requirements* and manufacturers' technical specifications

4.5 Reinstate system to fully operational status as specified in manufacturers' documentation and system design standards

4.6 Adhere to all safety procedures according to *organisational requirements* and *customer requirements* and manufacturers' requirements

4.7 Complete all *documentation* relating to maintenance and repairs carried out, advise client and distribute according to *organisational requirements* and *customer requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation and regulations relevant to wet chemical fire suppression system.

- Manufacturers' requirements and codes applicable to inspecting, testing and maintaining a wet chemical fire suppression system.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Purpose of wet chemical fire suppression systems.
- Procedures for inspection, testing and maintenance of the system to verify operation to manufacturer-listed requirements.
- Identification and purpose of the major components of a wet chemical fire suppression system for different manufacturers' proprietary systems.
- Limitations of maintenance and repair functions by the service technician.
- Implications of not adhering to safety procedures.
- Implications of incorrect inspection, testing and maintenance functions.
- Awareness of EPA requirements for disposal of extinguishants.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- operate standardise controls on proprietary systems to verify system operation to manufacturer-listed requirements
- handle and transport cylinders in accordance with legislation, manufacturers' procedures and work practices.
- remove and replace wet chemical and major components in a manner that conforms to OHS and environmental requirements and system performance manufacturers' specifications
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment

- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria for each proprietary system. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace and meet manufacturers' endorsement of training to inspect, test and maintain their proprietary system.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders and manufacturers' endorsement of competency on their proprietary system. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations

- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (3) ?	Gather information from a number of sources including regulatory, manufacturer and organisational sources ensuring all work falls within service technician's scope of responsibility. Collect information from customer in order for accurate inspection, testing and maintenance activities occur.

How can communication of ideas and information (2) be applied?	Discuss to confirm customer requirements is clearly structured and defined and administrative documentation is completed accurately and clearly.

How are activities planned and organised (3) ?	Design planning of inspection, testing and maintenance activities with regard to assembling appropriate tools and hardware for on-site services and organising work schedules to suit customer and organisational requirements.

How can teamwork (2) be applied?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.

How can the use of mathematical ideas and techniques (3) be applied?	Apply complex mathematical techniques and time management principles for inspection, testing and maintenance on-site activities and reporting requirements while adhering to designated work schedules.

How can problem-solving skills (3) be applied?	Identify and apply problem-solving and systematic techniques throughout inspection and servicing activities while considering ambiguous information

	received from information sources, potential risks and due processes to be followed when unusual faults are detected.
How can the use of technology (3) be applied?	Demonstrate sound technical knowledge of features of equipment and accuracy throughout inspection and servicing while being able to use, organise, record and present information utilising technology.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. FP22, AS3772, AS1851
- system approval listing (SSL, FM and UL)
- manufacturers' system manuals
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs

- appropriate gloves and overalls
- sun hat
- dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Wet chemical fire suppression systems may include those fitted to kitchen range, hood and duct installations.

Customer requirements may include:

- system specification
- insurance requirements
- industry requirements
- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

System components may include:

- extinguishing agent containers (tanks/cylinders)
- container valves
- actuation devices
- support brackets
- control equipment
- agent distribution pipe-work and hose
- agent discharge nozzles
- detection devices.

Documentation may include:

- system manufacturers' documentation
- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation

- maintenance record system.

Maintenance schedules may include:

- system manufacturers'
- Australian Standards
- customers'.

Safety procedures may include:

- working safely around electrical wiring, cables and overhead powerlines
- working safely around tools and equipment
- working safely on ladders and raised platforms
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- First Aid
- utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs.

Testing procedures may include:

- discharge
- pressure
- leak
- visual inspection
- recharging.
-

Unit Sector(s)

Not Applicable

PRMPFES31B Inspect, test and maintain pre-engineered water mist fire suppression systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the requirements for a service technician to, inspect, test, maintain and repair a pre-engineered, non-mains water supplied water mist fire suppression system at a customer's premises. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements,</i>

ELEMENT

relating to service operations

PERFORMANCE CRITERIA

including relevant state/territory building codes and manufacturers' documentation, to *work procedures*

- 1.2 Confirm or clarify knowledge and understanding of *legislative and industry requirements*, including state/territory building codes, where necessary, with relevant persons
- 1.3 Identify *potential and actual breaches* of *legislative and industry requirements* and take action according to *organisational requirements and OHS policies and procedures*

- 2 Inspect pre-engineered water mist fire suppression equipment and system

- 2.1 Identify the type of water mist fire suppression equipment and system according to mode of operation and application
- 2.2 Identify, locate and inspect *components* of the *water mist fire suppression system* according to function and manufacturers' manuals
- 2.3 Identify and inspect auxiliary shutdown fire system/equipment interfaces and alarm devices forming part of the *water mist fire suppression system*
- 2.4 Identify potential and actual breaches of the *water mist fire suppression system* performance in reference to and in accordance with relevant state/territory regulations, manufacturers' documentation and Australian Standards

- 3 Test an installed water mist system

- 3.1 Obtain all necessary work permits prior to entering customer premises
- 3.2 Complete pre-testing procedures according to the requirements of the service manual and manufacturers' instructions and specifications
- 3.3 Adhere to all *safety procedures* according to *organisational requirements, customer requirements* and manufacturers' requirements
- 3.4 Complete and record *testing procedures* according to the relevant *maintenance schedule*, Australian Standard and manufacturers' documentation
- 3.5 Complete *documentation* for recording inspection and testing results according to *organisational requirements, customer*

ELEMENT

PERFORMANCE CRITERIA

requirements and manufacturers' requirements

- 4 Maintain and repair an installed water mist fire suppression system

- 4.1 Obtain all necessary work permits prior to entering customer premises
- 4.2 Consult with *relevant person* before commencing maintenance and repair procedures
- 4.3 Maintain the system according to the requirements of the relevant *maintenance schedule*, Australian Standard and manufacturers' documentation
- 4.4 Report and rectify faulty equipment and/or water mist system cylinders in accordance with *work procedures, customer requirements* and manufacturers' technical specifications
- 4.5 Reinstate system to fully operational status as specified in manufacturers' documentation and system design standards
- 4.6 Adhere to all safety procedures according to *organisational requirements and customer requirements* and manufacturers' requirements
- 4.7 Complete all *documentation* relating to maintenance and repairs carried out, advise client and distribute according to *organisational requirements and customer requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation and regulations relevant to pre-engineered water mist fire suppression systems.

- Manufacturers' requirements and codes applicable to inspecting, testing and maintaining a pre-engineered water mist fire suppression system.
- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Purpose of the systems.
- Procedures for inspection, testing and maintenance of the system to verify operation to manufacturers' requirements.
- Identification and purpose of the major components in a pre-engineered water mist fire suppression system for different manufacturers' proprietary systems.
- Limitations of maintenance and repair functions by the service technician.
- Implications of not adhering to safety procedures.
- Implications of incorrect inspecting, testing and maintenance functions.
- Working principles of the system.
- Where spare parts and special tools may be located relevant to the system.
- Purpose of manual and automatic actuator valves.
- Reason for conducting ultrasonic thickness tests.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- handle and transport cylinders in accordance with legislation, manufacturers' procedures and work practices
- operate standardise controls on proprietary systems to verify system operation to manufacturers' listed requirements
- remove and replace cylinders/extinguishing agent and components in a manner that conforms to OHS and environmental requirements and system performance manufacturers' specifications
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria for each proprietary system. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace and meet manufacturers' endorsement of training to inspect, test and maintain their proprietary system.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders and manufacturers' endorsement of competency on their proprietary system. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes

- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be collected, analysed and organised** (3)?

Gather information from a number of sources including regulatory, manufacturer and organisational sources ensuring all work falls within service technician's scope of responsibility. Collect information from customer in order for accurate inspection and servicing activities occur.

How can **communication of ideas and information** (2) be applied?

Discuss to confirm customer requirements is clearly structured and defined and administrative documentation is completed accurately and clearly.

How are **activities planned and organised** (3)?

Design planning of testing and maintenance activities with regard to assembling appropriate tools and hardware for on-site services and organising work schedules to suit customer and organisational requirements.

How can **teamwork** (2) be applied?

Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.

How can the use of **mathematical ideas and techniques** (3) be applied?

Apply complex mathematical techniques and time management principles for installation, testing and maintenance on-site activities and reporting requirements while adhering to designated work schedules.

How can **problem-solving**

Identify and apply problem-solving and systematic

skills (3) be applied?	techniques throughout inspection and servicing activities while considering ambiguous information received from information sources, potential risks and due processes to be followed when unusual faults are detected.

How can the use of technology (3) be applied?	Demonstrate sound technical knowledge of features of equipment and accuracy throughout inspection and servicing while being able to use, organise, record and present information utilising technology.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS4587, AS1851
- system approval listing (SSL, FM and UL)
- manufacturers' system manuals
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - work safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat

- ear muffs or plugs
- appropriate gloves and overalls
- sun hat
- dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Pre-engineered water mist fire suppression systems may include those fitted to protect:

- flammable liquid risks
- machinery spaces.

Customer requirements may include:

- system specification
- insurance requirements
- industry requirements
- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

System components may include:

- extinguishing agent containers (tanks/cylinders)
- container valves
- actuation devices
- support brackets
- control equipment
- agent distribution pipe-work and hose
- agent discharge nozzles
- detection devices.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection

- product documentation
- maintenance record system.

Maintenance schedules may include:

- system manufacturers'
- Australian Standards
- customers'.

Safety procedures may include:

- working safely around electrical wiring, cables and overhead powerlines
- working safely around tools and equipment
- working safely on ladders and raised platforms
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- First Aid
- utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs.

Testing procedures may include:

- discharge
- pressure
- leak
- visual inspection
- recharging.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES32A Work effectively in the fire protection industry

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the knowledge and skills required to work effectively in the fire equipment servicing industry. It covers working effectively in a customer service environment, adapting to workplace change, and responding positively when conflicts arise. The unit also covers the area of workplace safety and First Aid.

All work in these areas must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1	Respond to changes in <i>workplace</i>	1.1 Respond to changes in legislative and

ELEMENT**PERFORMANCE CRITERIA**

<i>legislative</i> and administrative requirements	administrative requirements relating to <i>workplace procedures</i> and practices effectively and promptly, within the technician's scope of responsibility
	1.2 Apply knowledge of relevant <i>organisational and OHS policies and procedures</i> and where needed clarify with the <i>relevant persons</i>
2 Maintain services and operations	2.1 Ensure <i>workplace procedures</i> undertaken meet quality, OHS and delivery specifications
	2.2 Offer accurate information and advice where required according to <i>organisational requirements</i>
	2.3 Pass on <i>information</i> which affects <i>customers</i> and the efficiency of operations and services to <i>relevant persons</i> as required
	2.4 Note factors which may cause operations and services to be disrupted and take appropriate measures to minimise their effect
	2.5 Maintain and comply with <i>systems</i> to monitor quantity, quality, cost and time specification for service product delivery
3 Make positive contributions in a team environment	3.1 Respond to other <i>team members'</i> contributions in a positive and supportive manner
	3.2 Respond to conflict with and between colleagues positively to assist with creating an atmosphere of conciliation and compromise
	3.3 Offer support to colleagues in conflict with others in accordance with <i>organisational requirements</i>
4 Maintain conditions for an effective and safe working environment	4.1 Inspect, maintain, use and store safety and <i>personal protective equipment</i> in accordance with <i>industry and legislative requirements</i> and manufacturers' requirements
	4.2 Identify and report potential and actual safety incidents in accordance with <i>organisational requirements</i>
	4.3 Drive and maintain motor vehicles in accordance with <i>organisational requirements</i>
	4.4 Identify situations outside the technician's scope of responsibility and where appropriate discuss with the <i>relevant persons</i>
5 Apply First Aid procedures in the workplace	5.1 Apply <i>basic First Aid procedures</i> within the technician's scope of responsibility and in

ELEMENT**PERFORMANCE CRITERIA**

accordance with knowledge of First Aid, OHS procedures and other specified *organisational policies and procedures*

5.2 Report injuries in the workplace in accordance with the relevant OHS policy

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The structure, roles and procedures of the organisation.
- The purpose and structure of equal employment opportunities (EEO) legislation.
- The purpose and function of the industrial award system.
- The role and function of workplace teams.
- The importance of workable compromises and team collective responsibility.
- The roles of employees and employers in the team structure.
- Employee support systems within the organisation.
- Procedures for reporting incidents and accidents.
- Contingency measures for dealing with incidents outside of technician's area of responsibility and experience.
- Reasons and methods of ensuring vehicle stock levels are constantly maintained.
- Basic service vehicle daily maintenance procedures.
- Basic workplace housekeeping principles and practices.
- The structure and purpose of MSDS.
- A basic understanding of employer, employee responsibilities, rights and obligations relevant to OHS.
- The implications of not adhering to safety procedures and instructions.
- The purpose and types of workplace safety signs.
- Reason for using personal protective equipment.
- Procedures for working in high temperature environments (ambient and enclosed work areas).
- The purpose of CPR and EAR emergency procedures.

- The responsibilities of the First Aider in context with the basic First Aid procedures relative to those in the range statement.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- comply with workplace instructions and procedures
- plan and organise work effectively
- solve problems and respond to conflict positively
- use interpersonal skills that facilitate effective customer service
- contribute to dispute resolution
- utilise safe and efficient work practices
- work safely in high ambient conditions
- select and use personal protective equipment
- apply basic First Aid techniques
- apply CPR and EAR First Aid techniques
- apply language and literacy skills to:
 - locate, interpret and use relevant information
 - interpret and comply with regulatory information
 - use active listening techniques.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMCMN202A Provide effective customer service.

Resources required to assess this unit

The candidate and the assessor should have access to the appropriate documentation and resources normally utilised in the workplace. This includes access to:

- an actual or a simulated workplace environment
- assessment documentation
- relevant documentation service manuals, policy and procedure manuals and resources
- accident forms and MSDS
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency may be obtained from observation of relevant activities within the workplace. If this is not practicable, observation in realistic simulated workplace team situations, including conflict resolution may be substituted.

Oral or written questioning methods covering hypothetical situations may also be used to assess competence. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Basic First Aid procedures are to be assessed under simulated conditions off the job.

Evidence of competency may be derived from observation of the following:

- selecting and using approved personal protective equipment in relevant designated work areas
- adhering to all required workplace housekeeping practices
- compliance with all workplace safety requirements
- the ability to carry out daily routine service vehicle maintenance checks
- ensuring service vehicle stock levels are maintained
- effective interaction with customers (internal and external).

Supplementary evidence may be obtained by relevant authenticated written correspondence from supervisors, team leaders or management staff. Additional evidence may be obtained from relevant workplace audit reports, client/customer survey reports, company appraisal reports or customer satisfaction surveys, if necessary.

Information derived from assessing knowledge of specific enterprise policy, procedures and practices must be treated as commercial-in-confidence.

Note: CPR and EAR First Aid techniques are included due to the amount of service work conducted at a customer's premises where access to First Aid may not be easily available. It is considered that skill in these techniques may contribute to the safety of other team members when working in remote locations. Training and assessment can only be carried out by persons holding, at least, a current Level 2 First Aid Certificate or equivalent.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Discuss and verify own role and responsibilities with colleagues or supervisor to ensure compliance with workplace procedures and organisational requirements.
How can communication of ideas and information (2) be applied?	Collect, interpret and comply legislative and procedural requirements applicable to fire protection maintenance.
How are activities planned and organised (2)?	Organise work tasks for self to maximise resources and workplace efficiency.
How can teamwork (2) be applied?	Contribute to efficient completion of work tasks.
How can the use of mathematical ideas and techniques (1) be applied?	Apply basic mathematic techniques and adhere to work schedules.
How can problem-solving skills (2) be applied?	Discuss and clarify information or instructions with colleagues or supervisors.
How can the use of technology (1) be applied?	Access, organise and record information using technology.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Workplace legislation creating change for the individual may include changes to the relevant industrial award, changes to equal employment opportunities (EEO) legislation.

Workplace procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements

- personal protective equipment requirements.

Relevant organisational procedures and safety practices may be incorporated in:

- organisational employee handbooks
- OHS policies
- material safety data sheets (MSDS)
- associated policy and procedure manuals.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - work safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles

- safety boots or shoes
- hard hat
- ear muffs or plugs
- appropriate gloves and overalls
- sun hat
- dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Information may include:

- customer requirements
- information on performance of services
- requirements in relation to operations and products
- compliance with relevant Australian Standards and regulations.

Customers may be either internal or external and may include, but are not limited to:

- team members
- customers with routine or special requests
- regular and new customers including but not limited to:
 - members of the public
 - business enterprises
 - government agencies
 - people from a range of social, cultural or ethnic backgrounds.

Systems to monitor quantity, quality, cost and resource requirements may include:

- quality assurance and approved administrative processes
- maintenance record system.

Team members may include:

- direct colleagues
- other members of the organisation
- personnel from allied organisations
- staff
- customers.

Personal protective equipment (PPE) may include:

- safety helmet
- safety boots or shoes
- respiratory, eye, face and hearing protection
- acid resistant apron
- protective clothing and gloves.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Basic First Aid procedures may include treatment of:

- minor cuts
- electric shock
- frost bite
- spider and snake bites
- needle stick injuries
- heat stroke.
-

Unit Sector(s)

Not Applicable

PRMPFES33A Identify fire and smoke doors

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency prepares the technician for their role in the field by ensuring they can identify a variety of smoke and fire door types and various components of fire and smoke door sets in a variety of settings. This unit also covers the knowledge and skills required to be able to access, interpret and comply with relevant information contained in standards and legislation in order to carry out inspection and testing procedures relating to fire and smoke doors.

Adequate knowledge and appropriate use of industry terminology is expected and all preparatory work must be completed in accordance with relevant legislative, industry, and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Note: The passive fire service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state/territory regulations).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to the inspection and testing of fire and smoke doors	1.1 Apply knowledge and understanding of legislative, standards and industry <i>requirements</i> , including relevant state/territory building codes, to fire and smoke door <i>work procedures</i>
	1.2 Confirm or clarify knowledge and understanding of <i>requirements</i> , including state/territory building codes, where necessary, with relevant persons
	1.3 Identify <i>potential and actual breaches</i> of <i>requirements</i> relating to fire and smoke doors and take action according to legislative and <i>organisational requirements</i>
2 Identify a variety of hinged and non-hinged fire and smoke doors and components in a range of settings	2.1 Identify different types of <i>fire and smoke doors</i> in a <i>range of settings</i> according to purpose of use, operation and location
	2.2 Identify/locate <i>components of fire and smoke doors</i> according to design, operation and purpose of use
	2.3 Identify fire and smoke seals forming part of fire and smoke doors
	2.4 Identify/locate <i>means of identifying</i> fire and smoke doors

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Key features of legislation, Australian Standards and building code requirements relating to hinged and non-hinged fire and smoke doors/shutters.
- Key features of legislation, Australian Standards and building code requirements relating to fire and smoke containment.
- Purpose of Australian Standards and technical documentation relating to hinged and non-hinged fire and smoke doors/shutters.
- The implications of not applying legislative requirements to job functions.
- Principles of passive fire protection related to overall fire safety and containment systems specific to hinged and non-hinged fire and smoke doors/shutters.
- Key physical features and definition of hinged and non-hinged fire and smoke doors/shutters.
- Purpose of hinged and non-hinged fire and smoke doors/shutters for fire containment.
- Range of hinged and non-hinged fire and smoke doors/shutters hardware/components and approval listings.
- Action to take in the event of a breach of legislative requirements.
- Specific organisational requirements and work procedures for identifying hinged and non-hinged fire and smoke doors/shutters.
- Purpose of and differences between wall types into which non-hinged fire and smoke doors/shutters may be fitted.
- Procedures for determining fire resistance levels.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- identify, select and comply with appropriate Australian Standard(s) and related legislation
- use technical terminology relating to hinged and non-hinged fire and smoke doors/shutters and work practices
- use measurement tools relating to hinged and non-hinged fire and smoke doors/shutters
- recognise and identify components of fire and smoke doors
- plan and organise work according to organisational requirements
- follow safe work procedures and identify potential and existing risks or hazards
- work with tools, equipment and products safely
- apply literacy and language skills to:
 - understand and comply with work instructions
 - find and use written information including building specifications
 - communicate technical information to customers and colleagues
 - read and comprehend product instructions.

Other units of competency that could be assessed with this unit

Competency in this unit underpins competency in other aspects of servicing and installing passive fire protection equipment. This unit is a prerequisite for the following technical fire protection units in the PRM04 Asset Maintenance Training Package:

- PRMFES34A Install hinged fire and smoke doors
- PRMFES35A Inspect and test hinged fire and smoke doors.

Resources required to assess this unit

The following resources should be available:

- actual or simulated work environment
- access to relevant standards and legislation
- access to a variety of hinged and non-hinged fire and smoke doors
- assessment documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

All safety requirements must be adhered to during all practical activities.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the work procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Assessment of underpinning knowledge is best obtained by either oral questioning or a written assessment. (In both assessment methods the questions should be identical in context.)

Evidence of competency is also based on the candidate's ability to identify and explain the purpose of items described in the range statement.

Assessment of evidence should establish the candidate's ability to perform identification processes to the standard required in the workplace. Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

- 1** Perform the process **2** Perform and administer the process **3** Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Gather and analyse information from a number of sources to identify relevant product(s) while applying relevant legislation and industry requirements.
How can communication of ideas and information (1) be applied?	Discuss ideas and the recording of information of customers and/or relevant persons.
How are activities planned and organised (2)?	Identify hinged and non-hinged fire and smoke doors/shutters using organisational requirements and monitoring of work activities and observing workplace safety procedures.
How can teamwork (1) be applied?	Discuss with supervisor or colleagues the identification process.
How can the use of mathematical ideas and techniques (2) be applied?	Apply mathematical techniques, including reading spatial information (e.g. building plans and specifications) to identify processes and using calculation for fire and smoke resistance levels.
How can problem-solving skills (1) be applied?	Discuss potential problems during the identification process and seek solutions and clarification.
How can the use of technology (2) be applied?	Identify and demonstrate understanding of technological principles in identification and preparatory processes.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant Australian Standards
- Building Code of Australia
- manufacturers' product listings
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation relating to passive fire protection.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- building surveyor
- fire safety engineer
- regulatory authority representative
- building supervisor/manager
- team leaders
- supervisors
- managers
- colleagues
- customers.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices
- OHS policies and procedures may relate to:
 - employer/employee rights and responsibilities
 - the OHS hierarchy of control
 - assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
 - displaying signs and/or utilising barriers in the work area

- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Fire and smoke doors may include:

- fire doors:
 - 1 hour or 2 hour fire rated assemblies
 - self-closing or sliding
 - automatic closing
- smoke doors:
 - solid core or fire resistance rated
 - self-closing or sliding
 - automatic closing
- variations including:
 - applied finishes
 - hardware

- fixings
- locksets.

Fire and smoke door components may include:

- fasteners
- locks
- hinges
- handles
- components of a fire and smoke shutter including:
 - curtain
 - vertical guides
 - horizontal barrel
 - barrel brackets
 - bearings
 - fixings
 - heat-actuated device
 - operating mechanism
 - slats
 - slat end pieces
 - bottom curtain rail
 - applied finishes.
- components of a sliding fire and smoke door including:
 - pivots
 - slide rail
 - materials for essential latching components
 - security latching
 - closer(s)
 - closer body
 - flush pulls and grips
 - vision panels
 - door sills
 - door frames
 - attachments and fixings
 - sensing device(s)
 - counter weighting system.

Fire and smoke seals may include:

- seals for ambient (cold), medium and hot (elevated) temperature requirements
- combination seals.

Range of settings into which hinged and non-hinged fire and smoke doors/shutters are installed may include the following wall types:

- masonry
- concrete drywall
- timber or steel with any of the following linings/facing material(s):
 - plasterboard
 - plywood
 - stainless steel
 - low carbon steel.

Note: **Schedule of evidence of compliance** as set out in the relevant legislation or Australian Standard.

Marking and labelling requirements as set out in the relevant legislation or Australian Standard.

Records and required information as set out in the relevant legislation or Australian Standard.

Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES34A Install hinged fire and smoke doors

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the installation and adjustment of hinged fire and smoke doors fitted into a metal, composite, or timber frame. The unit covers the knowledge and skills required to install fire and smoke door frames, panels, hardware and seals, as well as tagging and certification procedures. Installation of hinged fire and smoke doors must be completed in accordance with relevant legislative, industry and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Note: The passive fire service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state/territory regulations).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to the installation of hinged fire and smoke doors	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i> , including relevant state/territory building codes, to <i>fire and smoke door</i> installations and associated <i>work procedures</i>
	1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i> , including state/territory building codes, where necessary, with relevant persons using <i>technical terminology</i>
	1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> relating to hinged <i>fire and smoke doors</i> and take action according to <i>organisational requirements</i> and <i>OHS policies and procedures</i>
2 Identify work processes and assemble relevant parts for the installation of the hinged fire and smoke door	2.1 Obtain all necessary work permits prior to entering customer premises
	2.2 Discuss <i>customer requirements</i> with customer prior to proceeding to the installation
	2.3 Apply relevant measurement processes to the installation site and hinged <i>fire and smoke door components</i>
	2.4 Identify and assemble <i>components</i> , tools and equipment and materials required for the installation
	2.5 Identify and assemble appropriate <i>hardware items</i> and <i>door seals</i> required for the installation of a hinged <i>fire and smoke door</i> assembly
3 Install door frame	3.1 Check <i>wall construction</i> compliance with the required smoke resistance level or fire resistance level
	3.2 Prepare, measure and mark <i>fire and smoke door</i> frame
	3.3 Securely fix <i>fire and smoke door</i> frame in accordance with the assignment instructions and manufacturers' installation specifications, including any requirements for back filling in accordance with Australian Standards
4 Install door panel, door hardware and door seals	4.1 Prepare door panels and necessary hardware items in accordance with assignment instructions and manufacturers' installation specifications

ELEMENT**PERFORMANCE CRITERIA**

	4.2 Prepare, measure and mark <i>fire and smoke door</i> for installation into the door frame and for the provision of door <i>hardware</i> 4.3 Hang door panel correctly in position in accordance with assignment instructions and manufacturers' installation specifications with particular attention to operational clearances 4.4 Fix door <i>hardware items</i> and <i>door seals</i> in accordance with <i>work instructions</i> and manufacturers' installation specifications 4.5 Test <i>fire and smoke door</i> for <i>defects</i> and to check for smooth operation according to standard testing procedures and in accordance with manufacturers' specifications and Australian Standards 4.6 Rectify and report on any impediments to smooth operation according to <i>organisational requirements</i>
5 Tag (mark) and certify fire and smoke door	5.1 <i>Tag (mark) and label fire and smoke doors</i> according to the provisions of the relevant Australian Standard and <i>organisational requirements</i> 5.2 Complete <i>fire and smoke door schedule of evidence of compliance (logbook)</i> according to the relevant Australian Standard and according to organisational and customer requirements
6 Complete installation	6.1 Ensure customer premises are left in a clean and tidy condition on completion of installation functions 6.2 Complete <i>documentation</i> and distribute according to <i>organisational and customer requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Key features of legislation, Australian Standards and building code requirements relating to installing hinged fire and smoke doors/shutters.
- Key features of legislation, Australian Standards and building code requirements relating to fire and smoke containment.
- Purpose and interpretation of Australian Standards and technical documentation, including manufacturers' standards relating to hinged fire and smoke doors/shutters.
- The implications of not applying legislative requirements to job functions.
- The dangers of incorrect installation of fire and smoke doors.
- Principles of passive fire protection related to overall fire safety and containment systems specific to hinged fire and smoke doors/shutters.
- Action to take when a breach of health, safety and/or other policy occurs.
- Methods of converting imperial units of measurement to metric.
- Technical terms relating to fire and smoke door installation.
- Fire and smoke door variables including types, components, seals and wall types.
- Range of fire and smoke door tags.
- Organisational requirements for tagging and certifying fire and smoke doors.
- Procedures for determining fire resistance levels.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- identify, select and comply with appropriate Australian Standard(s) and related legislation
- select and use appropriate tools relating to installation procedures
- recognise and identify components of fire and smoke doors
- plan and organise work according to organisational requirements
- follow safe work procedures and identify potential and existing risks or hazards
- select and use personal protective equipment
- work with tools, equipment and products safely
- apply principles of workplace housekeeping
- apply literacy and language skills to:
 - use technical terminology relating to installing hinged fire and smoke doors/shutters and work practices
 - understand and comply with work instructions
 - interpret manufacturers' installation specifications and maintenance instructions
 - access information from manuals
 - find and use written information including building specifications
 - communicate technical information to customers and colleagues
 - complete and distribute relevant documentation.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMPFES35A Inspect and test hinged fire and smoke doors.

Resources required to assess this unit

The following resources should be available:

- actual or simulated work environment
- access to relevant standards and legislation
- access to a variety of installation (hinged fire and smoke door) procedures
- assessment documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Consideration should be given to assessing consistency of outcome over an adequate period of time.

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be adhered to during all practical activities.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the work procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace. Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.

Competency in this unit may be gathered from practical demonstrations in each of the following categories:

- Door frame into masonry or timber wall.
- Door panel into steel, composite or timber frame.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Collect information from a variety of sources during the installation process such as assignment instructions, manufacturers' and product specifications while identifying and applying relevant legislative and industry requirements.
How can communication of ideas and information (1) be applied?	Discuss assignment instructions with internal and external customers ensuring ideas are communicated and complete formal documentation where required.
How are activities planned and organised (2)?	Plan installation procedures while monitoring assignments for timeliness, time management, safety, legislative and organisational requirements.
How can teamwork (1) be applied?	Cooperatively work with colleagues and customers throughout the installation process.
How can the use of mathematical ideas and techniques (2) be applied?	Apply basic mathematical techniques, including reading mathematical information from manufacturers' instructions and building plans and measuring hardware and other components.
How can problem-solving skills (1) be applied?	Identify during the installation process defects that may be rectified and/or recorded and reported.
How can the use of technology (2) be applied?	Demonstrate understanding and apply technological principles during the installation process.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation relating to passive fire protection.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- building supervisor/manager
- team leaders
- supervisors
- managers
- colleagues
- customers.

Technical terminology - common technical terms used in the installation of fire and smoke doors include:

- plumb, level, square and perpendicular
- frame, gap, seal, housing, plinth, handle, lever, hole, groove and hinge (removable and fixed)
- arch, width, height, door perimeter, door bottom and threshold
- ambient/cold smoke, medium smoke and elevated/hot smoke
- intumescent fire seal and smoke seal
- clearance, door panel, door leaf, rebate, frame stop, frame reveal, frame clear opening and meeting stile
- single swing door, double action door, single leaf door, double leaf door, sliding door, automatic door and roller shutter.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances

- First Aid.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Fire and smoke door types include:

- timber
- metal
- composite.

Components may include:

- fasteners
- locks
- hinges
- handles.

Hardware items may include:

- locks
- automatic closers
- hinges
- panic exit devices
- door strike
- electric door strike
- kick plates
- identifying signs (e.g. smoke door/fire door).

Door seals may include:

- smoke seals
- fire/intumescent seals
- perimeter seals
- door bottom seals
- automatic door bottom seals
- threshold plates
- meeting stile seals.

Wall construction may be:

- drywall (plasterboard or lightweight construction)
- masonry (brick, blockwork or pre-cast concrete panels).

Defects may include items that do not comply with:

- the requirements of the necessary legislation

- Australian Standards
- manufacturers' instructions.

Marking and labelling requirements are set out in the relevant Australian Standard.

Schedule of evidence of compliance is set out in the relevant Australian Standard.

Documentation may include:

- job card
- customer recommendation form
- service agreements
- equipment recommendation form
- corrective action report
- certificate of inspection
- product documentation/installation instructions
- maintenance record system.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES35A Inspect and test hinged fire and smoke doors

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the inspection and testing of existing hinged fire and smoke doors. Inspection and testing of hinged fire and smoke doors must be completed in accordance with relevant legislative, industry, and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Note: The passive fire service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state/territory regulations).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal	1.1 Apply knowledge and understanding of

ELEMENT

and industry requirements relating to the inspection and testing of hinged fire and smoke doors

PERFORMANCE CRITERIA

legislative and industry requirements, including relevant state/territory building codes, to fire and smoke door inspection work procedures

1.2 Confirm or clarify knowledge and understanding of *legislative and industry requirements*, including state/territory building codes, where necessary, with relevant persons

1.3 Identify *potential and actual breaches* of *legislative and industry requirements* relating to hinged fire and smoke doors and take action according to *organisational requirements* and *OHS policies and procedures*

2 Inspect and test hinged fire and smoke doors

2.1 Obtain all necessary work permits prior to entering customer premises and discuss *customer requirements* prior to proceeding to the inspection

2.2 Inspect and check *fire and smoke doors*, shutters and frames for damage and wear according to the relevant maintenance schedule of the relevant Australian Standard

2.3 Inspect and check *components, hardware items and seals* for damage and wear according to relevant maintenance schedule of the relevant Australian Standard, manufacturers' hardware/component listing and *customer requirements*

2.4 Check the fire and smoke door for appropriate *marking and labelling* according to the provisions of the *legislative and industry requirements*

2.5 Operate doors and shutters to check for smooth operation according to organisational testing procedures, manufacturers' specifications and Australian Standards

3 Complete inspection

3.1 Ensure customer premises are left in a clean and tidy condition on completion of inspection functions

3.3 Report all *defects* according to *organisational, legislative and customer requirements*

3.3 Complete *documentation* and distribute according to *organisational and customer requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Key features of legislation, Australian Standards and building code requirements relating to inspection of hinged fire and smoke doors/shutters.
- Key features of legislation, Australian Standards and building code requirements relating to fire and smoke containment.
- The implications of not applying legislative requirements to job functions.
- The dangers of incorrect installation of fire and smoke doors.
- Principles of passive fire protection related to overall fire safety systems.
- Key physical features, definition of, and purpose of, fire and smoke doors.
- Technical terms relating to fire and smoke door inspection and testing.
- Fire and smoke door variables including types, components, hardware, seals and wall types.
- Range of fire and smoke door tags.
- Operational requirements for inspecting and testing fire and smoke doors.
- Procedures for determining fire resistance levels.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- identify, select and comply with appropriate Australian Standard(s) and related legislation
- recognise and identify components of fire and smoke doors
- plan and organise work according to organisational requirements
- communication skills conducive to developing positive customer relationships
- follow safe work procedures and identify potential and existing risks or hazards
- apply principles of workplace housekeeping
- apply literacy and language skills to:
 - use technical terminology relating to inspection and testing of hinged fire and smoke doors/shutters and work practices
 - access information from manuals

- communicate technical information to customers and colleagues
- report on defects and complete and distribute relevant documentation.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMPFES34A Install hinged fire and smoke doors.

Resources required to assess this unit

The following resources should be available:

- actual or simulated work environment
- access to relevant standards and legislation
- access to a variety of installation (hinged fire and smoke door) procedures
- assessment documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Consideration should be given to assessing consistency of outcome over an adequate period of time.

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be adhered to during all practical activities.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the work procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace. Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Collect information from a variety of sources to carry out the inspection and testing process while demonstrating knowledge of legislative and industry requirements and analysing and ensuring compliance.
How can communication of ideas and information (2) be applied?	Discuss the inspection process expressing ideas and concepts with internal and external clients and complete formal documentation where required.
How are activities planned and organised (2)?	Demonstrate organisational skills to carry out inspection and testing work functions while monitoring assignments for time management, safety and legislative requirements.
How can teamwork (1) be applied?	Discuss the inspection process with colleagues and customers.
How can the use of mathematical ideas and techniques (2) be applied?	Apply basic mathematical techniques, including reading and interpreting mathematical information from manufacturers' instructions and relevant standards.
How can problem-solving skills (1) be applied?	Identify possible problems during the inspection and testing process and how defects may be recorded and reported.
How can the use of technology (2) be applied?	Demonstrate understanding of technological principles in the inspection and testing process.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation relating to passive fire protection.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- building supervisor/manager
- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes

- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely off ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Fire and smoke door types include:

- timber
- metal
- composite.

Components may include:

- fasteners
- locks
- hinges
- handles.

Hardware items may include:

- locks
- automatic closers
- hinges
- panic exit devices
- door strike
- electric door strike
- kick plates
- identifying signs (e.g. smoke door/fire door).

Door seals may include:

- smoke seals
- fire/intumescent seals
- perimeter seals
- door bottom seals
- automatic door bottom seals
- threshold plates
- meeting stile seals.

Marking and labelling requirements are set out in the relevant Australian Standard.

Defects may include items that do not comply with the requirements of:

- necessary legislation
- Australian Standards
- manufacturers' instructions.

Documentation may include:

- job card
- customer recommendation form
- service agreements
- equipment recommendation form
- corrective action report
- certificate of inspection
- product documentation/installation instructions
- maintenance record system.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES36A Identify passive fire and smoke containment products and systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency prepares the technician for their role in the field by ensuring they can identify a variety of passive fire and smoke containment products, installations and systems in a variety of settings. This unit also covers the knowledge and skills required to be able to access, interpret and comply with relevant information contained in standards and legislation in order to carry out inspection and testing procedures relating to passive fire and smoke containment.

Adequate knowledge and appropriate use of industry terminology is expected and all preparatory work must be completed in accordance with relevant legislative, industry, and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Note: The passive fire service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state/territory regulations).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret and comply with legal and industry requirements relating to passive fire and smoke containment	1.1 Apply knowledge and understanding of legislative, standards and industry <i>requirements</i>, including relevant state/territory building codes, to passive fire and smoke containment <i>work procedures</i> 1.2 Confirm or clarify knowledge and understanding of <i>requirements</i>, including state/territory building codes, where necessary, with <i>relevant persons</i> 1.3 Identify <i>potential and actual breaches</i> of <i>requirements</i> relating to passive fire and smoke containment and take action according to legislative and <i>organisational requirements</i>
2 Identify passive fire and smoke containment installations and systems in a <i>range of settings</i>	2.1 Identify different types of <i>passive fire and smoke containment products</i> according to purpose of use, operation and location 2.2 Identify/locate components of passive fire and smoke containment installations and systems according to design, operation and purpose of use 2.3 Identify/locate components of <i>passive fire and smoke containment solutions</i> 2.4 Identify/locate evidence of identification of passive fire and smoke containment products, installations, systems and solutions

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Key features of legislation, Australian Standards and building code requirements relating to passive fire and smoke containment.
- Key features of legislation, Australian Standards and building code requirements relating to fire and smoke containment.
- The implications of not applying legislative requirements to job functions.
- Principles of passive fire protection related to overall fire safety and containment systems specific to fire and smoke containment
- Key physical features and definition of fire and smoke containment products
- Purpose of passive fire products, system and installations for fire and smoke containment.
- Range of passive fire products, system and installations for fire and smoke containment.
- Action to take in the event of a breach of legislative requirements.
- Specific organisational requirements and work procedures for identifying passive fire products, system and installations for fire and smoke containment.
- Purpose of and differences between material types in passive fire products, system and installations.
- Procedures for determining fire resistance levels.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- interpret manufacturer data sheets to identify the range of passive fire and smoke containment system components installed into or onto elements of construction, including structural elements and/or openings in or through fire compartments
- use technical terminology relating to work practices
- use measurement tools relating to passive fire products, system and installations for fire and smoke containment
- recognise and identify components of passive fire products, system and installations for fire and smoke containment
- plan and organise work according to organisational requirements
- follow safe work procedures and identify potential and existing risks or hazards
- work with tools, equipment and products safely
- apply literacy and language skills to:
 - understand and comply with work instructions
 - find and use written information including building specifications
 - communicate technical information to customers and colleagues
 - read and comprehend product instructions.

Other units of competency that could be assessed with this unit

Competency in this unit underpins competency in other aspects of servicing and installing passive fire protection equipment. This unit is a prerequisite for the following technical fire protection units in the PRM04 Asset Maintenance Training Package:

- PRMFES39A Inspect and test passive fire and smoke containment products and systems
- PRMPFES40A Install passive fire and smoke containment systems.

Resources required to assess this unit

The following resources should be available:

- actual or simulated work environment
- access to relevant standards and legislation
- access to a variety of passive fire and smoke containment products, installations and solutions
- assessment documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

All safety requirements must be adhered to during all practical activities.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the work procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Assessment of underpinning knowledge is best obtained by either oral questioning or a written assessment. (In both assessment methods the questions should be identical in context.)

Evidence of competency is also based on the candidate's ability to identify and explain the purpose of items described in the range statement. Assessment of evidence should establish the candidate's ability to perform identification processes to the standard required in the workplace. Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

- 1 Perform the process 2 Perform and administer the process 3 Perform, administer and design the process

How can information be collected, analysed and organised (2) ?	Gather and analyse information from a number of sources to identify relevant product(s) while applying relevant legislation and industry requirements.
How can communication of ideas and information (1) be applied?	Discuss ideas and the recording of information of customers and/or relevant persons.
How are activities planned and organised (2) ?	Identify passive fire and smoke containment using organisational requirements and monitoring of work activities and observing workplace safety procedures.
How can teamwork (1) be applied?	Discuss with supervisor or colleagues the identification process.
How can the use of mathematical ideas and techniques (2) be applied?	Apply mathematical techniques, including reading spatial information (e.g. building plans and specifications) to identify processes and using calculation for fire and smoke resistance levels.
How can problem-solving skills (1) be applied?	Discuss potential problems during the identification process and seek solutions and clarification.
How can the use of technology (2) be applied?	Identify and demonstrate understanding of technological principles in identification and preparatory processes.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations

- relevant Australian Standards
- Building Code of Australia
- dangerous goods regulations
- manufacturers' documentation
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation relating to passive fire protection.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- building surveyor
- fire safety engineer
- regulatory authority representative
- building supervisor/manager
- team leaders
- supervisors
- managers
- colleagues
- customers.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices
- OHS policies and procedures may relate to:
 - employer/employee rights and responsibilities
 - the OHS hierarchy of control
 - assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
 - displaying signs and/or utilising barriers in the work area
 - hazard and risk identification and reporting

- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - risk and hazard recognition
 - working safely off ladders and raised platforms
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Passive fire and smoke containment systems include:

- passive fire and smoke containment products including:
 - fabric and timber protection (impregnated or sprayed)
 - fire rated air transfer grilles
 - mechanical and intumescent fire dampers
 - smoke dampers
 - fire resistant boards (calcium silicate, vermiculite, etc)
 - fire stop collars (cast in, retrofit, wall, etc)
 - fire rated sealants, caulks and putties (acrylic, polyurethane, silicone, etc)
 - linear gaps seals (impregnated foams, tapes, intumescent gaskets and sealants)
 - fire resistant pillows (intumescent and non-intumescent)
 - fire resistant mortars and grouts (load bearing and non-load bearing)
 - intumescent paints and coatings (other than those used for fireproofing structural steel)

- materials into or onto which passive fire and smoke containment products are installed including:
 - masonry
 - concrete
 - timber
 - steel
 - plasterboard
 - UPVC
 - fire resistant board
- passive fire and smoke containment solutions including:
 - structural steel fireproofing/protection
 - duct fireproofing/protection
 - duct/damper penetration protection
 - ceiling and partition systems
 - penetration solutions
 - fire rated sealants
 - UPVC/plumbing penetrations
 - access panels and hatches
 - intumescent dampers and seals
 - protection against spread of flame
 - industrial fire protection
 - openings in structural elements
 - control joints/expansion joints.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES37A Inspect and maintain fire hydrants

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the maintenance procedures for fire hydrants. The procedures may vary according to customer requirements. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Note: The service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state/territory regulations).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal	1.1 Apply knowledge and understanding of

ELEMENT

and industry requirements
relating to service operations

PERFORMANCE CRITERIA

legislative and industry requirements, including relevant state/territory building codes, to work procedures

1.2 Confirm or clarify knowledge and understanding of *legislative and industry requirements*, including state/territory building codes, where necessary, with relevant persons

1.3 Identify *potential and actual breaches* of *legislative and industry requirements* and take action according to *organisational requirements and OHS policies and procedures*

2 Inspect and maintain fire hydrants

2.1 Obtain all necessary work permits prior to entering customer premises

2.2 Inspect and test *fire hydrant installations* according to the relevant maintenance schedule of the relevant current Australian Standard and *customer requirements*

2.3 Report all defects according to *work procedures* and technical specifications

2.4 Identify and report potential and actual impediments to fire hydrant system performance including extraneous materials

2.5 Complete and distribute all *documentation* according to *organisational requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to inspecting and maintaining fire hydrants.
- The purpose of the Building Code of Australia.

- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- The purpose and location of fire hydrants, booster valves and pumps.
- The operating principles of fire hydrant systems - boosted and non-boosted.
- Requirements of the maintenance schedules for testing fire hydrant installations in accordance with Australian Standards.
- Limitations of maintenance functions.
- Operating principles of various pumps and valves associated with hydrants.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- operate valves and pumps to test system operation
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

The following units of competency must be assessed prior to this unit:

- PRMPFES04B Identify fire protection equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

- 1 Perform the process 2 Perform and administer the process 3 Perform, administer and design the process

How can information be collected, analysed and organised (2) ?	Gather information from a number of sources including regulatory, manufacturer, organisational and customer sources in order for accurate inspecting and maintenance activities to occur.
How can communication of ideas and information (2) be applied?	Discuss and confirm customer requirements and complete administrative documentation.
How are activities planned and organised (2) ?	Plan inspection and maintenance activities to assemble appropriate tools and hardware for on-site services and organise work schedules to suit customer and organisational requirements.
How can teamwork (1) be applied?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.
How can the use of mathematical ideas and techniques (2) be applied?	Apply mathematical techniques through inspection and testing on-site activities and apply time management principles while adhering to designated work schedules.
How can problem-solving skills (3) be applied?	Identify potential problem throughout inspection and testing activities especially with regard to ambiguous information received from information sources and identify processes to be followed when unusual faults are detected.
How can the use of technology (2) be applied?	Demonstrate sound technical knowledge and design features of equipment to allow accurate inspection and testing to occur.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs

- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Fire hydrant installations include:

- internal
- external
- fire cabinet that may include fire main or pipe work.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits

- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES38A Inspect and maintain portable fire monitors

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the maintenance procedures for portable fire monitors. The procedures may vary according to customer requirements. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Note: The service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state/territory regulations).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal	1.1 Apply knowledge and understanding of

ELEMENT

and industry requirements
relating to service operations

PERFORMANCE CRITERIA

legislative and industry requirements, including relevant state/territory building codes, to work procedures

1.2 Confirm or clarify knowledge and understanding of *legislative and industry requirements*, including state/territory building codes, where necessary, with relevant persons

1.3 Identify *potential and actual breaches* of *legislative and industry requirements* and take action according to *organisational requirements and OHS policies and procedures*

2 Inspect and maintain portable fire monitors

2.1 Obtain all necessary work permits prior to entering customer premises

2.2 Inspect and test *portable fire monitors* according to manufacturers' instructions, *customer requirements* and/or *work procedures*

2.3 Complete maintenance procedures according to *customer requirements*

2.4 Report, repair and replace defects within the scope of responsibility outlined in the customer's agreement

2.5 Complete all *documentation* according to customer requirements and *organisational requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations and codes applicable to inspecting and maintaining fire hydrants and portable fire monitors.

- The purpose of the Building Code of Australia.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Purpose of fire monitors (including fixed and portable).
- Operating principles of fire monitors (including fixed and portable).
- Limitations of maintenance functions in regards to fire monitors.
- Operating principles of various pumps associated with hydrants and monitors.
- Purpose of foam proportioning equipment relating to portable fire monitors.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- communicate with others in a clear and concise manner in both written and verbal modes
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

The following units of competency must be assessed prior to this unit:

- PRMPFES04B Identify fire protection equipment
- PRMPFES06C Prepare for installation and servicing operations.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Gather information from a number of sources including regulatory, manufacturer, organisational and customer sources in order for accurate inspecting and maintenance activities to occur.
How can communication of ideas and information (2) be applied?	Discuss and confirm customer requirements and complete administrative documentation.
How are activities planned and organised (2)?	Plan inspection and maintenance activities to assemble appropriate tools and hardware for on-site services and organise work schedules to suit customer and organisational requirements.
How can teamwork (1) be applied?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.
How can the use of mathematical ideas and techniques (2) be applied?	Apply mathematical techniques through inspection and testing on-site activities and apply time management principles while adhering to designated work schedules.
How can problem-solving skills (3) be applied?	Identify potential problem throughout inspection and testing activities especially with regard to ambiguous information received from information sources and identify processes to be followed when unusual faults are detected.
How can the use of technology (2) be applied?	Demonstrate sound technical knowledge and design features of equipment to allow accurate inspection and testing to occur.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes

- relevant current Australian Standards e.g. AS1851
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- municipal building surveyor requirements
- other relevant legislation relating to fire control equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes.

OHS policies and procedures may relate to:

- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions
- use and maintenance of personal protective equipment
- equipment maintenance and use
- use and storage of hazardous substances

- First Aid.

Fire monitors to cover portable types only.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Documentation may include:

- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES39A Inspect and test passive fire and smoke containment products and systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the inspection and testing of passive fire and smoke containment installations and systems in a variety of settings. This unit also covers the knowledge and skills required to be able to access, interpret and comply with relevant information contained in standards and legislation in order to carry out inspection and testing procedures relating to passive fire and smoke containment.

Adequate knowledge and appropriate use of industry terminology is expected and all preparatory work must be completed in accordance with relevant legislative, industry, and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Note: The passive fire service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state/territory regulations).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret and comply with legal and industry requirements relating to the inspection and testing of passive fire and smoke containment installations and systems	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i>, including relevant state/territory building codes, to passive fire and smoke containment inspection and testing <i>work procedures</i> 1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i>, including state/territory building codes, where necessary, with relevant persons 1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> relating to passive fire and smoke containment and take action according to <i>organisational requirements</i>
2 Inspect and test passive fire and smoke containment	2.1 Obtain all necessary work permits prior to entering customer premises and discuss <i>customer requirements</i> prior to proceeding to the inspection 2.2 Inspect and test <i>passive fire and smoke containment system</i> according to the relevant maintenance schedule of the relevant Australian Standard and industry requirements 2.3 Check passive fire and smoke containment for appropriate <i>marking and labelling</i> according to the provisions of the <i>legislative and industry requirements</i> 2.4 Identify and report potential and actual impediments to passive fire and smoke containment system performance
3 Complete inspection	3.1 Ensure customer premises are left in a clean and tidy condition on completion of inspection functions 3.3 Report all <i>defects</i> according to <i>organisational, legislative and customer requirements</i> 3.3 Complete <i>documentation</i> and distribute according to <i>organisational and customer requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Key features of legislation, Australian Standards, manufacturers' and building code requirements relating to inspection of passive fire and smoke containment.
- Key features of legislation, Australian Standards and building code requirements relating to fire and smoke containment.
- The implications of not applying legislative requirements to job functions.
- The dangers of incorrect installation of passive fire and smoke containment.
- Principles of passive fire protection related to overall fire safety systems.
- Key physical features, definition of, and purpose of, passive fire and smoke containment.
- Technical terms relating to passive fire and smoke containment inspection and testing.
- Passive fire and smoke containment variables including types, products and solutions.
- Operational requirements for inspecting and testing passive fire and smoke containment.
- Procedures for determining fire resistance levels.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- identify, select and comply with appropriate Australian Standard(s) and related legislation
- recognise and identify components of passive fire and smoke containment
- inspect and test a range of passive fire and smoke containment system components that are fixed into or onto building materials to protect services, structural elements and/or openings in or through fire compartments
- plan and organise work according to organisational requirements
- communication skills conducive to developing positive customer relationships
- follow safe work procedures and identify potential and existing risks or hazards
- apply principles of workplace housekeeping
- apply literacy and language skills to:
 - use technical terminology relating to inspection and testing of passive fire and smoke containment
 - access information from manuals

- communicate technical information to customers and colleagues
- report on defects and complete and distribute relevant documentation.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- actual or simulated work environment
- access to relevant standards and legislation
- access to a variety of passive fire and smoke containment products, installations and solutions
- assessment documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Consideration should be given to assessing consistency of outcome over an adequate period of time.

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be adhered to during all practical activities.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the work procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace. Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Collect information from a variety of sources to carry out the inspection and testing process while demonstrating knowledge of legislative and industry requirements and analysing and ensuring compliance.
How can communication of ideas and information (2) be applied?	Discuss the inspection process expressing ideas and concepts with internal and external clients and complete formal documentation where required.
How are activities planned and organised (2)?	Demonstrate organisational skills to carry out inspection and testing work functions while monitoring assignments for time management, safety and legislative requirements.
How can teamwork (1) be applied?	Discuss the inspection process with colleagues and customers.
How can the use of mathematical ideas and techniques (2) be applied?	Apply basic mathematical techniques, including reading and interpreting mathematical information from manufacturers' instructions and relevant standards.
How can problem-solving skills (1) be applied?	Identify possible problems during the inspection and testing process and how defects may be recorded and reported.
How can the use of technology (2) be applied?	Demonstrate understanding of technological principles in the inspection and testing process.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards
- Building Code of Australia
- manufacturers' documentation
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation relating to passive fire protection.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- building surveyor
- fire safety engineer
- regulatory authority representative
- building supervisor/manager
- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines

- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices
- OHS policies and procedures may relate to:
 - employer/employee rights and responsibilities
 - the OHS hierarchy of control
 - assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
 - displaying signs and/or utilising barriers in the work area
 - hazard and risk identification and reporting
 - risk assessment and control measures
 - incident/accident investigation
 - OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Customer requirements may include:

- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises

- written or verbal confirmation of services provided and/or future maintenance schedule.

Passive fire and smoke containment systems include:

- passive fire and smoke containment products including:
 - fabric and timber protection (impregnated or sprayed)
 - fire rated air transfer grilles
 - mechanical and intumescent fire dampers
 - smoke dampers
 - fire resistant boards (calcium silicate, vermiculite, etc)
 - fire stop collars (cast in, retrofit, wall, etc)
 - fire rated sealants, caulks and putties (acrylic, polyurethane, silicone, etc)
 - linear gaps seals (impregnated foams, tapes, intumescent gaskets, sealants)
 - fire resistant pillows (intumescent, non-intumescent)
 - fire resistant mortars and grouts (load bearing, non-load bearing)
 - intumescent paints and coatings (other than those used for fireproofing structural steel)
- materials into or onto which passive fire and smoke containment products are installed including:
 - masonry
 - concrete
 - timber
 - steel
 - plasterboard
 - UPVC
 - fire resistant board
- passive fire and smoke containment solutions including:
 - structural steel fireproofing/protection
 - duct fireproofing/protection
 - duct/damper penetration protection
 - ceiling and partition systems
 - penetration solutions
 - fire rated sealants
 - UPVC/plumbing penetrations
 - access panels and hatches
 - intumescent dampers and seals
 - protection against spread of flame
 - industrial fire protection
 - openings in structural elements
 - control joints/expansion joints.

Marking and labelling requirements as set out in the relevant legislation or Australian Standard.

Defects may include items that do not comply with the requirements of:

- necessary legislation
- Australian Standards
- manufacturers' instructions.

Documentation may include:

- job card
- customer recommendation form
- service agreements
- equipment recommendation form
- corrective action report
- certificate of inspection
- product documentation/installation instructions
- maintenance record system.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES40A Install passive fire and smoke containment systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the installation and adjustment of passive fire and smoke containment systems. This includes both fireproofing and fire stopping installations. The unit covers the knowledge and skills required to install passive fire and smoke containment systems, as well as labelling and certification procedures. Installation of passive fire and smoke containment systems must be completed in accordance with relevant legislative, industry, and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Note: The passive fire service technician is not permitted to undertake any installation, replacement, maintenance and repair functions that are restricted to licensed trades or occupations (subject to relevant state/territory regulations).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Interpret and comply with legal and industry requirements relating to the installation of passive fire and smoke containment systems	1.1 Apply knowledge and understanding of <i>legislative and industry requirements</i>, including relevant state/territory building codes, to fire and smoke containment system installations and associated <i>work procedures</i> 1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i>, including state/territory building codes, where necessary, with relevant persons using <i>technical terminology</i> 1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> relating to fire and smoke containment systems and take action according to <i>organisational requirements</i> and <i>OHS policies and procedures</i>
2 Identify work processes and assemble relevant parts for the installation of the passive fire and smoke containment system	2.1 Obtain all necessary work permits prior to entering customer premises 2.2 Discuss <i>customer requirements</i> with customer prior to proceeding to the installation 2.3 Select a complying passive fire and smoke containment system for installation according to <i>organisational</i> and <i>client requirements</i> 2.4 Apply relevant measurement processes to the installation site and passive fire and smoke containment system <i>components</i> 2.5 Identify and assemble <i>components</i>, tools and equipment and materials required for the installation 2.6 Identify and assemble appropriate <i>fireproofing materials</i> and/or <i>fire stopping materials</i> required for the installation of the passive fire and smoke containment system
3 Prepare fireproofing substrate or fire stopping opening for installation of passive fire and smoke containment systems	3.1 Check the steel <i>structure</i> (structural steel members or ducts) and/or <i>wall construction</i> for compliance with the required smoke resistance level or fire resistance level 3.2 Prepare the fireproofing substrate and/or fire stopping opening by cleaning, priming, or other necessary means, and measure and prepare necessary materials for installation of fireproofing and/or fire stopping system

ELEMENT**PERFORMANCE CRITERIA**

4 Install passive fire and smoke containment systems	4.1 Install the fireproofing material and/or fire stopping system as per the manufacturers' installation instructions
	4.2 Inspect and test the passive fire and smoke containment system for <i>defects</i> and to check that installation is sound and aesthetically pleasing according to standard testing procedures and acceptable workmanship
	4.3 Rectify and report on any impediments according to <i>organisational requirements</i>
5 Label (mark) and certify the passive fire and smoke containment system	5.1 Assess and then label (<i>mark</i>) the passive fire and smoke containment system installations according to the provisions of the relevant Australian Standard, manufacturer, Building Code of Australia and <i>organisational requirements</i>
	5.2 Complete passive fire and smoke containment systems <i>schedule of evidence of compliance (logbook)</i> according to the relevant Australian Standard and according to <i>organisational and customer requirements</i>
6 Complete installation	6.1 Ensure customer premises are left in a clean and tidy condition on completion of installation functions
	6.2 Complete <i>documentation</i> and distribute according to <i>organisational and customer requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Key features of legislation, Australian Standards and building code requirements relating to installing passive fire and smoke containment systems.
- Key features of legislation, Australian Standards and building code requirements relating to passive fire and smoke containment.
- Purpose and interpretation of Australian Standards and technical documentation relating to passive fire and smoke containment systems.
- The implications of not applying legislative requirements to job functions.
- The dangers of incorrect installation of passive fire and smoke containment systems.
- Principles of passive fire protection related to overall fire safety and containment systems specific to passive fire and smoke containment systems.
- Action to take when a breach of health, safety and/or other policy occurs.
- Methods of converting imperial units of measurement to metric.
- Technical terms relating to passive fire and smoke containment system installation.
- Fireproofing and fire stopping variables including types, components and fire barrier types.
- Passive fire and smoke containment labelling types.
- Organisational requirements for labelling and certifying passive fire and smoke containment system installations.
- Procedures for determining fire resistance levels and smoke resistance levels.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- identify, select and comply with appropriate Australian Standards and related legislation
- select and use appropriate tools relating to installation procedures
- recognise and identify components of passive fire and smoke containment systems
- interpret manufacturer data sheets to determine installation requirements for a range of passive fire and smoke containment system components installed into or onto elements of construction, including structural elements and/or openings in or through fire compartments
- plan and organise work according to organisational requirements
- follow safe work procedures and identify potential and existing risks or hazards
- select and use personal protective equipment
- work with tools, equipment and products safely
- apply principles of workplace housekeeping
- apply literacy and language skills to:
 - use technical terminology relating to installing passive fire and smoke containment systems and work practices
 - understand and comply with work instructions
 - interpret manufacturers' installation specifications and maintenance instructions
 - access information from technical manuals
 - find and use written information including building specifications
 - communicate technical information to customers and colleagues

- complete and distribute relevant documentation.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMPFES39A Inspect and test passive fire and smoke containment products and systems.

Resources required to assess this unit

The following resources should be available:

- actual or simulated work environment
- access to relevant standards and legislation
- access to a variety of installation (hinged fire and smoke door) procedures
- assessment documentation
- training and assessment record book

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Consideration should be given to assessing consistency of outcome over an adequate period of time.

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be adhered to during all practical activities.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the work procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace. Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.

Competency in this unit may be gathered from practical demonstrations in each of the following categories:

- Application of spray type, intumescent paint type and board type fireproofing of structural steel and ductwork.
- Application of fire stopping systems.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can information be collected, analysed and organised (2)?	Collect information from a variety of sources during the installation process, such as assignment instructions, and manufacturers' and product specifications, while identifying and applying relevant legislative and industry requirements.
How can communication of ideas and information (1) be applied?	Discuss assignment instructions with internal and external customers ensuring ideas are communicated, and complete formal documentation where required.
How are activities planned and organised (2)?	Plan installation procedures while monitoring assignments for timeliness, time management, safety, legislative and organisational requirements.
How can teamwork (1) be applied?	Cooperatively work with colleagues and customers throughout the installation process.
How can the use of mathematical ideas and techniques (2) be applied?	Apply basic mathematical techniques, including reading mathematical information from manufacturers' instructions and building plans and measuring hardware and other components.
How can problem-solving skills (1) be applied?	Identify during the installation process defects that may be rectified and/or recorded and reported.
How can the use of technology (2) be applied?	Demonstrate understanding and apply technological principles during the installation process.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards
- Building Codes of Australia
- manufacturers' documentation
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation relating to passive fire protection.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- building supervisor/manager
- team leaders
- supervisors
- managers
- colleagues
- customers.

Technical terminology - common technical terms used in the installation of passive fire and smoke containment systems are:

- plumb, level, square and perpendicular
- mix ratio, density, wet film thickness, dry film thickness, HP/A, ESM ratio and critical temperature
- fire rated walls, masonry, concrete, plasterboard and shaft wall
- fire rated floors and floor ceiling systems
- penetration dimensions, width, height, depth and orientation

- ambient/cold smoke, medium smoke and elevated/hot smoke
- intumescent products and ablative products
- clearance, field of application, fire resistance levels, incipient spread of fire, spread of flame indices, fire test report, assessments and letters of opinions.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- cost, reliability, ease of installation and maintenance requirements of the selected passive fire and smoke containment system
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- working safely on ladders and raised platforms
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
- utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs

- appropriate gloves and overalls
- sun hat
- dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Customer requirements may include:

- provision of routine services
- cost, reliability and maintenance requirements of the selected passive fire and smoke containment system
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

Passive fire and smoke containment systems include:

- passive fire and smoke containment products including:
 - fabric and timber protection (impregnated or sprayed)
 - fire rated air transfer grilles
 - mechanical and intumescent fire dampers
 - smoke dampers
 - fire resistant boards (calcium silicate, vermiculite, etc)
 - fire stop collars (cast in, retrofit, wall, etc)
 - fire rated sealants, caulks and putties (acrylic, polyurethane, silicone, etc)
 - linear gaps seals (impregnated foams, tapes, intumescent gaskets, sealants)
 - fire resistant pillows (intumescent, non-intumescent)
 - fire resistant mortars and grouts (load bearing, non-load bearing)
 - intumescent paints and coatings (other than those used for fireproofing structural steel)
- materials into or onto which passive fire and smoke containment products are installed including:
 - masonry
 - concrete
 - timber
 - steel
 - plasterboard
 - UPVC
 - fire resistant board
- passive fire and smoke containment solutions including:
 - structural steel fireproofing/protection
 - duct fireproofing/protection

- duct/damper penetration protection
- ceiling and partition systems
- penetration solutions
- fire rated sealants
- UPVC/plumbing penetrations
- access panels and hatches
- intumescent dampers and seals
- protection against spread of flame
- industrial fire protection
- openings in structural elements
- control joints/expansion joints.

Structural element requiring fireproofing may be:

- structural steel element (beam, column, or truss)
- sheet metal smoke exhaust ductwork
- self-supporting duct work or bulkheads (made from calcium silicate or other proprietary board material).

Penetrated element of construction requiring fire stopping may be:

- drywall (plasterboard or lightweight construction)
- masonry wall (brick, blockwork or pre-cast concrete panels)
- concrete floor slab
- drywall ceiling (plasterboard or lightweight construction)
- bulkhead
- fire or smoke door panel.

Defects may include items that do not comply with:

- the requirements of the necessary legislation
- Australian Standards
- manufacturers' instructions.

Marking and labelling requirements are set out in the relevant Australian Standard.

Schedule of evidence of compliance is set out in the relevant Australian Standard.

Documentation may include:

- job card
- customer recommendation form
- service agreements
- equipment recommendation form
- corrective action report
- certificate of inspection
- product documentation/installation instructions
- maintenance record system.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES41A Install pre-engineered fixed plant fire suppression systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the requirements for a fire system technician to install a pre-engineered fire suppression system onto and in a fixed plant system. Pre-engineered fixed plant fire suppression systems include aqueous, powder, wet chemical, gaseous and water mist systems or compatible combinations of these systems. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal	1.1 Apply knowledge and understanding of

ELEMENT	PERFORMANCE CRITERIA
and industry requirements relating to fire system operations	<i>legislative and industry requirements to work procedures</i>
2 Install a pre-engineered fixed plant fire suppression system	1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i>, where necessary, with <i>relevant persons</i> 1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements and OHS policies and procedures</i> 2.1 Obtain all necessary work permits prior to entering customer premises 2.2 Adhere to all <i>safety procedures</i> according to <i>organisational requirements, customer requirements</i> and manufacturers' requirements 2.3 Conduct risk assessment of equipment and determine risk reduction measures to <i>legislative and industry requirements</i> 2.4 Confirm the installation site as appropriate according to <i>customer requirements</i> and manufacturers' specifications 2.5 Determine system scope of protection fire system operational parameters and fire system/equipment interfaces according to <i>customer requirements, Australian Standards</i> and manufacturers' specifications 2.6 Plan the installation and location of all equipment with <i>relevant person</i> to satisfy <i>customer requirements</i> and manufacturers' specifications 2.7 Assemble materials ready for installation in accordance with <i>manufacturers' specifications</i> 2.8 Cut access holes and fix support systems within the plant system according to <i>customer requirements and manufacturers' specifications</i> 2.9 Install all <i>system components</i> according to <i>customer requirements, Australian Standards, manufacturers' instructions</i> and specifications 2.10 Install auxiliary shutdown fire system/equipment interface and alarm device connections in accordance with <i>customer</i>

ELEMENT**PERFORMANCE CRITERIA**

requirements, Australian Standards and manufacturers' specifications

2.11 Commission system in accordance with *customer requirements, Australian Standards and manufacturers' specifications*.

2.12 Leave the installation site clean and tidy on completion of work functions

2.13 Complete all *documentation* and provide system manual specific to the equipment according to *organisational requirements and customer requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Knowledge needed to achieve the performance criteria**

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation, regulations relevant to fixed plant equipment.
- manufacturers' requirements and standards applicable to design, installing, commissioning, inspecting, testing and maintaining a pre-engineered fixed plant equipment fire suppression system.
- The implications of NOT applying legislative and manufacturers' requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Purpose for installing the system.
- Reasons for commissioning after installation.
- Identification and purpose of the major components in the fire suppression system for different manufacturers' proprietary systems.
- Methods of activating the system.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity

- install system components in accordance with manufactures requirements
- terminate/join flexible high-pressure hose and metal tubing to meet manufacturers' requirements
- install brackets and high-pressure hose and metal tubing to meet manufacturers' requirements
- locate nozzles, pipe runs, containers, actuators, fire detectors and other system components to meet manufacturers' requirements
- handle and transport cylinders in accordance with legislation, manufacturers' procedures and work practices
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria for each proprietary system. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace and meet manufacturers' endorsement of installing their proprietary system.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders and manufacturers' endorsement of competency on their proprietary system. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes
- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements, including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be**

Gather information from a number of sources

collected, analysed and organised (3)?	including regulatory, manufacturer and organisational sources ensuring all work falls within service technician's scope of responsibility.
How can communication of ideas and information (2) be applied?	Discuss to confirm customer requirements is clearly structured and defined and administrative documentation is completed accurately and clearly.
How are activities planned and organised (3)?	Design planning of Installation activities with regard to assembling appropriate tools and hardware for on-site services and organising work schedules to suit customer and organisational requirements.
How can teamwork (2) be applied?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.
How can the use of mathematical ideas and techniques (3) be applied?	Apply complex mathematical techniques and time management principles for installation, testing and maintenance on-site activities and reporting requirements while adhering to designated work schedules.
How can problem-solving skills (3) be applied?	Identify and apply problem-solving and systematic techniques throughout inspection and servicing activities while considering ambiguous information received from information sources, potential risks and due processes to be followed when unusual faults are detected.
How can the use of technology (3) be applied?	Demonstrate sound technical knowledge of features of equipment and accuracy throughout inspection and servicing while being able to use, organise, record and present information utilising technology.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- relevant current Australian Standard (i.e. AS 1851)
- system approval listing (i.e. SSL, FM and UL)
- risk assessment portion of AS 4360 - Risk Management
- manufacturers' listed documentation.
- Building Code of Australia
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements
- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities

- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely off ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs
 - appropriate gloves and overalls
 - sun hat
 - dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Customer requirements may include:

- system specifications
- insurance requirement
- industry requirement
- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and/or future maintenance schedule.

System components may include:

- extinguishing agent containers (tanks/cylinders)
- container valves

- actuation devices
- support brackets
- control equipment
- agent distribution pipe-work and hose
- agent discharge nozzles
- detection devices.

Safety procedures may include:

- working safely around electrical wiring, cables and overhead powerlines
- working safely around tools and equipment
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- First Aid
- utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat
 - ear muffs or plugs.

Discharge test for commissioning purposes may involve:

- aqueous fire suppression systems
- powder fire suppression systems
- wet chemical fire suppression systems
- gaseous agent fire suppression systems
- water mist suppression systems
- combination of any of the above when compatible.

Documentation may include:

- system manufacturers' documentation
- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Procedural documentation may include:

- manufacturers' specifications and instructions
- customer requirements
- state/territory requirements (*where specified*).

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES42A Install, inspect, test and maintain pre-engineered fire system for transportable equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the requirements for a fire system technician to install, commission, inspect, test, maintain and rectify a pre-engineered foam fire suppression system to protect mobile and transportable equipment. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements, including occupational health and safety (OHS) policies and procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements	1.1 Apply knowledge and understanding of <i>legislative and industry requirements,</i>

ELEMENT	PERFORMANCE CRITERIA
relating to fire system operations	including relevant state/territory building codes, to <i>work procedures</i>
	1.2 Confirm or clarify knowledge and understanding of <i>legislative and industry requirements</i> , including state/territory building codes, where necessary, with relevant persons
	1.3 Identify <i>potential and actual breaches</i> of <i>legislative and industry requirements</i> and take action according to <i>organisational requirements and OHS policies and procedures</i>
2 Install a pre-engineered fire suppression system to mobile and transportable equipment	2.1 Obtain all necessary work permits prior to entering customer premises
	2.2 Conduct risk assessment of equipment and determine risk reduction measures in accordance with <i>legislative and industry requirements</i> .
	2.3 Confirm the installation site as appropriate according to <i>customer requirements</i> and manufacturers' specifications
	2.4 Determine system scope of protection, fire system operational parameters and fire system/equipment interfaces according to <i>customer requirements</i> , Australian Standards and manufacturers' specifications
	2.5 Plan the installation and location of all equipment with <i>relevant person</i> to satisfy <i>customer requirements</i> and manufacturers' specifications
	2.6 Assemble materials ready for installation in accordance with <i>manufacturer specifications</i>
	2.7 Install all <i>system components</i> according to <i>customer requirements</i> , Australian Standards, manufacturers' instructions and specifications
	2.8 Install auxiliary shutdown fire system/equipment interface and alarm device connections in accordance with <i>customer requirements</i> , Australian Standards and manufacturers' specifications
	2.9 <i>Commission</i> system in accordance with <i>customer requirements</i> , Australian Standards and manufacturers' specifications
	2.10 Leave the installation site clean and tidy on

ELEMENT

PERFORMANCE CRITERIA

	completion of work functions
	2.11 Complete all <i>documentation</i> and provide system manual to client specific to the installed equipment
3 Inspect pre-engineered fire suppression system fitted to mobile and transportable equipment	3.1 Identify the type of fire suppression equipment and system to be inspected and tested according to manufacturers' mode of operation and application 3.2 Identify, locate and inspect components of the <i>pre-engineered fire suppression system</i> according to function, manufacturers' manuals and Australian Standards 3.3 Identify and inspect auxiliary shutdown fire system/equipment interfaces and alarm devices forming part of the <i>fire suppression system</i> 3.4 Identify potential and actual breaches of the fire suppression equipment and system performance in reference to and in accordance with state/territory building codes, manufacturers' documentation and Australian Standards
4 Test an installed fire suppression system fitted to mobile and transportable equipment	4.1 Obtain all necessary work permits prior to entering customer premises 4.2 Complete pre-testing procedures according to the requirements of the service manual and manufacturers' instructions and specifications
	4.3 Adhere to all <i>safety procedures</i> according to <i>organisational requirements, customer requirements</i> and manufacturers' requirements 4.4 Complete and record testing procedures according to the relevant maintenance schedule, Australian Standards and manufacturers' documentation 4.5 Complete <i>documentation</i> for recording test and inspection results according to <i>organisational requirements, customer requirements</i> and manufacturers' requirements
5 Maintain and repair an installed fire suppression system fitted to mobile and transportable equipment	5.1 Obtain all necessary work permits prior to entering customer premises 5.2 Consult with <i>relevant persons</i> before commencing maintenance and repair procedures 5.3 Maintain the system according to the

ELEMENT

PERFORMANCE CRITERIA

- requirements of the relevant maintenance schedule, Australian Standards and manufacturers' documentation
- 5.4 Report and rectify faulty equipment and/or *extinguishing agent* in accordance with *work procedures, customer requirements* and manufacturers' technical specifications
- 5.5 Reinstate system to fully operational status as specified in manufacturers' documentation and system design standards
- 5.6 Adhere to all safety procedures according to *organisational requirements, customer requirements* and manufacturers' requirements.
- 5.7 Complete all *documentation* relating to maintenance and repairs carried out, advise client and distribute according to *organisational requirements* and *customer requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit of competency in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- The key features of legislation and regulations relevant to mobile and transportable equipment.
- Manufacturers' requirements and standards applicable to design, installation, commissioning, inspecting, testing and maintaining a pre-engineered mobile and transportable equipment fire suppression system.
- The implications of NOT applying legislative requirements to job functions.
- Action to take when a breach of health, safety and other policies occurs.
- Purpose of fire suppressions systems.
- Design, installation and commission requirements and limitations of the manufacturers' proprietary system.

- Procedures for inspection, testing and maintenance of the system to verify operation to manufacturers' requirements.
- Identification and purpose of the major components in the fire suppression system for different manufacturers' proprietary systems.
- Limitations of maintenance and repair by the service technician.
- Purpose for installing the system.
- Reasons for commissioning after installation.
- Implications of not adhering to safety procedures.
- Implications of incorrect inspecting, testing and maintenance functions.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These relate to the ability to:

- use hand and power tools safely and with dexterity
- operate standard controls on proprietary systems to verify system operation to manufacturers' requirements
- install system components in accordance with manufacturers' requirements
- terminate/join flexible high-pressure hose and metal tubing to meet manufacturers' requirements
- install brackets and high-pressure hose and metal tubing to meet manufacturers' requirements
- locate nozzles, pipe runs, containers, actuators, fire detectors and other system components to meet manufacturers' requirements
- handle and transport cylinders in accordance with legislation, manufacturers' procedures and work procedures
- replace extinguishing agent and components in a manner that conforms to OHS requirements, environmental requirements and manufacturers' specifications
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with work instructions/specifications
 - read, understand and record measurements
- use appropriate workplace housekeeping procedures
- utilise effective customer service skills and relate to people from a range of social and cultural backgrounds

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- access to customer premises or a simulated workplace environment
- assessment documentation
- all necessary tools, specialist equipment, manuals and relevant documentation
- training and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competence over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable, and in these situations the conditions normally available to the candidate may be simulated in an environment suitable for assessment.

Competency is to be demonstrated through a single, practical demonstration covering the full range of performance criteria for each proprietary system. The ability to transfer skills to other situations described in the range statement is inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)

Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

All safety requirements must be strictly adhered to during all practical activities.

Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace and meet manufacturers' endorsement and training requirements specific to installing, commissioning, inspecting, testing and maintaining the particular proprietary system.

Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders and manufacturers' endorsement of competency on their proprietary system. Other forms of evidence may include audit reports, client/customer survey reports and appraisal reports.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and the ability to transfer the appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

Information derived from enterprise policy and practices must be treated as commercial-in-confidence.

Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:

- building Acts/regulations/codes

- Australian Standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturers' specifications
- organisational requirements including OHS policies and procedures
- OHS legislation, codes and regulations.

Key competency levels

There are a number of processes learnt throughout work and daily life that are required in all jobs. They are fundamental processes and generally transferable to other work environments. Some of these work processes are covered by the key competencies listed below. Information provided to each question highlights how these processes are applied in this unit of competency.

The number in brackets indicates the level to which the key competency should be demonstrated.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **information be collected, analysed and organised** (3)?

Gather information from a number of sources including regulatory, manufacturer and organisational sources ensuring all work falls within service technician's scope of responsibility. Collect information from customer in order for accurate installations, testing and maintenance activities to occur.

How can **communication of ideas and information** (2) be applied?

Discuss to confirm customer requirements are clearly structured and defined and administrative documentation is completed accurately and clearly.

How are **activities planned and organised** (3)?

Design planning of installation, testing and maintenance activities with regard to assembling appropriate tools and hardware for on-site services and organising work schedules to suit customer and organisational requirements.

How can **teamwork** (2) be applied?

Apply consultative and collaborative approaches through support and assistance provided to customers and work groups. Gather source information from team to facilitate effective installations, testing and maintenance activities.

How can the use of **mathematical ideas and techniques** (3) be applied?

Apply complex mathematical techniques and time management principles for installation, testing and maintenance on-site activities and reporting requirements while adhering to designated work

	schedules.
How can problem-solving skills (3) be applied?	Identify and apply problem-solving and systematic techniques throughout inspection and servicing activities while considering ambiguous information received from information sources, potential risks and due processes to be followed when unusual faults are detected.
How can the use of technology (3) be applied?	Demonstrate sound technical knowledge of features of equipment and accuracy throughout inspection and servicing while being able to use, organise, record and present information utilising technology.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Legislative and industry requirements may include:

- relevant Commonwealth and state/territory building Acts/regulations/codes
- OHS legislation, codes and regulations
- relevant current Australian Standards e.g. AS1851
- system approval listing (SSL, FM and UL)
- risk assessment portion of AS4360 - Risk Management
- manufacturers' system manuals
- dangerous goods regulations
- licensing arrangements
- environmental regulations
- building surveyor requirements
- other relevant legislation (including international and shipping/marine codes) relating to fire protection equipment
- Australian petroleum industries' requirements.

Work procedures may include:

- instructions from colleagues/supervisor/manager
- specific customer requirements
- assignment instructions
- equipment manufacturers' requirements

- reporting and documentation requirements
- personal protective equipment requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches of legislative and industry requirements could be identified by:

- direct observation
- as part of workplace quality assurance teams.

Organisational requirements may be located in quality assurance and/or procedures manuals relating to:

- legal and organisational policy/guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the service operation
- OHS policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may relate to:

- employer/employee rights and responsibilities
- the OHS hierarchy of control
- assessing the worksite for hazards and risks prior to preparing the worksite for the work procedure
- displaying signs and/or utilising barriers in the work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident/accident investigation
- OHS audits and safety inspections
- safe operating procedures/instructions including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely off ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - utilising personal protective equipment including:
 - safety glasses or goggles

- safety boots or shoes
- hard hat
- ear muffs or plugs
- appropriate gloves and overalls
- sun hat
- dust mask
- equipment maintenance and use
- use and storage of hazardous substances
- First Aid.

Pre-engineered fire suppression systems relevant to this unit of competency may include those fitted to the following equipment:

- to industrial vehicles including:
 - draglines
 - earthmovers
 - graders
 - trucks
 - loaders
- to commercial and recreational vehicles registered for road use including:
 - buses
 - four-wheel drives
 - forklifts
- for the range of industry sectors including:
 - mining
 - forestry
 - waste management.

Extinguishing agents may be:

- powder
- aqueous (with or without additives)
- wet chemical
- water mist
- a combination of any of the above when compatible.

Customer requirements may include:

- system specifications
- insurance requirements
- industry requirements
- provision of routine services
- provision of non-routine or urgent services
- confirmation of, or variations to, service instructions
- sighting work permits
- sign-in/out procedures for entry to or exit from premises

- written or verbal confirmation of services provided and/or future maintenance schedule.

System components may include:

- extinguishing agent containers (tanks/cylinders)
- container valves
- actuation devices
- support brackets
- control equipment
- agent distribution, pipe-work and hose
- agent discharge nozzles
- detection devices.

Documentation may include:

- manufacturers' system documentation
- job card
- customer recommendation forms
- service agreements
- expense claims
- application for credit form
- equipment recommendation form
- Fleetcard
- corrective action report
- petty cash voucher
- certificate of inspection
- product documentation
- maintenance record system.

Maintenance schedules may include:

- system manufacturers'
- Australian Standards
- customers'.

Safety procedures may include:

- working safely around electrical wiring, cables and overhead powerlines
- working safely around tools and equipment
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- First Aid
- utilising personal protective equipment including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hat

- ear muffs or plugs.

Discharge test for commissioning purposes may involve:

- powder
- aqueous (with or without additives)
- wet chemical
- water mist
- combination of any of the above when compatible.

Testing procedures may include:

- discharge
- pressure
- leak
- visual inspection
- recharging.

Note: Australian Standards are frequently revised and users must always check for currency.

Unit Sector(s)

Not Applicable

PRMPFES43A Prevent ozone depleting substance and synthetic greenhouse gas emissions

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies fire protection industry work outcomes required to interpret and explain agreements, protocols, legislation, regulations, codes of practice and handling licences developed to control ozone layer depletion and global warming. The unit also covers assessing the impact of ozone layer depletion and global warming on fire protection industry work practices and proposing changes to work practices in the fire protection industry to tackle the threat of ozone layer depletion and global warming.

Application of the Unit

Application of the unit

This unit of competency supports the six extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*. In particular, as a prerequisite unit, it provides introductory information to all other required units in each licence category.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential

Performance criteria describe the required

outcomes of a unit of competency. performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to ozone depleting substance (ODS) and synthetic greenhouse gas (SGG) extinguishing agents used in fire protection.	1.1 Apply knowledge and understanding of agreements, protocols, <i>legislative and regulatory requirements</i> , fire protection industry codes of practice, and Australian standards to contribute to prevention of ODS and SGG emissions in the fire protection industry.
	1.2 Identify <i>potential and actual breaches</i> of legal and industry requirements and take action according to <i>organisational requirements</i> , ODS and SGG policies and procedures, and best practice requirements.
2 Identify ODS and SGG extinguishing agent handling licence, trading authorisation and usage permit requirements.	2.1 Identify types of ODS and SGG <i>extinguishing agent handling licences</i> and describe <i>entitlement of licensees</i> .
	2.2 Identify and describe the licence requirements of each licence category.
	2.3 Describe <i>trading authorisations</i> and ODS and SGG <i>usage permits</i> .
3 Apply an understanding of ozone layer depletion and global warming.	3.1 Identify and explain role and function of the <i>ozone layer</i> .
	3.2 Identify and describe factors involved with and effect of <i>global warming</i> .
	3.3 Describe and classify <i>ODS and SGG extinguishing agents</i> used in the fire protection industry.
	3.4 Describe <i>effect of ozone depletion and global warming</i> on human health, the environment and fire protection industry work practices.
	3.5 Identify and assess relevant fire protection industry work practices.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- apply an understanding of ozone layer depletion and global warming to change fire protection industry work practices
- use technology to access information
- identify and act upon learning opportunities
- seek appropriate advice and constructive feedback
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record information.

Required knowledge:

- role of ozone layer
- effect of ODS and SGG emissions on ozone depletion and global warming
- factors involved in global warming
- ODS and SGG substances used in the fire protection industry
- effect of ozone depletion and global warming on environment and human health
- key features of legislation, regulations and standards applicable to ozone protection in the fire protection industry
- key features of the fire protection industry codes of practice
- ODS and SGG extinguishing agent handling licence features and requirements, authorisations and permit requirements
- implications of **not** applying ODS and SGG legislative requirements to the workplace
- action to take where a breach of ODS and SGG policies and procedures occurs
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Gather information from a number of sources, including regulatory and organisational sources.	1
How can information be collected, analysed and organised?	Discuss and confirm ODS and SGG extinguishing agent handling requirements in the workplace.	2
How are activities planned and organised?	Discuss ODS and SGG extinguishing agent handling activities to meet organisational requirements.	1
How is teamwork used?	Apply consultative and collaborative approaches through support and assistance provided to work groups.	1
How are mathematical ideas and techniques used?	Use mathematical techniques to establish ODS and SGG extinguishing agent handling requirements.	1
How are problem-solving skills applied?	Identify ambiguous information received from information sources and potential problems related to ODS and SGG extinguishing agent handling activities.	2
How is the use of technology applied?	Use technology to access relevant information about ODS and SGG extinguishing agents.	1

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- This unit could be assessed on its own or in

Critical aspects for assessment and evidence required to demonstrate competency in this unit

combination with other units of competency relevant to the job function.

- Competency in this unit underpins competency in other aspects of the candidate's role in managing their work tasks.
- A person who demonstrates competency in this unit must be able to provide evidence of:
 - locating, interpreting and explaining:
 - ODS and SGG legal requirements for handling extinguishing agents in the fire protection industry
 - extinguishing agent handling licence types, associated responsibilities, usage permits and trading authorisations
 - agreements, protocols, regulatory requirements, fire protection industry code of practice, and Australian standards relevant to extinguishing agent handling licences
 - applying an understanding of ozone layer depletion and global warming to:
 - discussing the effect of ODS and SGG emissions on the ozone layer and global warming
 - describing the impact of ozone depletion and global warming on human health and the environment
 - assessing impact on fire protection industry work practices
 - proposing changes to fire protection industry work practices to meet ODS and SGG legal requirements
 - taking action to respond to potential and actual breaches of ODS and SGG regulations.

Specific resources for assessment

- The following resources should be available:
 - assessment documentation
 - all necessary legislation and regulatory documents, manuals, textbooks and other relevant documentation
 - training and assessment record books.
- Where applicable, physical resources should include equipment modified for people with disabilities.

Context of assessment

- Access must be provided to appropriate learning and/or assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.
- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency over the full range of performance criteria should be made.
- Candidates should be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, customer survey reports and appraisal reports.
- Candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning

may contribute as evidence of this ability.)

- Information derived from enterprise policies and practices must be treated as commercial-in confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - Acts, regulations and codes
 - Australian and international standards identified as relevant
 - environmental regulations
 - organisational requirements, including policies and procedures relating to ODS, SGG and OHS.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative and regulatory requirements may include:

- relevant agreements and protocols
- relevant federal, state and territory Acts, regulations and codes

- ODS and SGG legislation, codes and regulations, including penalties and policing
- relevant current Australian standards, such as AS 1851
- fire protection industry codes of practice
- manufacturer system manuals
- dangerous goods regulations
- licensing arrangements, such as extinguishing agent handling licence
- environmental regulations
- other relevant legislation relating to fire protection equipment, including international, shipping and marine codes
- Australian petroleum industry requirements.
- direct observation
- workplace quality assurance teams.

Potential and actual breaches could be identified by:

Organisational requirements may be located in quality assurance and/or procedures manuals and relate to:

- legal and organisational policies and guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to ODS and SGG extinguishing agent handling licences
- ODS and SGG policies, procedures and programs
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

Extinguishing agent handling licence types include:

- portable fire extinguisher maintenance
- fixed system installation and decommissioning
- fixed system maintenance
- recovery, reclamation and recycling
- warehouse maintenance
- control systems installation.

Entitlement of licensees include:

- **portable fire extinguisher maintenance:**
 - to maintain a portable fire extinguisher, including to repair, pressure test and recharge an extinguisher
- **fixed system installation and decommissioning:**
 - to install a fixed firefighting system, including to:
 - install pipes and discharge nozzles and actuation mechanisms
 - charge a system after installation
 - install a system that has been charged and

- sealed by another person
 - to decommission a system, including to:
 - remove charge of extinguishing agent
 - dismantle the system
 - **fixed system maintenance:**
 - to maintain a fixed firefighting system, including to:
 - pressure test pipework and test actuation systems
 - certify that system contains an adequate charge
 - **recovery, reclamation and recycling:**
 - in the field or in a workshop, to recover an extinguishing agent from a portable fire extinguisher or firefighting system
 - **warehouse maintenance:**
 - to monitor stocks of extinguishing agents in a warehouse and, as needed, to transfer an agent from a leaking storage vessel
 - **control systems installation:**
 - to install a fire control system, including any remote operation panel and actuation system.
- Trading authorisations** may include:
- holders of existing state or territory authorisations may apply for an extinguishing agent handling licence:
 - Australian Capital Territory - authorisations granted under the *Environment Protection Act 1997*
 - New South Wales - authorisations issued under clause 17 of the *Ozone Protection Regulation 1997*
 - Northern Territory - registration in the register of Qualified Persons under sub-regulation 22 (3) of the *Ozone Protection Regulations*
 - South Australia - environmental authorisation issued under section 40 of the *Environment Protection Act 1993*
 - Tasmania - individual authorisation issued under subsection 83 (1) of the *Environment Management and Pollution Control Act 1994*
 - Victoria - ozone accreditation issued under clause 16 (1) of the *Industrial Waste Management Policy (Protection of the Ozone Layer)*

- Western Australia - accreditation issued under approval given under clause 42 (1) of the *Environment Protection (Ozone Protection) Policy Approval Order 2000*.
- Usage permits** may include:
- halon special permits:
 - granted as a written permit
 - which entitle a person to possess halon for use in personal protective equipment.
- Ozone layer:**
- ozone (O₃): a form of oxygen in which the oxygen molecule contains three atoms of oxygen instead of the usual two
 - the atmosphere contains less than 0.4 parts per million of ozone
 - about 90% of the ozone is in the upper part of the atmosphere (the stratosphere)
 - most ozone is in the layer from 20 to 25 km above the earth's surface.
- Global warming** involves:
- carbon dioxide found in small quantities (about 350 parts per million) in the atmosphere
 - carbon dioxide trapping infra-red (heat) radiation and warming the atmosphere - the greenhouse effect.
- ODS and SGG materials are listed using the format: Product name (other names); use. Check the latest amendments to the Ozone Protection and Synthetic Greenhouse Gas Management Act for the current list of ODS and SGG extinguishing agents which may include:**
- **Blitz III** (HCFC Blend D); used in flooding systems
 - **CFC 11** (trichlorofluoromethane, CCl₃F); may be found as a propellant in some powder fire extinguishers (this product is banned in Australia)
 - **FC-2-1-8** (CEA-308, CF₃CF₂CF₃); used in flooding systems
 - **FC-3-1-10** (CEA-410, C₄F₁₀); used in flooding systems
 - **FC-5-1-14** (CEA-614, C₆F₁₄); used as a streaming agent
 - **FE-227** (heptafluoropropane, HFC-227ea); used as a total flooding extinguishing agent - is a replacement for Halon 1301
 - **FE-25** (pentafluoroethane, HFC-125); used in inerting and explosion suppression applications and retro-fit to existing Halon 1301 systems
 - **FE-36** (hexafluoropropane, HFC-236fa); used in portable fire extinguishers - is a replacement for Halon 1211 and Halon 1301
 - **FE-13** (trifluoromethane, HFC-23); used as a total flooding agent
 - **FE-241** (chlorotetrafluoroethane, HCFC-124); used as a total flooding agent for non-occupied spaces and as a streaming agent
 - **FM100**[®] (HBFC-22B1); used in portable fire extinguishers
 - **FM200**[®] (heptafluoropropane, HFC-227ea); used in chemical storage areas, clean rooms,

communications facilities, laboratories, museums, robotics and emergency power facilities

- **Halotron** (HCFC Blend B); used as a total flooding agent and streaming agent
- **Halon 1211** (BCF); used as a streaming agent - requires a special permit in Australia
- **Halon 1301** (BTM); used as a total flooding agent - requires a special permit in Australia
- **Halon 2402 (dibromotetrafluoroethane, $C_2Br_2F_4$)**; limited use in military systems - requires a special permit in Australia
- **HCFC 22 (chlorodifluoromethane, CH_2ClF_2)**; used as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **HFC 134a** (unsymmetric tetrafluoroethane, CH_2F_2); used as a propellant in some powder fire extinguishers
- **NAF-S-III** (HCFC Blend A); used as a total flooding agent - is a replacement for Halon 1301
- **NAF-P-III** (HCFC Blend C); used as a streaming agent - is a replacement for Halon 1211
- **NAF-P-IV** (HCFC Blend E); used as a streaming agent
- **SF6** (sulfurhexafluoride, SF_6); used as an inerting agent for sealed high voltage switchgear.
- constraints on aquatic ecosystems
- constraints on human immune system
- increased risk of cataracts
- increased risk of skin cancer
- inhibited growth of plants
- reduced production of agriculture
- changes to work practices, including those in the fire protection industry
- increased incidence of photochemical smog.

Effect of ozone depletion and global warming on human health and the environment may include:

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES44A Interpret installation requirements for gaseous fire suppression systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to read and interpret plans, drawings and specifications relevant to the installation of gaseous fire suppression systems. The unit covers the skills and knowledge to identify different plans and drawings and their functions, recognise commonly used symbols and abbreviations, identify key features and specifications on design documentation and installation drawings, read written job specifications and recognise document status and amendment details.

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite unit

The unit of competency PRMPFES43A *Prevent ozone depleting substance and synthetic greenhouse gas emissions* must be assessed prior to this unit.

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with design requirements and Australian standards relating to gaseous fire suppression system designs.	1.1 Apply knowledge and understanding of <i>system design requirements</i> and Australian standards relating to interpretation of <i>installation drawings</i> for gaseous fire suppression systems. 1.2 Identify <i>potential and actual breaches</i> of system design requirements and Australian standards, and take action according to <i>organisational requirements</i> .
2 Identify types of drawings and their functions.	2.1 Identify main <i>types of drawings</i> used in the fire protection industry. 2.2 Identify <i>key functions of each drawing type</i> . 2.3 Identify <i>key users of each drawing type</i> . 2.4 Recognise and adhere to company <i>quality requirements</i> .
3 Recognise commonly used symbols, abbreviations and amendments.	3.1 Identify commonly used <i>fire protection symbols and abbreviations</i> . 3.2 Locate legend and correctly interpret symbols and abbreviations. 3.3 Check and verify latest amendments to drawing. 3.4 Check amendments to specifications and ensure currency of information. 3.5 Verify drawing used is the latest amendment.
4 Locate and identify key features on a site installation drawing.	4.1 <i>Orientate installation drawing</i> with site. 4.2 Identify and locate <i>key features of installation site</i> . 4.3 Access installation site and identify main installation features and services. 4.4 Identify site measurements on installation

ELEMENT

PERFORMANCE CRITERIA

	drawing and check against the site.
5 Read and interpret job specifications.	5.1 Identify job specifications from design documentation, installation drawings, notes and descriptions.
	5.2 Identify purpose of job specifications.
	5.3 Identify standards of work, finishes and tolerances from the design documentation, installation drawings and specifications.
	5.4 Identify material attributes from job specifications and drawings.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- read and interpret standards, installation plans, drawings and specifications
- check installation drawing measurements and calculations against actual site values
- use measurement tools accurately
- report and record information neatly and legibly when completing documentation
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- work effectively and safely with others
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements.

Required knowledge:

- location and application of relevant information, standards and specifications
- site safety plan, occupational health and safety (OHS) regulations, ozone depleting substance (ODS) and synthetic greenhouse gas (SGG) regulations (where required), and state and territory legislation applicable to workplace operations
- organisational policies and procedures, including quality requirements
- methods used to convert units of measurement
- relevant federal, state or territory legislation that affects organisational operations, including:

- anti-discrimination and diversity
- equal employment opportunity
- industrial relations.

Key competencies

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance Level 1 - at this level the candidate is required to undertake tasks effectively.

Performance Level 2 - at this level the candidate is required to manage tasks.

Performance Level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Discuss and confirm customer requirements in a clearly structured and defined manner. Complete administrative documentation accurately and clearly.	1
How can information be collected, analysed and organised?	Gather information from a number of sources, including regulatory, manufacturer and organisational sources, ensuring that all work falls within installation technician's scope of responsibility. Collect information from customer so that accurate interpretation, inspection and checking activities occur.	2
How are activities planned and organised?	Organise and assemble installation drawings and appropriate tools on site. View, interpret and confirm installation drawings that meet customer and organisational requirements.	2
How is teamwork used?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.	1
How are mathematical ideas and techniques used?	Apply mathematical techniques to installation drawings through interpretation, inspection, checking and calculation activities. Apply time management principles while adhering to designated work schedules.	2
How are	Identify potential problems throughout	1

Key competency	Example of application	Performance level
problem-solving skills applied?	interpretation, inspection and checking activities, especially with regard to, ambiguous information received from information sources. Identify due processes to follow where installation drawing requirements cannot be confirmed.	
How is the use of technology applied?	Use, organise, record and present information using available technology.	2

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- Competency in this unit will underpin competency in other aspects of the candidate's role in managing their work tasks.
- This unit could be assessed on its own or in combination with other units of competency relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
 - locating, interpreting and applying relevant information, standards and specifications
 - complying with site safety plan, OHS regulations and ODS and SGG regulations (where required) and state and territory legislation applicable to workplace operations
 - complying with organisational policies and procedures, including quality requirements
 - communicating and working effectively and safely with others
 - in two different projects, reading and interpreting installation drawings, including:
 - confirming amendment status and drawings
 - orientation of drawings to the ground
 - identifying six key features on a drawing and the

	actual features at the work site • confirming six items of information from the title block of the installation drawings • six construction dimensions, levels and locations from the installation drawings • six ancillary works dimensions, levels and locations from the installation drawings • two formal specifications, identification of the dimensions, material requirements and processes to be followed.
Specific resources for assessment	• Resource implications for assessment include access to: • actual or simulated work environment • a range of design documentation, installation drawings, and other related drawings and specifications • assessment documentation, including training and assessment record books • all necessary tools and specialist equipment • relevant manuals and other documentation, including Australian standards. • Where applicable, physical resources should include equipment modified for people with disabilities. • Access must be provided to appropriate learning and/or assessment support when required. • Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.
Context of assessment	• For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). • Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace. • Assessment of competency over the full range of performance criteria may be made through practical demonstrations in the workshop environment. Consideration should be given to assessing consistency of outcome over an appropriate period of time.

- Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.
- All safety requirements must be adhered to during all practical activities.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations, where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders that demonstrate an understanding of both design documentation and installation drawings.

Note: The candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - building Acts, regulations and codes

- Australian and international standards identified as relevant to the required maintenance procedure
- environmental regulations
- manufacturer specifications
- organisational requirements, including policies and procedures relating to ODS, SGG and OHS
- OHS legislation, codes and regulations
- ODS and SGG legislation, codes and regulations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

System design requirements may include:

- room volume
- hazard level of room contents
- need to check the accuracy of drawing dimensions against the 'as built' environment
- coordination of system equipment location with location of other services, such as water or gas pipes.

Installation drawings may include:

- title panel
- amendments
- legend
- orientation
- key features of installation site
- installation site measurements
- isometrics
- isometric drawings
- references to secondary documentation, such as calculations
- notes and descriptions
- standards of work, finishes and tolerances
- material attributes.

Potential and actual breaches could be identified by:

- direct observation
- workplace quality assurance teams.

Organisational requirements may include:

- legal and organisational policies and guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to installation operation
- OHS policies, procedures and programs
- insurance requirements
- procedures and work instructions to prevent emission of ODS and SGG in the workplace
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

Types of drawings may include:

- installation drawings
- site drawings
- elevation drawings
- sectional drawings and elevations
- detail and specification drawings providing illustrations and dimensions.

Key functions of each drawing type may include:

- general layout of equipment
- details of hazard, including:
 - dimensions
 - volumes
 - number of exits
- location of key equipment, including:
 - cylinders
 - nozzles
 - pipework
 - Local Control Station
- details of key equipment:
 - cylinder fill and size
 - nozzle size and orifice
 - type of actuator
 - manufacturers' type.

Key users of each drawing type may include:

- installation technician
- fire system designer
- fire engineer
- site manager
- project manager
- insurers
- team leaders or supervisors
- colleagues

- customers and their employees
 - various trade personnel.
 - relevant regulations, including Australian standards
 - internal company quality policies and standards
 - workplace operations and procedures
 - manufacturer specifications, where specified.
 - as described in SAA HB 20, *Graphical symbols for fire protection drawings* - chapters 4, 8 and 9.
- Quality requirements** may include:
- Fire protection symbols and abbreviations** may include:
- Orientate installation drawing** may include:
- Key features of installation site** may include:
- relationship to north
 - currency of drawing
 - relationship between drawing and site.
 - site shape and orientation
 - proposed buildings
 - roads
 - railways
 - easements
 - existing buildings and structures
 - services
 - dimensions
 - geographical features
 - powerlines and transmission lines
 - heritage and cultural features
 - service layouts
 - type of structure:
 - shape of structure or building
 - service requirements and layouts
 - location of plant and equipment
 - vertical and horizontal measurements
 - clearance distance
 - geological features.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES45A Install gaseous agent containers and actuation devices

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required for fire system technicians to receive and install gaseous agent containers, manifold connections, actuation control devices and activating mechanisms. All work in this area must be completed in accordance with relevant legislative, industry, finalised design documentation and installation drawings, and customer and organisational requirements, including policies and procedures relating to ozone depleting substances (ODS), synthetic greenhouse gases (SGG) and occupational health and safety (OHS).

Note: Service technicians are **not** permitted to undertake any installation, replacement, maintenance and repair functions that are **restricted** to licensed trades or occupations (subject to relevant state and territory regulations).

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite unit

The unit of competency PRMPFES06C *Prepare for installation and servicing operations* must be assessed prior to this unit.

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to installation operations. 2 Receive system components.	1.1 Apply knowledge and understanding of <i>legislative requirements</i>, including relevant state and territory building codes, to <i>work procedures</i> and clarify where necessary with <i>relevant persons</i>. 1.2 Apply knowledge and understanding of <i>ODS and SGG</i> emission legislative and industry requirements to the installation of gaseous agent containers and actuation devices. 1.3 Identify <i>potential and actual breaches</i> of legislative and industry requirements and take action according to <i>organisational requirements</i> and ODS, SGG and <i>OHS policies and procedures</i>. 2.1 Check procurement details and specifications of <i>system components and materials</i> against <i>finalised design documentation</i> and <i>installation drawings</i>. 2.2 Check all <i>pre-tested or prefabricated components</i> have correct documentation identifying compliance with Australian standards. 2.3 Confirm components and materials are in <i>acceptable condition</i> and meet quality control checks. 2.4 Assemble labour, <i>tools, equipment and materials</i>, and <i>hardware components</i> at

ELEMENT**PERFORMANCE CRITERIA**

- work site.
- 3 Prepare for installation of gaseous agent containers and actuation devices.
- 3.1 Organise necessary **work permits** prior to entering customer premises.
- 3.2 Adhere to **safety procedures** according to **organisational requirements, customer requirements** and manufacturer requirements.
- 3.3 Identify potential risks and **hazards**.
- 3.4 Identify, select and check required **tools, equipment and materials**, and use safely and efficiently.
- 3.5 Confirm installation site as appropriate with **relevant persons** and **finalised design documentation** and **installation drawings**.
- 3.6 Check appropriate safety measures are in place prior to the installation process.
- 4 Install gaseous agent containers and actuation devices.
- 4.1 Fix support systems, components and fittings according to **finalised design documentation** and **installation drawings**.
- 4.2 Correctly support containers and fix support frame according to **installation drawings**.
- 4.3 Install container bank manifold and connection components.
- 4.4 Physically check flexible hose connections are free from kinks and check for tightness.
- 4.5 Remove transport caps on actuation outlets, plugs and locking devices according to manufacturer and organisational requirements.
- 4.6 Safely install manual and pneumatic **actuation control devices**, pilot and slave tubes and fittings.
- 4.7 Install **auxiliary shutdown fire system and equipment** interface and alarm device connections.
- 4.8 Physically check pilot and slave tube connections are free from kinks and check for tightness.
- 4.9 Check **actuation control devices** are set to operate and engage safety device, as needed.
- 4.10 Leave installation site clean and tidy with materials disposed of or recycled in accordance with state or territory legislative

ELEMENT**PERFORMANCE CRITERIA**

and industry requirements.

4.11 Complete **documentation** according to **work procedures**.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- check procurement details of received gaseous agent containers and actuation devices
- read and interpret finalised design documentation and installation drawings
- identify hazards in the work area in preparation for installations operations
- select and safely use tools, equipment and materials appropriate to a specific task
- remove transport caps according to manufacturer and organisational requirements
- install system and components to match requirements of installation drawings
- install manual and pneumatic actuation control devices, pilot and slave tubes and fittings
- check pilot and slave tube connections are free from kinks and check for tightness
- use detection equipment to find hidden utilities
- convert basic units of measurement and pressure
- apply methods of holding work when using power tools
- use appropriate workplace housekeeping procedures and remove any debris caused by installation operations in the work area
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- apply quality control requirements to accepting received system components and materials
- report and record information neatly and legibly when completing documentation
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements.

Required knowledge:

- key features of legislation, regulations and codes applicable to fire protection equipment installation procedures
- purpose of the Building Code of Australia (BCA)
- implications of **not** applying legislative requirements to job functions
- action to take when a breach of OHS, ODS and SGG and other policies occurs

- intent of Australian standard AS 1851 in relation to installation of gaseous agent containers and actuation devices
- awareness of on-site work permit requirements
- appropriate tools, equipment and materials selection for gaseous agent containers and actuation devices installation procedures
- types and purposes of relevant hardware items
- operation of various activating mechanisms
- records and documentation required to install gaseous agent containers and actuation devices
- types of electrical safeguards used to protect persons and property
- maintenance requirements for relevant hand and power tools
- safety requirements for using tools, equipment and materials
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Discuss and confirm customer requirements in a clearly structured and defined manner and complete administrative documentation accurately and clearly.	2
How can information be collected, analysed and organised?	Gather information from a number of sources, including regulatory, manufacturer and organisational sources ensuring all work falls within service technician's scope of responsibility.	3
How are activities planned and organised?	Design planning of installation activities with regard to assembling appropriate tools and hardware for on-site services and organising work schedules to suit customer and organisational requirements.	3

Key competency	Example of application	Performance level
How is teamwork used?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.	2
How are mathematical ideas and techniques used?	Apply mathematical techniques and time management principles for on-site installation activities and reporting requirements while adhering to designated work schedules.	1
How are problem-solving skills applied?	Identify and apply problem-solving and systematic techniques throughout installation activities while considering ambiguous information received from information sources, potential risks and due processes to be followed when unusual problems are encountered.	3
How is the use of technology applied?	Demonstrate sound technical knowledge of features of equipment and accuracy throughout installation activities while being able to use, organise, record and present information using technology.	3

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment	- Competency in this unit underpins competency in other aspects of the candidate's role in managing their work tasks. - This unit could be assessed on its own or in combination with other units of competency relevant to the job function.
Critical aspects for assessment and evidence required to demonstrate	- A person who demonstrates competency in this unit must be able to provide evidence of: - locating, interpreting and applying relevant information, standards and specifications

competency in this unit

- complying with site safety plan, OHS regulations and ODS and SGG regulations (where required) and state and territory legislation applicable to workplace operations
- complying with organisational policies and procedures, including quality requirements
- communicating and working effectively and safely with others
- in a minimum of two different settings:
- identifying risk reduction measures
- identifying, selecting and assembling hardware and components
- identifying, selecting and using tools, equipment and materials effectively to perform installation procedures on gaseous agent containers and actuation devices
- checking procurement details and specifications of gaseous agent containers, actuation devices and materials
- applying quality control checks to gaseous agent containers, actuation devices and materials
- adhering to safety procedures during installation procedures
- installing system components, fittings, actuation control devices, activating mechanisms and auxiliary shutdown interface as required by installation guidelines
- completing workplace housekeeping requirements
- creating appropriate records and documentation.

Specific resources for assessment

- Resource implications for assessment include access to:
 - actual or simulated work environment, including gaseous agent containers and actuation devices
 - finalised design documentation and installation drawings for a gaseous fire suppression system
 - assessment documentation, including training and assessment record books
 - all necessary tools, specialist equipment, materials and spare parts
 - relevant manuals and other documentation, including Australian standards.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning

Context of assessment

- and/or assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.
- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency over the full range of performance criteria may be made through practical demonstrations. Consideration should be given to assessing consistency of outcome over an appropriate period of time.
- Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.
- All safety requirements must be adhered to during all practical activities.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations, where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders that demonstrate an understanding of the requirements for receiving and installing gaseous agent containers and actuation devices.
- Candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - building Acts, regulations and codes
 - Australian and international standards identified as relevant to the required installation procedures
 - environmental regulations
 - manufacturer specifications
 - organisational requirements, including policies and procedures relating to ODS, SGG and OHS
 - OHS legislation, codes and regulations
 - ODS and SGG legislation, codes and regulations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Legislative requirements*** may include:
- relevant current Australian and international standards e.g. AS 4214, NFPA 12 and NFPA 12A
 - relevant federal, state and territory building Acts, regulations and codes e.g. *Ozone Protection and*

Synthetic Greenhouse Gas Management Act 1989

- Building Code of Australia (BCA)
- building surveyor requirements
- OHS legislation, codes and regulations
- dangerous goods regulations
- licensing arrangements
- environmental regulations, including ODS and SGG legislation, codes and regulations
- other relevant legislation relating to fire protection equipment, including international, shipping and marine codes
- Australian petroleum industry requirements.

Work procedures may include:

- instructions from colleagues, supervisors and managers
- specific customer requirements
- assignment instructions
- equipment manufacturer requirements
- reporting and documentation requirements
- ODS, SGG and OHS requirements
- personal protective equipment (PPE) requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

ODS and SGG materials are listed using the format: Product name (other names); use. Check the latest amendments to the *Ozone Protection and Synthetic Greenhouse Gas Management Act* for the current list of ODS and SGG extinguishing agents which may include:

- **Blitz III** (HCFC Blend D); used in flooding systems
- **CFC 11** (trichlorofluoromethane, CCl₃F); may be found as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **FC-2-1-8** (CEA-308, CF₃CF₂CF₃); used in flooding systems
- **FC-3-1-10** (CEA-410, C₄F₁₀); used in flooding systems
- **FC-5-1-14** (CEA-614, C₆F₁₄); used as a streaming agent
- **FE-227** (heptafluoropropane, HFC-227ea); used as a total flooding extinguishing agent - is a replacement for Halon 1301
- **FE-25** (pentafluoroethane, HFC-125); used in inerting and explosion suppression applications and retro-fit to existing Halon 1301 systems
- **FE-36** (hexafluoropropane, HFC-236fa); used in portable fire extinguishers - is a replacement for Halon 1211 and Halon 1301
- **FE-13** (trifluoromethane, HFC-23); used as a total flooding agent

- **FE-241** (chlorotetrafluoroethane, HCFC-124); used as a total flooding agent for non-occupied spaces and as a streaming agent
- **FM100®** (HBFC-22B1); used in portable fire extinguishers
- **FM200®** (heptafluoropropane, HFC-227ea); used in chemical storage areas, clean rooms, communications facilities, laboratories, museums, robotics and emergency power facilities
- **Halotron** (HCFC Blend B); used as a total flooding agent and streaming agent
- **Halon 1211** (BCF); used as a streaming agent - requires a special permit in Australia
- **Halon 1301** (BTM); used as a total flooding agent - requires a special permit in Australia
- **Halon 2402 (dibromotetrafluoroethane, C₂Br₂F₄)**; limited use in military systems - requires a special permit in Australia
- **HCFC 22 (chlorodifluoromethane, CHClF₂)**; used as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **HFC 134a** (unsymmetric tetrafluoroethane, CH₂FCF₃); used as a propellant in some powder fire extinguishers
- **NAF-S-III** (HCFC Blend A); used as a total flooding agent - is a replacement for Halon 1301
- **NAF-P-III** (HCFC Blend C); used as a streaming agent - is a replacement for Halon 1211
- **NAF-P-IV** (HCFC Blend E); used as a streaming agent
- **SF6** (sulfurhexafluoride, SF₆); used as an inerting agent for sealed high voltage switchgear.

Potential and actual breaches could be identified by:

- direct observation
- workplace quality assurance teams.

Organisational requirements may include:

- legal and organisational policies and guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the installation operation
- OHS policies, procedures and programs
- procedures and work instructions to prevent the emission of ODS and SGG in the workplace
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may include:

- employer and employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing it for the work procedure
- displaying signs and using barriers in work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident and accident investigation
- OHS audits and safety inspections
- safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - using PPE, including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hats
 - earmuffs or plugs
 - appropriate gloves and overalls
 - sunhats
 - dust masks
- equipment maintenance and use
- use and storage of hazardous substances
- first aid.

System components and materials may include:

- actuation control devices (pneumatic, electrical, mechanical and manual operation)
- agent discharge nozzles
- agent distribution pipework and hose networks
- container bank manifold connections
- container discharge valves
- control equipment
- detection devices
- extinguishing agent containers (tanks and cylinders)

Finalised design

documentation may include:

- flexible discharge hose and fittings, including hose check valve connected between container valve and fixed pipework manifold arrangement
- pilot and slave tubes
- fittings between container valves.
- finalised design documentation that meets the requirements of AS 4214 or equivalent that may include information about:
 - system concentration and calculations
 - technical bulletins
 - material safety data sheets on agents and equipment
 - manufacturer information.

Installation drawings may include:

- installation drawings that meet the requirements of AS 4214 or equivalent and may include information about:
 - 'for construction' drawings
 - 'as installed' or 'as built' drawings.

Pre-tested or prefabricated components may include:

- container with valve assembly
- flexible discharge hose with fittings.

Acceptable condition may include:

- use of transport caps
- use of safety devices.

Tools, equipment and materials may include:

- hand tools, including:
 - hammers
 - spirit levels
 - pliers
 - screwdrivers
 - spanners
- power tools, including:
 - battery drills
 - hammer drills
 - nail guns
- manual handling aids, including:
 - hand trucks
 - hooks
 - lifting magnets and straps
 - suction grips
 - trolleys
 - wheelbarrows
- servicing tools and equipment, including:

- hydrostatic test equipment
- re-charging and pressurising equipment
- safety equipment
- scales
- service tag punch
- fire equipment spare parts, including:
 - anti-tamper seals
 - hoses
 - labels
 - nozzles
 - pressure indicators
 - seals
 - service tags
 - valves
- non-licensed mechanical handling aids, including:
 - cranes
 - hoists
 - manually operated forklifts and pallet trucks.

Hardware components may include:

- actuation control devices
- agent discharge nozzles
- agent distribution pipework and hoses
- bolts and nuts
- container valves
- control equipment
- double-sided tape
- extinguishing agent containers (tanks and cylinders)
- hex nipples
- identifying signs
- liquid adhesives
- nails
- pipe adaptor bush fittings
- plugs
- pneumatic detection devices
- screws
- support brackets
- thread sealant.

Work permits may include permits to:

- enter a work site
- enter a restricted area within a work site
- enter a work site at specific times
- ensure that specific OHS requirements are met

- before entering a work site.
- Safety procedures** may include:
- confirmed acceptable floor loading
 - container handling techniques
 - job safety analysis (JSA) performed for installation, in particular, manual handling.
- Customer requirements** may include:
- providing routine services
 - providing non-routine or urgent services
 - confirming installation instructions
 - confirming variations to installation instructions
 - sighting work permits
 - sign-in and sign-out procedures for entry to or exit from premises
 - written or verbal confirmation of services provided and future services, such as maintenance.
- Hazards** may include:
- ergonomic, such as incorrect manual handling methods
 - environmental, such as improper use of ODS and SGG, hazardous materials and other chemicals
 - environmental, such as from ODS and SGG emissions that could be caused by:
 - transporting, storing and manual handling containers containing ODS and SGG agents
 - servicing and maintaining container valve assemblies
 - installing and removing container valve assembly, manifold connection components and activating mechanisms
 - conducting interface tests during commissioning, servicing and decommissioning procedures between container activating mechanisms, control and indicating equipment (CIE) and fire alarm system
 - obstructive, such as blocked access to emergency entry or exit points
 - hazards associated with electrical or mechanical faults
 - any source of potential harm
 - any situation with a potential to cause loss
 - equipment in a work site
 - people in a work site
 - work methods, plans and procedures.

- Actuation control devices** (also known as actuators) may include:
- **electrical** operation: signal generated from the CIE panel as part of a fire alarm detection system
 - **pneumatic** operation: from fire detector (typically heat)
 - **mechanical** operation: via signal from Local Control Station or fire detector
 - **manual** operation: by direct push lever or pull cable system.
- Auxiliary shutdown fire system and equipment:**
- may include auxiliary shutdown valves that interrupt fuel or electricity supplies before the extinguishing agent is discharged
 - may interact with:
 - air conditioning equipment
 - fire dampers
 - lock out switches for gas extraction.
- Documentation** may include:
- corrective action report
 - customer recommendation forms
 - equipment recommendation forms
 - expense claims
 - job cards
 - maintenance record system
 - manufacturer system documentation
 - product documentation
 - service agreements
 - test results and test reports.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES46A Decommission gaseous agent containers and actuation devices

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required for fire system technicians to decommission gaseous agent containers and actuation devices.

All work in this area must be completed in accordance with relevant legislative, industry, finalised design documentation, installation drawing, customer and organisational requirements, and comply with policies and procedures relating to ozone depleting substances (ODS), synthetic greenhouse gases (SGG) and occupational health and safety (OHS).

Note: Service technicians are **not** permitted to undertake any installation, replacement, maintenance and repair functions that are **restricted** to licensed trades or occupations (subject to relevant state and territory regulations).

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to decommissioning gaseous agent containers and actuation devices. 2 Prepare to decommission gaseous agent containers and actuation devices.	1.1 Apply knowledge and understanding of <i>legislative requirements</i>, including relevant state and territory building codes, to <i>work procedures</i> and clarify where necessary with <i>relevant persons</i>. 1.2 Apply knowledge and understanding of legislative and industry requirements in regard to <i>ODS and SGG</i> emissions, to decommission gaseous agent containers and actuation devices. 1.3 Identify <i>potential and actual breaches</i> of legislative and industry requirements and take action according to <i>organisational requirements</i> and ODS, SGG and <i>OHS policies and procedures</i>. 2.1 Organise necessary <i>work permits</i> prior to entering customer premises. 2.2 Review <i>decommissioning guidelines</i> for system with <i>relevant persons</i> to satisfy <i>customer requirements</i>, manufacturer specifications, and legislative and industry requirements. 2.3 Adhere to <i>safety procedures</i> according to <i>organisational, customer</i> and manufacturer requirements. 2.4 Identify potential risks and <i>hazards</i>. 2.5 Identify, select and check required <i>tools, equipment and materials</i>, and use safely and efficiently. 2.6 Identify <i>system components and materials</i>. 2.7 Check access to system is according to

ELEMENT**PERFORMANCE CRITERIA**

- decommissioning guidelines and minimises disruption to customer or property.
- 3 Decommission gaseous agent containers and actuation devices.
- 3.1 Decommission gaseous agent containers and actuation devices according to ***decommissioning guidelines; organisational, customer***, legislative and industry requirements; and manufacturer specifications.
- 3.2 Confirm all interface actuation control devices are isolated and appropriate signage, documentation and lock-off are in place.
- 3.3 Disconnect manual, electrical and mechanical ***actuation control devices***.
- 3.4 Disconnect pneumatic ***actuation control devices***, pilot and slave tubes and fittings.
- 3.5 Connect transport caps on actuation outlets, plugs and locking devices.
- 3.6 Disconnect container bank manifold connection components.
- 3.7 Connect transport caps on valve outlets.
- 3.8 Organise removal and transportation of gaseous agent containers to storage or reclaim facility in accordance with ***legislative requirements*** and ***OHS policies and procedures***.
- 3.9 Complete ***documentation*** and decommissioning sign-off requirements with relevant persons.
- 3.10 Leave decommissioning site clean and tidy with materials disposed of or recycled in accordance with state or territory legislative and industry requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- read and interpret decommissioning guidelines
- identify hazards in the work area in preparation for decommissioning operations

- select and safely use tools, equipment and materials appropriate to a specific task
- isolate interface actuation control devices
- disconnect manual, mechanical, pneumatic and electrical actuation control devices
- connect transport caps, plugs and locking devices
- disconnect gaseous agent container bank manifold and components
- organise safe transport of gaseous agent containers to storage or reclamation facility
- convert basic units of measurement and pressure
- use appropriate workplace housekeeping procedures and remove any debris caused by decommissioning operations in the work area
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- report and record information neatly and legibly when completing documentation
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements.

Required knowledge:

- key features of legislation, regulations and codes applicable to fire protection equipment decommissioning procedures
- purpose of the Building Code of Australia (BCA)
- implications of **not** applying legislative requirements to job functions
- action to take when a breach of OHS, ODS and SGG or other policies occurs
- intent of Australian standards, particularly AS 1851 in relation to decommissioning gaseous agent containers and actuation devices
- awareness of on-site work permit requirements
- appropriate tools, equipment and materials selection for decommissioning procedures
- types and purposes of relevant hardware items
- operation of discharge valve assembly and manifold connection components
- types and operation of actuation control devices and activating mechanisms
- records and documentation required to decommission gaseous agent containers and actuation devices
- types of electrical safeguards used to protect persons and property
- maintenance requirements for relevant hand and power tools
- safety requirements for using tools, equipment and materials
- methods of converting basic units of measurement and pressure
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Discuss and confirm customer requirements in a clearly structured and defined manner and complete administrative documentation accurately and clearly.	2
How can information be collected, analysed and organised?	Gather information from a number of sources, including regulatory, manufacturer and organisational sources, ensuring all work falls within service technician's scope of responsibility.	2
How are activities planned and organised?	Plan decommissioning activities with regard to assembling appropriate tools and organising work schedules to suit customer and organisational requirements.	2
How is teamwork used?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.	1
How are mathematical ideas and techniques used?	Apply mathematical techniques to decommissioning activities and reporting requirements while adhering to designated work schedules.	1
How are problem-solving skills applied?	Identify and apply problem-solving and systematic techniques throughout decommissioning activities while considering ambiguous information received from information sources, potential risks and due processes to be followed when unusual problems are encountered.	2
How is the use of	Demonstrate sound technical knowledge of features of equipment and accuracy	2

Key competency	Example of application	Performance level
technology applied?	throughout decommissioning activities while being able to use, organise, record and present information using technology.	

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- Competency in this unit underpins competency in other aspects of the candidate's role in managing work tasks.
- This unit could be assessed on its own or in combination with other units of competency relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
 - locating, interpreting and applying relevant information, standards and specifications
 - complying with site safety plan, OHS regulations and ODS and SGG regulations (where required) and state and territory legislation applicable to workplace operations
 - complying with organisational policies and procedures, including quality requirements
 - communicating and working effectively and safely with others
 - in a minimum of two different settings:
 - identifying risk reduction measures
 - identifying system components and materials
 - identifying, selecting and using tools, equipment and materials to perform decommissioning procedures on installed gaseous agent containers and actuation devices
 - identifying potential risks and hazards
 - reviewing decommissioning guidelines with relevant person(s)

Specific resources for assessment

- adhering to safety procedures during decommissioning procedures
 - decommissioning installed gaseous agent containers and actuation devices using decommissioning guidelines
 - creating appropriate records and documentation
 - completing workplace housekeeping requirements.
- Resource implications for assessment include access to:
 - actual or simulated work environment and installed gaseous agent containers and actuation devices
 - decommissioning guidelines and procedures
 - assessment documentation, including training and assessment record books
 - all necessary tools, specialist equipment, materials and spare parts
 - relevant manuals and other documentation, including Australian standards.
 - Where applicable, physical resources should include equipment modified for people with disabilities.
 - Access must be provided to appropriate learning and/or assessment support when required.
 - Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.

Context of assessment

- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency over the full range of performance criteria may be made through practical demonstrations in the workshop environment. Consideration should be given to assessing consistency of outcome over an appropriate period of time.
- Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.

- All safety requirements must be adhered to during all practical activities.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations, where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders that demonstrates an understanding of the requirements for decommissioning installed gaseous agent containers and actuation devices.
- Candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)
- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - building Acts, regulations and codes
 - Australian and international standards identified as relevant to the required maintenance procedure

- environmental regulations
- manufacturer specifications
- organisational requirements, including policies and procedures relating to ODS, SGG and OHS
- OHS legislation, codes and regulations
- ODS and SGG legislation, codes and regulations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative requirements may include:

- relevant current Australian and international standards, such as AS 4214, NFPA 12 and NFPA 12A
- relevant federal, state and territory building Acts, regulations and codes, such as *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
- Building Code of Australia (BCA)
- building surveyor requirements
- OHS legislation, codes and regulations
- dangerous goods regulations
- licensing arrangements
- environmental regulations, including ODS and SGG codes and regulations
- other relevant legislation relating to fire protection equipment, including international, shipping and marine codes
- Australian petroleum industry requirements.

Work procedures may include:

- instructions from colleagues, supervisors and managers
- specific customer requirements
- assignment instructions
- equipment manufacturer requirements
- reporting and documentation requirements
- ODS, SGG and OHS requirements
- personal protective equipment (PPE)

requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

ODS and SGG materials are listed using the format: Product name (other names); use. Check the latest amendments to the *Ozone Protection and Synthetic Greenhouse Gas Management Act* for the current list of ODS and SGG extinguishing agents which may include:

- **Blitz III** (HCFC Blend D); used in flooding systems
- **CFC 11** (trichlorofluoromethane, CCl_3F); may be found as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **FC-2-1-8** (CEA-308, $\text{CF}_3\text{CF}_2\text{CF}_3$); used in flooding systems
- **FC-3-1-10** (CEA-410, C_4F_{10}); used in flooding systems
- **FC-5-1-14** (CEA-614, C_6F_{14}); used as a streaming agent
- **FE-227** (heptafluoropropane, HFC-227ea); used as a total flooding extinguishing agent - is a replacement for Halon 1301
- **FE-25** (pentafluoroethane, HFC-125); used in inerting and explosion suppression applications and retro-fit to existing Halon 1301 systems
- **FE-36** (hexafluoropropane, HFC-236fa); used in portable fire extinguishers - is a replacement for Halon 1211 and Halon 1301
- **FE-13** (trifluoromethane, HFC-23); used as a total flooding agent
- **FE-241** (chlorotetrafluoroethane, HCFC-124); used as a total flooding agent for non-occupied spaces and as a streaming agent
- **FM100®** (HBFC-22B1); used in portable fire extinguishers
- **FM200®** (heptafluoropropane, HFC-227ea); used in chemical storage areas, clean rooms, communications facilities, laboratories, museums, robotics and emergency power facilities
- **Halotron** (HCFC Blend B); used as a total flooding agent and streaming agent
- **Halon 1211** (BCF); used as a streaming agent - requires a special permit in Australia
- **Halon 1301** (BTM); used as a total flooding agent - requires a special permit in Australia
- **Halon 2402 (dibromotetrafluoroethane, $\text{C}_2\text{Br}_2\text{F}_4$)**; limited use in military systems - requires a special permit in Australia
- **HCFC 22 (chlorodifluoromethane, CHClF_2)**; used as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **HFC 134a** (unsymmetric tetrafluoroethane, CH_2FCF_3); used as a propellant in some powder

fire extinguishers

- **NAF-S-III** (HCFC Blend A); used as a total flooding agent - is a replacement for Halon 1301
- **NAF-P-III** (HCFC Blend C); used as a streaming agent - is a replacement for Halon 1211
- **NAF-P-IV** (HCFC Blend E); used as a streaming agent
- **SF6** (sulfurhexafluoride, SF₆); used as an inerting agent for sealed high voltage switchgear.

Potential and actual breaches could be identified by:

- direct observation
- workplace quality assurance teams.

Organisational requirements may include:

- legal and organisational policies and guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the decommissioning operation
- OHS policies, procedures and programs
- procedures and work instructions to prevent the emission of ODS and SGG in the workplace
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may include:

- employer and employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing it for the work procedure
- displaying signs and using barriers in work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident and accident investigation
- OHS audits and safety inspections
- safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards

- following confined spaces procedures
 - using PPE, including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hats
 - earmuffs or plugs
 - appropriate gloves and overalls
 - sunhats
 - dust masks
 - equipment maintenance and use
 - use and storage of hazardous substances
 - first aid.
- Work permits** may include permits to:
- enter a work site
 - enter a restricted area within a work site
 - enter a work site at specific times
 - ensure that specific OHS requirements are met before entering a work site.
- Decommissioning guidelines** may include:
- gaseous agent containers e.g. location, size, number, marking, charge quantity, label, orientation and mounting
 - electrical system
 - inhibit switch
 - lock-off valve
 - manifolds and valves, including:
 - joints and fastenings
 - discharge indicators
 - check valves
 - directional valves
 - pressure reduction devices
 - manual release devices
 - nozzles
 - pneumatic equipment
 - release mechanisms, including:
 - location
 - connections
 - actuating pressure lines
 - mechanical release
 - remarks
 - system configuration
 - warning signs and notices.

Customer requirements may include:

- providing routine services
- providing non-routine or urgent services
- confirming or varying decommissioning instructions
- sighting work permits
- sign-in and sign-out procedures for entry to or exit from premises
- written or verbal confirmation of services provided and future services, such as maintenance.

Safety procedures may include:

- confirmed acceptable floor loading
- job safety analysis (JSA) performed for decommissioning, in particular, manual handling tasks.

Hazards may include:

- ergonomic, such as incorrect manual handling methods
- environmental, such as improper use of ODS and SGG, hazardous materials and other chemicals
- environmental, such as ODS and SGG emissions, that could be caused by:
 - transporting, storing and manually handling containers containing ODS and SGG agents
 - removing gaseous agent container valve assembly, manifold connection components and actuation mechanisms
 - conducting interface tests during decommissioning procedures between container activating mechanisms and control and indicating equipment (CIE) and fire alarm system
- obstructive, such as blocked access to emergency entry or exit points
- hazards associated with electrical or mechanical faults
- any source of potential harm
- any situation with a potential to cause loss
- equipment in a work site
- people in a work site
- work methods, plans and procedures.
- transport caps and safety devices.
- hand tools, including:
 - hammers
 - pliers

Tools, equipment and materials may include:

- screwdrivers
- spanners
- power tools, including battery drills
- manual handling aids, including:
 - hand trucks
 - hooks
 - lifting magnets
 - lifting straps
 - suction grips
 - trolleys
 - wheelbarrows
- fire equipment spare parts, including:
 - anti-tamper seals
 - hoses
 - labels
 - nozzles
 - pressure indicators
 - seals
 - service tags
 - valves
- non-licensed mechanical handling aids, including:
 - cranes
 - hoists
 - manually operated forklifts and pallet trucks.

System components and materials may include:

- actuation control devices (pneumatic, electrical, mechanical and manual operation)
- agent discharge nozzles
- agent distribution pipework and hose networks
- gaseous agent container bank manifold connections
- gaseous agent container discharge valves
- control equipment
- detection devices
- gaseous agent containers (tanks and cylinders)
- flexible discharge hose and fittings, including hose check valve connected between container valve and fixed pipework manifold arrangement
- pilot and slave tubes
- fittings between container valves.

Actuation control devices (also known as actuators) may

- **electrical** operation: signal generated from CIE panel as part of a fire alarm detection system

include:

- **pneumatic** operation: from fire detector (typically heat)
- **mechanical** operation: via signal from Local Control Station or fire detector
- **manual** operation: by direct push lever or pull cable system.

Documentation may include:

- corrective action reports
- customer recommendation forms
- equipment recommendation forms
- expense claims
- job cards
- maintenance record system
- manufacturer system documentation
- product documentation
- service agreements
- test results and test reports.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES47A Inspect and test control and indicating equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to complete routine monthly and six-monthly inspect and test procedures to verify that control and indicating equipment (CIE) for a fire alarm system functions as intended. The unit encompasses working safely, conducting compliance tests, conducting visual inspections, identifying non-compliance defects and mandatory reporting requirements as well as general isolations and resetting CIE.

Licence to practise: The skills and knowledge described in this unit do not require an electrical licence or an Australian Communications and Media Authority cabling licence to practise.

Note: Service technicians are **not** permitted to undertake any installation, replacement, maintenance and repair functions that are **restricted** to licensed trades or occupations (subject to relevant state and territory regulations).

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Plan to conduct routine monthly or six-monthly inspect and test operations on CIE.	1.1 Obtain and understand <i>occupational health and safety (OHS) policies and procedures</i> for a given work area. 1.2 Follow established OHS, ozone depleting substance (ODS) and synthetic greenhouse gas (SGG) emission risk control measures and <i>organisational requirements</i> in preparation for <i>maintenance activity</i>. 1.3 Note safety <i>hazards</i> and implement established risk control measures. 1.4 Organise all necessary <i>work permits</i> prior to entering customer premises. 1.5 Consult <i>relevant persons</i> to coordinate work effectively with other work site staff. 1.6 Determine location of <i>system components and materials</i> from specifications and <i>installation drawings</i>. 1.7 Arrange inspection and test procedures to suit <i>CIE</i> in accordance with <i>legislative and industry requirements</i>, Australian standards, job schedule and manufacturer instructions. 1.8 Confirm <i>documentation</i> needed to conduct tests according to <i>work procedures</i> and job requirements. 1.9 Check <i>tools, equipment and test devices</i> for correct operation and safety according to <i>work procedures</i> and job requirements.
2 Inspect CIE.	2.1 Follow ODS, SGG and <i>OHS policies and procedures</i> and apply risk control measures when inspecting <i>CIE</i>. 2.2 Identify <i>CIE</i> functions in manufacturer

ELEMENT**PERFORMANCE CRITERIA**

- instructions to be used to conduct routine tests in accordance with AS 1851.
- 2.3 Identify alarm zone circuits, plant and other **system interfaces** to be isolated to allow the conduct of **maintenance activity** according to OHS, **ODS and SGG extinguishing agent** emission requirements and **work procedures**.
- 2.4 Identify circuits and **actuation control devices** to be isolated.
- 2.5 Conduct visual inspections as described in AS 1851 for monthly and six-monthly routine testing.
- 2.6 Validate **CIE** inspection results against requirements described in AS 1851.
- 3 Test CIE.
- 3.1 Follow ODS, SGG and **OHS policies and procedures** and apply risk control measures when testing **CIE**.
- 3.2 Isolate circuits, **actuation control devices, back-to-base facilities** and other **system interfaces** according to **work procedures**.
- 3.3 Confirm alarm zone circuits, plant and other **system interfaces** are isolated to make sure the system cannot be activated during testing.
- 3.4 Perform monthly and six-monthly tests in accordance with AS 1851 and confirm **CIE** and components function according to manufacturer instructions, system **finalised design documentation** and **organisational requirements**.
- 3.5 Discuss and document methods to deal with unexpected situations with **relevant persons**.
- 3.6 Obtain approval of authorised **relevant persons** to deal with unexpected situations safely.
- 4 Report inspect and test findings.
- 4.1 Follow ODS, SGG and **OHS policies and procedures**, risk control measures and **work procedures** when reporting inspect and test findings.
- 4.2 Clean and make safe work site and equipment according to **work procedures**.
- 4.3 Identify and report non-compliance defects according to **work procedures**.
- 4.4 Make recommendations for rectifying defects

ELEMENT**PERFORMANCE CRITERIA**

according to *work procedures*.

4.5 Reset *CIE* to operational state.

4.6 Complete *documentation* according to *work procedures* and notify *relevant persons*.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- check routine service details of fire alarm system components and materials
- read and interpret final design documentation and manufacturer instructions
- identify work area hazards in preparation for inspection and test procedures
- select and safely use tools, equipment and materials appropriate to specific tasks
- identify and isolate zone circuits, plant, back-to-base facilities, actuation control devices and other system interfaces
- physically isolate actuation control devices to inhibit operation
- perform routine monthly and six-monthly inspect and test procedures in accordance with AS 1851
- test actuation control devices for operation and reset to operational state
- verify compliance and functionality of CIE against monthly and six-monthly schedules in AS 1851
- document test results and non-compliance defects
- reset CIE to operational state
- use appropriate workplace housekeeping procedures and remove any debris caused by inspect and test operations in the work area
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- report and record information neatly and legibly
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements.

Required knowledge:

- implications of **not** applying legislative requirements to job functions
- environmental conditions that cause actuation control devices to create false alarms

- action to take when a breach of OHS, ODS and SGG or other policies occurs
- intent of Australian standard AS 1851 in relation to CIE inspect and test operations
- methodology used to conduct AS 1851 monthly and six-monthly maintenance schedules relevant to conventional and addressable CIE
- detection and warning components connected to CIE
- local controls (LC), Local Control Stations (LCS), aural alarms, visual warning devices (VWD) and actuation control devices on fire suppression systems interfaced to CIE
- key operational principles of CIE specifically interfaced to fire suppression systems
- operation of actuation control devices
- key functional differences between a conventional and addressable CIE
- awareness of on-site work permit requirements
- selection of appropriate tools, equipment and materials for conducting monthly and six-monthly inspect and test procedures on CIE in accordance with AS 1851 procedures
- common controls and indicators on CIE
- types of electrical safeguards used to protect persons and property
- safety requirements for using tools, equipment and materials
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Discuss and confirm customer requirements and complete inspect and test documentation.	1
How can information be collected, analysed and organised?	Gather information from a number of sources, including regulatory, manufacturer, organisational and customer sources, so that accurate inspect and test activities occur.	2
How are activities planned and organised?	Plan inspect and test activities to assemble appropriate tools, equipment and test devices on-site and organise work	2

Key competency	Example of application	Performance level
	schedules to suit customer and organisational requirements.	
How is teamwork used?	Apply consultative and collaborative approaches through support and assistance provided to customers and work groups.	1
How are mathematical ideas and techniques used?	Apply mathematical techniques through inspect and test activities.	1
How are problem-solving skills applied?	Identify potential problems throughout inspect and test activities, especially with regard to ambiguous information received from information sources and identify processes to be followed when faults are detected.	2
How is the use of technology applied?	Demonstrate sound technical knowledge of equipment to allow accurate inspect and test activities to occur.	2

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- Competency in this unit will underpin competency in other aspects of the candidate's role in managing their work tasks.
- This unit could be assessed on its own or in combination with other units of competency relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Competency is to be demonstrated through at least two practical demonstrations covering the full range of performance criteria. The type of CIE interfaced to fire suppression systems tested should correlate to the workplace setting of the candidate.

- Ability to transfer skills to other situations described in the range statement may be inferred from this assessment. (Oral questioning may be used to provide evidence of this ability.)
- A person who demonstrates competency in this unit must be able to provide evidence of:
 - locating, interpreting and applying relevant information, standards and specifications
 - complying with site safety plan, OHS regulations, ODS and SGG regulations (where required) and state and territory legislation applicable to workplace operations
 - complying with organisational policies and procedures, including quality requirements
 - communicating and working effectively and safely with others
 - organising appropriate work permits
 - adhering to safety procedures during inspect and test procedures
 - identifying risk reduction measures
 - identifying and locating system components and materials
 - identifying, selecting and using tools, equipment and test equipment
 - identifying and isolating alarm zone circuits, back-to-base facilities, actuation control devices, plant and other system interfaces
 - confirming circuits, plant and other system interfaces are isolated
 - completing mandatory and optional test and verification requirements applicable to installed fire suppression systems
 - performing test procedures on CIE interfaced to fire suppression systems
 - visually inspecting fire suppression systems
 - identifying and reporting non-compliance defects
 - developing recommendations to rectify defects
 - resetting CIE and fire suppression system to operational state without unwanted CIE

outputs or alarms

- completing workplace housekeeping requirements
- creating appropriate records and documentation.
- Competency in this unit shall be demonstrated using at least two different situations involving CIE specifically interfaced to different fire suppression systems:
 - conventional fire indicating panels and microprocessor analogue fire indicating panel fire detection systems
 - fire alarm systems that comply with AS 1670.1
 - emergency warning and inter-communication systems that comply with AS 1670.4
 - fire alarm systems interfaced with activating mechanisms of a fire suppression system.

Specific resources for assessment

- The following resources should be available:
 - access to customer premises or a simulated workplace environment
 - assessment documentation
 - all necessary tools, specialist equipment, manuals and relevant documentation
 - training and assessment record books.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.

Context of assessment

- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace, which may include customer

and workplace interruptions and involvement in related activities normally experienced in the workplace.

- Assessment of competency over the full range of performance criteria should be made through practical demonstrations at a customer's premises. However, at times this may not be practicable and, in these situations, the conditions normally available to the candidate may be simulated in an environment suitable for assessment.
- Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, customer survey reports and appraisal reports.
- Candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)
- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any

cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.

- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - building Acts, regulations and codes
 - Australian and international standards identified as relevant to the required inspect and test procedures
 - environmental regulations
 - manufacturer specifications
 - organisational requirements, including policies and procedures relating to ODS, SGG and OHS
 - OHS legislation, codes and regulations
 - ODS and SGG legislation, codes and regulations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Note: Australian standards are frequently revised and users must always check for currency.

Occupational health and safety policies and procedures may relate to:

- employer and employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing it for the work procedure
- displaying signs and using barriers in work area
- hazard and risk identification and reporting

- risk assessment and control measures
- incident and accident investigation
- OHS audits and safety inspections
- safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - using personal protective equipment (PPE), including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hats
 - earmuffs or plugs
 - appropriate gloves and overalls
 - sunhats
 - dust masks
- equipment maintenance and use
- use and storage of hazardous substances
- first aid.

Organisational requirements may include:

- legal and organisational policies and guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to inspect and test operations for control and indicating equipment
- OHS policies, procedures and programs
- procedures and work instructions to prevent the emission of ODS and SGG in the workplace
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

Maintenance activity may include:

- actions to conduct routine maintenance according to AS 1851
- actions to conduct non-routine maintenance, such as general isolation of a system to allow building works to be completed and subsequent resetting of

the system after works completed.

Hazards may include:

- ergonomic, such as incorrect manual handling methods
- environmental, such as improper use of ODS and SGG, hazardous materials and other chemicals
- environmental, including from ODS and SGG emissions that could be caused by:
 - transporting, storing and manual handling containers containing ODS and SGG agents
 - servicing and maintaining container valve assemblies
 - installing and removing container valve assembly, manifold connection components and activating mechanisms
 - conducting interface tests during commissioning, servicing and decommissioning procedures between container activating mechanisms, CIE and fire alarm system
- obstructive, such as blocked access to emergency entry or exit points
- hazards associated with electrical or mechanical faults
- any source of potential harm
- any situation with a potential to cause loss
- equipment in a work site
- people in a work site
- work methods, plans and procedures.

Work permits may include permits to:

- enter a work site
- enter a restricted area within a work site
- enter a work site at specific times
- ensure that specific OHS requirements are met before entering a work site.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- building owners or nominated representatives
- customers.

System components and materials may include:

- fire indicator panel components
- standby batteries
- remote indicating equipment, such as:
 - mimic panels

- sub-fire indicator panels.
- colour graphic visual display units (VDUs)
- fire detection equipment, such as:
 - data gathering control units
 - analogue and analogue addressable smoke, heat and gas detectors
- warning system equipment, such as:
 - alarm bells
 - mimic and location panels
 - warning and strobe lights
 - warning speakers
- fire suppression systems equipment, such as:
 - actuation control devices (pneumatic, electrical, mechanical and manual operation)
 - container discharge valves
 - flexible discharge hose and fittings
 - pilot and slave tubes
 - fittings
- interface equipment to other fire protection and building services systems, such as:
 - door system release controls
 - electrical interface relays and contacts
 - flow switches and pressure switches
 - optical couplers
 - utility shutdown devices
 - solenoid valves and other activating mechanisms
- interface communication devices, such as:
 - remote public address system (PA) outputs
 - two-way radios
 - warden inter-communication phones.
- installation drawings that meet the requirements of AS 4214 and AS 1670 including:
 - 'for construction' drawings
 - 'as installed' and 'as built' drawings.
- fire indicating panels (FIP) approved to AS 1603 or AS 4428
- equipment specifically interfaced to fire suppression systems:
 - alarm operation requirements

Installation drawings may include:

Control and indicating equipment (CIE) may include:

Legislative and industry requirements may include:

- dual zone operations
- shutdown operations
- inhibit discharge switches
- system warning indications
- discharge time delays
- system operation indicators
- inoperative status indicators
- actuation circuit supervision indicators.
- relevant federal, state and territory building Acts, regulations and codes, such as *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
- OHS legislation, codes and regulations
- relevant current Australian standards e.g. AS 1603, AS 1670, AS 1851, AS 4214 and AS 4428
- fire protection industry codes of good practice
- manufacturer system manuals
- Building Code of Australia (BCA)
- dangerous goods regulations
- licensing arrangements, such as extinguishing agent handling licence
- environmental regulations, including ODS and SGG legislation, codes and regulations
- building surveyor requirements, such as occupancy permits
- other relevant legislation relating to fire protection equipment, including international, shipping and marine codes
- Australian petroleum industry requirements.

Documentation may include:

- service test record logbooks
- manufacturer system documentation
- job cards
- customer recommendation forms
- service agreements
- expense claims
- equipment recommendation forms
- corrective action reports
- test results and test reports
- product documentation
- maintenance record system.

Work procedures may include:

- instructions from colleagues, supervisors and managers

Tools, equipment and test devices may include:

- specific customer requirements
- assignment instructions
- equipment manufacturer requirements
- reporting and documentation requirements
- ODS, SGG and OHS requirements
- PPE requirements.
- hand tools, including:
 - hammers
 - spirit levels
 - pliers
 - screwdrivers
 - spanners
- power tools, including:
 - battery drills
 - hammer drills
- manual handling aids, including:
 - hand trucks
 - lifting straps
 - trolleys
- servicing tools and test devices, including:
 - barcode readers
 - electrical multi-meter
 - hydrostatic test equipment
 - re-charging and pressurising equipment
 - safety equipment
 - scales
 - service tag punch
 - simulator actuators
 - sound meters
- fire equipment spare parts, including:
 - anti-tamper seals
 - batteries
 - bulbs and globes
 - service tags.
- operating signals between CIE and building services systems, such as:
 - controls for pressurisation systems, air conditioning system shutdowns and smoke spills
 - utilities shutdown devices

System interfaces may include:

ODS and SGG materials are listed using the format: Product name (other names); use. Check the latest amendments to the Ozone Protection and Synthetic Greenhouse Gas Management Act for the current list of ODS and SGG extinguishing agents which may include:

- building warning systems
- building management systems.
- **Blitz III** (HCFC Blend D); used in flooding systems
- **CFC 11** (trichlorofluoromethane, CCl_3F); may be found as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **FC-2-1-8** (CEA-308, $\text{CF}_3\text{CF}_2\text{CF}_3$); used in flooding systems
- **FC-3-1-10** (CEA-410, C_4F_{10}); used in flooding systems
- **FC-5-1-14** (CEA-614, C_6F_{14}); used as a streaming agent
- **FE-227** (heptafluoropropane, HFC-227ea); used as a total flooding extinguishing agent - is a replacement for Halon 1301
- **FE-25** (pentafluoroethane, HFC-125); used in inerting and explosion suppression applications and retro-fit to existing Halon 1301 systems
- **FE-36** (hexafluoropropane, HFC-236fa); used in portable fire extinguishers - is a replacement for Halon 1211 and Halon 1301
- **FE-13** (trifluoromethane, HFC-23); used as a total flooding agent
- **FE-241** (chlorotetrafluoroethane, HCFC-124); used as a total flooding agent for non-occupied spaces and as a streaming agent
- **FM100®** (HBFC-22B1); used in portable fire extinguishers
- **FM200®** (heptafluoropropane, HFC-227ea); used in chemical storage areas, clean rooms, communications facilities, laboratories, museums, robotics and emergency power facilities
- **Halotron** (HCFC Blend B); used as a total flooding agent and streaming agent
- **Halon 1211** (BCF); used as a streaming agent - requires a special permit in Australia
- **Halon 1301** (BTM); used as a total flooding agent - requires a special permit in Australia
- **Halon 2402 (dibromotetrafluoroethane, $\text{C}_2\text{Br}_2\text{F}_4$)**; limited use in military systems - requires a special permit in Australia
- **HCFC 22 (chlorodifluoromethane, CHClF_2)**; used as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **HFC 134a** (unsymmetric tetrafluoroethane, CH_2FCF_3); used as a propellant in some powder fire extinguishers
- **NAF-S-III** (HCFC Blend A); used as a total flooding agent - is a replacement for Halon 1301
- **NAF-P-III** (HCFC Blend C); used as a streaming

Actuation control devices
(also known as actuators) may include:

- agent - is a replacement for Halon 1211
- **NAF-P-IV** (HCFC Blend E); used as a streaming agent
- **SF6** (sulfurhexafluoride, SF₆); used as an inerting agent for sealed high voltage switchgear.
- **electrical** operation: signal generated from the CIE panel as part of a fire alarm detection system
- **pneumatic** operation: from fire detector (typically heat)
- **mechanical** operation: via signal from Local Control Station or fire detector
- **manual** operation: by direct push lever or pull cable system.

Back-to-base facilities:

- monitoring equipment which is connected by alarm signalling equipment (ASE) from CIE to a communication path (telephone line or radio link) to a monitoring centre
- monitoring centres can be operated by or on behalf of a fire authority for the purposes of mobilising and directing firefighting resources to site where the CIE is installed.

Finalised design documentation may include:

- documentation that meets the requirements of AS 4214 and AS 1670, including:
 - system concentration and calculations
 - technical bulletins
 - material safety data sheets on agents and equipment
 - manufacturer information.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES48A Receive and dispatch ozone depleting substance and synthetic greenhouse gas containers

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to receive containers of ozone depleting substances (ODS) and synthetic greenhouse gases (SGG) in accordance with regulatory and workplace requirements, including identification of workplace procedures and documentation requirements for receiving and dispatching ODS and SGG containers. Activities covered in this unit include checking, inspecting, loading and unloading, classifying, making safe, moving, storing, dispatching and completing workplace documentation.

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units

The following units of competency must be assessed prior to this unit:

- PRMPFES03C *Safely move materials and loads in the workplace*
- PRMPFES43A *Prevent ozone depleting substance and synthetic greenhouse gas emissions.*
-

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements related to receiving and dispatching ODS and SGG containers.	1.1 Apply knowledge and understanding of <i>legislative requirements</i> to <i>work procedures</i> and clarify where necessary with <i>relevant persons</i> . 1.2 Apply knowledge and understanding of <i>ODS and SGG</i> emission legislative and industry requirements to receive, store and dispatch containers. 1.3 Identify <i>potential and actual breaches</i> of legislative and industry requirements and take action according to <i>organisational requirements</i> and ODS, SGG and occupational health and safety <i>(OHS) policies and procedures</i> .
2 Inspect and receive ODS and SGG containers.	2.1 Identify and follow work procedures for receiving <i>ODS and SGG containers</i> . 2.2 Identify potential risks and <i>hazards</i> . 2.3 Follow OHS <i>risk control measures</i> and procedures. 2.4 Use <i>personal protective equipment</i> (PPE) correctly to check, receive and store containers. 2.5 <i>Check containers</i> against consignment documentation and identify <i>discrepancies</i> . 2.6 Weigh and record mass of containers. 2.7 Receive containers and complete <i>documentation</i> according to <i>work procedures</i> .
3 Classify received ODS and SGG containers.	3.1 Identify types of <i>ODS and SGG containers</i> and <i>ODS and SGG</i> contents.

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	3.2 Check for container defects .
	3.3 Identify and condemn containers according to work procedures .
	3.4 Label and isolate condemned containers .
	3.5 Make safe condemned containers according to work procedures .
4 Move and store ODS and SGG containers.	4.1 Identify appropriate manual handling techniques and aids .
	4.2 Use safe work procedures to unload, unpack, move and correctly store containers in the workplace.
	4.3 Seek assistance from others to maintain a safe and effective workplace.
	4.4 Complete documentation according to work procedures .
5 Dispatch ODS and SGG containers.	5.1 Confirm containers comply with regulatory requirements for transport and storage.
	5.2 Securely store containers ready for dispatch.
	5.3 Perform leak detection test on stored containers and identify leakages.
	5.4 Make safe containers according to work procedures .
	5.5 Load and secure containers on transport vehicles.
	5.6 Complete documentation according to work procedures .

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- apply correct manual handling techniques
- assess safe working loads
- solve problems in practical and safe ways
- assess movement paths for transporting ODS and SGG containers in the workplace
- move dangerous goods and ODS and SGG containers safely in the workplace

- identify hazards in the work area in relation to receiving, classifying, moving, storing and dispatching ODS and SGG containers
- check ODS and SGG containers for defects
- condemn defective ODS and SGG containers
- identify contents of ODS and SGG containers
- interpret temperature and pressure graphs for different agents to determine pressure at a given temperature
- label and isolate condemned ODS and SGG containers
- make safe ODS and SGG containers according to work procedures
- select and use relevant PPE
- select and safely use tools, equipment and materials appropriate to a specific task
- select and use relevant communications records when receiving, classifying, moving, storing and dispatching ODS and SGG containers
- use appropriate workplace housekeeping procedures
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- report and record information neatly and legibly when completing documentation
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements.

Required knowledge:

- principles and procedures related to receiving, classifying, moving, storing and dispatching stock
- implications of incorrect manual lifting techniques
- implications of ignoring safety precautions used with mechanical and manual handling aids
- site layout
- reasons for preventing ODS and SGG emissions in the workplace
- methods used to prevent ODS and SGG emissions in the workplace
- types of ODS and SGG containers
- methods used to make safe containers
- types of materials stored in ODS and SGG containers
- methods used to label condemned containers
- methods used to isolate condemned containers
- manual handling techniques and aids applied to receiving and moving ODS and SGG containers
- documentation used to receive, classify, move, store and dispatch ODS and SGG containers
- relevant federal, state or territory legislation that affects organisational operations, including:

- anti-discrimination and diversity
- equal employment opportunity
- industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Collect information regarding the work environment and analyse against relevant policies and procedures.	1
How can information be collected, analysed and organised?	Use information to resolve ODS and SGG container receiving issues with relevant persons.	2
How are activities planned and organised?	Organise work tasks according to safe work practices while mindful of regulatory framework.	2
How is teamwork used?	Contribute to a safe work environment.	1
How are mathematical ideas and techniques used?	Weigh ODS and SGG containers and record weight using correct units of measurement.	1
How are problem-solving skills applied?	Identify and report hazards and display initiative to identify problems.	2
How is the use of technology applied?	Use manual handling aids and apply correct techniques.	2

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- Competency in this unit will underpin competency in other aspects of the candidate's role in managing their work tasks.
- This unit could be assessed on its own or in combination with other units of competency relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
 - locating, interpreting and applying relevant information, standards and specifications
 - complying with OHS regulations, ODS and SGG regulations (where required) and state and territory legislation applicable to workplace operations
 - complying with organisational policies and procedures, including quality requirements
 - communicating and working effectively and safely with others
 - on a minimum of two different occasions:
 - identifying, selecting and using appropriate documentation to receive ODS and SGG containers into a work site
 - using tools, equipment and materials effectively to receive and move containers in a work site
 - using tools, equipment and materials effectively to dispatch containers from a work site
 - checking, inspecting, classifying and receiving containers and complete workplace documentation
 - labelling, isolating and storing condemned containers
 - making safe containers according to work procedures
 - creating and modifying workplace records and documentation
 - identifying risks and hazards at work site
 - using appropriate PPE
 - using appropriate manual handling techniques and aids to transport and store containers
 - selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace.

Specific resources for assessment

- Resource implications for assessment include access to:
 - actual or simulated work environment
 - a range of ODS and SGG containers with different contents, including damaged and faulty containers
 - assessment documentation, including training and assessment record books
 - all necessary tools, equipment and materials
 - relevant procedure manuals and receiving documentation
 - all necessary safety equipment and PPE.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.

Context of assessment

- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency over the full range of performance criteria may be made through practical demonstrations in the workshop environment. Consideration should be given to assessing consistency of outcome over an appropriate period of time.
- Candidates should also be given the opportunity to practice and undertake self-assessment of performance before requesting formal assessment.
- All safety requirements must be adhered to during all practical activities.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations, where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- Assessment of evidence should establish the

candidate's ability to perform the job to the standard required in the workplace.

- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders that demonstrate an understanding of the requirements for receiving and dispatching ODS and SGG containers in a workplace.
- Candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)
- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - Acts, regulations and codes
 - Australian and international standards identified as relevant to the receipt and dispatch of ODS and SGG containers
 - regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
 - relevant codes and regulations for the receiving of goods
 - licensing arrangements
 - environmental regulations, including ODS and SGG legislation, codes and regulations

- organisational requirements, including policies and procedures relating to ODS, SGG and OHS
- OHS legislation, codes and regulations
- manufacturer specifications.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative requirements may include:

- relevant current Australian standards, such as AS 4077
- relevant federal, state and territory building Acts, regulations and codes
- fire protection industry codes of practice
- OHS legislation, codes and regulations
- regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant codes and regulations for receiving and dispatching goods
- licensing arrangements
- environmental regulations, including ODS and SGG legislation, codes and regulations, such as *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
- other relevant legislation relating to ODS and SGG containers, including international, shipping and marine codes
- Australian petroleum industry requirements.

Work procedures may include:

- instructions from colleagues, supervisors and managers
- specific customer requirements
- assignment instructions
- equipment manufacturer requirements
- reporting and documentation requirements
- ODS, SGG and OHS requirements
- manual handling techniques

Relevant persons may include:

ODS and SGG materials are listed using the format: Product name (other names); use. Check the latest amendments to the *Ozone Protection and Synthetic Greenhouse Gas Management Act* for the current list of ODS and SGG extinguishing agents which may include:

- PPE requirements.
- team leaders
- supervisors
- managers
- colleagues
- customers.
- **Blitz III** (HCFC Blend D); used in flooding systems
- **CFC 11** (trichlorofluoromethane, CCl_3F); may be found as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **FC-2-1-8** (CEA-308, $\text{CF}_3\text{CF}_2\text{CF}_3$); used in flooding systems
- **FC-3-1-10** (CEA-410, C_4F_{10}); used in flooding systems
- **FC-5-1-14** (CEA-614, C_6F_{14}); used as a streaming agent
- **FE-227** (heptafluoropropane, HFC-227ea); used as a total flooding extinguishing agent - is a replacement for Halon 1301
- **FE-25** (pentafluoroethane, HFC-125); used in inerting and explosion suppression applications and retro-fit to existing Halon 1301 systems
- **FE-36** (hexafluoropropane, HFC-236fa); used in portable fire extinguishers - is a replacement for Halon 1211 and Halon 1301
- **FE-13** (trifluoromethane, HFC-23); used as a total flooding agent
- **FE-241** (chlorotetrafluoroethane, HCFC-124); used as a total flooding agent for non-occupied spaces and as a streaming agent
- **FM100®** (HBFC-22B1); used in portable fire extinguishers
- **FM200®** (heptafluoropropane, HFC-227ea); used in chemical storage areas, clean rooms, communications facilities, laboratories, museums, robotics and emergency power facilities
- **Halotron** (HCFC Blend B); used as a total flooding agent and streaming agent
- **Halon 1211** (BCF); used as a streaming agent - requires a special permit in Australia
- **Halon 1301** (BTM); used as a total flooding agent - requires a special permit in Australia
- **Halon 2402 (dibromotetrafluoroethane, $\text{C}_2\text{Br}_2\text{F}_4$)**; limited use in military systems - requires a special permit in Australia
- **HCFC 22 (chlorodifluoromethane, CHClF_2)**; used as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **HFC 134a** (unsymmetric tetrafluoroethane,

CH₂FCF₃); used as a propellant in some powder fire extinguishers

- **NAF-S-III** (HCFC Blend A); used as a total flooding agent - is a replacement for Halon 1301
- **NAF-P-III** (HCFC Blend C); used as a streaming agent - is a replacement for Halon 1211
- **NAF-P-IV** (HCFC Blend E); used as a streaming agent
- **SF₆** (sulfurhexafluoride, SF₆); used as an inerting agent for sealed high voltage switchgear.

Potential and actual breaches could be identified by:

- direct observation
- workplace quality assurance teams.

Organisational requirements may include:

- legal and organisational policies and guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to receipt and dispatch operations
- OHS policies, procedures and programs
- procedures and work instructions to prevent emission of ODS and SGG in the workplace
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

OHS policies and procedures may include:

- employer and employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing it for the work procedure
- displaying signs and using barriers in work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident and accident investigation
- OHS audits and safety inspections
- safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition
 - emergency procedures

- awareness of electrical hazards
- following confined spaces procedures
- using PPE, including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hats
 - earmuffs or plugs
 - appropriate gloves and overalls
 - sunhats
 - dust masks
 - two-way radios
 - high visibility clothing
- equipment maintenance and use
- use and storage of hazardous substances
- first aid.

ODS and SGG containers may be identified by:

- type of container:
 - hand-held fire extinguishers
 - system cylinders
 - pressure vessels, such as half-tonne storage vessels
- colour and markings of container
- container label:
 - country of origin
 - chemical name
 - product name
- size and shape of container.

Hazards may include:

- ergonomic, such as incorrect manual handling methods
- environmental, such as improper use of ODS and SGG or hazardous materials
- obstructive, such as blocked access to emergency entry or exit points
- hazards associated with electrical or mechanical faults
- any source of potential harm
- any situation with a potential to cause loss
- equipment in a work site
- people in a work site
- work methods, plans, procedures and work instructions.

Risk control measures may

- the hierarchy of control preferred order of control

include:

measures for risks:

- 1: elimination of hazard; controlling the hazard at source
- 2: substitution of hazard; e.g. replacing one substance or activity with a less hazardous one
- 3: engineering solution to hazard; e.g. installing safety guards on machinery
- 4: administration solution to hazard; policies and procedures directed at safe work practices
- 5: PPE solution to hazard; e.g. gloves or safety boots.

Check received ODS and SGG containers:

- are correct type
- are the correct quantity of containers received
- are in good condition
- are labelled correctly
- have appropriate dangerous goods declarations and markings, where applicable
- have appropriate material safety data sheets (MSDS), where applicable.

Discrepancies may include:

- damaged ODS and SGG containers
- wrong containers received
- errors in paperwork
- incorrect quantity of containers received.

Documentation may include:

- receiving and dispatching documentation
- goods identification numbers and codes
- codes of practice and regulations relevant to the receiving of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- dangerous goods declarations
- MSDS
- quality assurance procedures
- emergency procedures
- equipment manufacturer specifications
- workplace procedures and policies
- job cards
- customer or supplier instructions
- service agreements
- corrective action reports
- ODS and SGG container classification reports
- condemned ODS and SGG container reports

- receiving record system.
- Container defects** may include:
 - leaking seals and gaskets
 - leaking seams
 - faulty gauges
 - rust or corrosion
 - physical damage
 - incorrectly capped or pinned container heads.
- Condemned containers** may include:
 - leaking containers
 - physically damaged containers
 - containers with faulty gauges
 - damaged or faulty container heads
 - incorrectly capped or pinned container heads.
- Make safe** unplugged or uncapped ODS and SGG containers may include:
 - replace pins
 - tape or cut away hose
 - use relevant sealant to seal leaking containers.
- Manual handling techniques and aids** may include:
 - techniques:
 - lifting
 - pushing
 - pulling
 - carrying
 - aids:
 - lifting magnets
 - suction grips
 - lifting straps
 - hooks
 - wheelbarrows
 - hand trucks
 - trolleys
 - mechanical handling aids, including:
 - cranes
 - hoists
 - forklifts
 - pallet trucks.
- Store containers** may include:
 - secure storage
 - protection from harm
 - stable location
 - upright position
 - caged storage facility.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES49A Recover, reclaim and fill operations for ozone depleting substances and synthetic greenhouse gases

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to complete recover, reclaim and fill operations for ozone depleting substances (ODS) and synthetic greenhouse gases (SGG) using appropriate processing lines and equipment. All work in this area must be completed in accordance with relevant legislative, industry, customer and organisational requirements; and ODS, SGG and occupational health and safety (OHS) policies and procedures.

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units

The following units of competency must be assessed prior to this unit:

- PRMPFES03C *Safely move materials and loads in the workplace*
- PRMPFES43A *Prevent ozone depleting substance and synthetic greenhouse gas emissions.*
-

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements related to recover, reclaim and fill operations for ODS and SGG materials.	1.1 Apply knowledge and understanding of <i>legislative requirements to work procedures</i> and clarify where necessary with <i>relevant persons</i> . 1.2 Apply knowledge and understanding of <i>ODS and SGG extinguishing agent</i> legislative and industry requirements to recover, reclaim and fill operations. 1.3 Identify <i>potential and actual breaches</i> of legislative and industry requirements and take action according to <i>organisational requirements</i> and ODS, SGG and <i>OHS policies and procedures</i> .
2 Prepare processing line for operation.	2.1 Set up processing line. 2.2 <i>Pressurise</i> processing line and check line holds pressure. 2.3 Perform <i>leak detection test</i> on processing line, equipment and connections. 2.4 Replace or recycle <i>components</i> as required before starting processing. 2.5 Check and confirm processing line equipment operates to required rate and rectify any setup <i>defects</i> .
3 Recover and reclaim ODS and SGG materials.	3.1 Check and confirm container type and label, and identify <i>method of recovery</i> . 3.2 Weigh and record mass of container before processing. 3.3 Check container connections to processing line. 3.4 Monitor processing equipment and complete

ELEMENT

PERFORMANCE CRITERIA

- recovery processing according to manufacturer and organisational operating instructions.
- 3.5 Take sample of recovered material for **analysis**.
- 3.6 Activate reclamation processing equipment if quality control analysis results are acceptable.
- 3.7 Monitor processing equipment and complete reclamation processing according to manufacturer and organisational operating instructions.
- 3.8 Weigh and record mass of container after processing.
- 3.9 Complete **documentation** according to **work procedures**.
- 4 Prepare container and assemble valve.
- 4.1 Select and gather correct container and valve components to suit **ODS and SGG extinguishing agent**.
- 4.2 Assemble valve components.
- 4.3 Connect assembled valve to container.
- 4.4 Check and confirm correct types of containers and labels are available for fill processing.
- 5 Fill containers.
- 5.1 Check container connections to processing line.
- 5.2 Monitor processing equipment and complete fill process according to manufacturer and organisational operating instructions.
- 5.3 Weigh container to verify fill processing and record container mass.
- 5.4 **Pressurise** container, where needed.
- 5.5 Clear fill material line and pressurising line, as needed.
- 5.6 Remove container from processing line and perform a **leak detection test** on container.
- 5.7 **Prepare containers for service** and pack filled containers according to **work procedures**.
- 5.8 Complete **documentation** according to **work procedures**.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- identify hazards in work area related to recovery, reclamation and fill processing
- perform leak detection testing of recovery, reclamation and fill containers, and processing lines
- replace and/or recycle processing line components
- rectify defects when preparing processing lines for operation
- weigh and determine mass of container contents
- take samples of recovered ODS and SGG materials
- interpret processing data and select appropriate action
- assemble new ODS and SGG containers and valves using appropriate components and labels, and prepare for service
- clear processing lines and pressurising lines
- interpret quality control analysis data
- interpret temperature and pressure graphs for different agents to determine pressure at a given temperature
- select and safely use relevant personal protective equipment (PPE)
- select and safely use tools, equipment and materials appropriate to a specific task
- apply correct manual handling techniques
- solve problems in practical and safe ways
- select and use relevant communications records when storing ODS and SGG containers
- use appropriate workplace housekeeping procedures
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- report and record information neatly and legibly when completing documentation
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements.

Required knowledge:

- key features of legislation, regulations and codes applicable to recovery, reclamation and fill processing of ODS and SGG containers, including *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
- action to take when a breach of OHS, ODS, SGG and other policies occurs
- methods of selecting correct valve and components to suit container and agent requirements
- different types of containers used for ODS and SGG materials

- different types of transport caps, labels, numbers and codes used on containers containing ODS and SGG materials
- types of sealants suitable for different gaseous agents
- methods used to recover and reclaim ODS and SGG materials from containers
- fill density requirements for different agents per unit of volume of container
- maximum working pressure and water capacity of containers to determine container fill requirements
- methods of leak detection testing
- implications of ignoring safety precautions used with recovery, reclamation and fill processing
- reasons for preventing ODS and SGG emissions in the workplace
- methods used to prevent ODS and SGG emissions in the workplace
- types of materials found in ODS and SGG containers
- manual handling techniques and aids
- documentation used during recovery, reclamation and fill processing of ODS and SGG containers
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Collect information regarding the work environment and analyse against relevant policies and procedures.	1
How can information be collected, analysed and organised?	Discuss and verify recovery, reclamation and fill processing issues with relevant persons.	2
How are activities planned and organised?	Organise work tasks according to safe work practices while mindful of regulatory framework.	2

Key competency	Example of application	Performance level
How is teamwork used?	Contribute to a safe work environment.	1
How are mathematical ideas and techniques used?	Measure container weight and record mass using correct units of measurement.	1
How are problem-solving skills applied?	Identify and report hazards and display initiative to identify problems.	2
How is the use of technology applied?	Interpret processing line data and decide what actions to take.	2

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- Competency in this unit underpins competency in other aspects of the candidate's role in managing their work tasks.
- This unit could be assessed on its own or in combination with other units of competency relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
 - locating, interpreting and applying relevant information, standards and specifications
 - complying with OHS regulations, ODS and SGG regulations (where required), and state and territory legislation applicable to workplace operations
 - complying with organisational policies and procedures, including quality requirements
 - communicating and working effectively and safely with others
 - on a minimum of two different occasions:
 - identifying types of ODS and SGG containers, valves, labels and transport caps

- using tools, equipment and materials effectively to complete recovery, reclamation and fill processing
- preparing processing lines for operation
- preparing and assembling correct container and valve components
- recovering and reclaiming ODS and SGG materials from different types of containers
- filling different types of containers with ODS and SGG materials
- pressurising filled containers
- clearing fill and pressurising lines
- taking samples for analysis
- interpreting quality control analysis data
- performing leak detection tests on processing lines and connections, and on recovered, reclaimed and filled containers
- verifying by weight the recovery and reclamation processing of ODS and SGG materials
- verifying by weight the correct filling of containers
- labelling and filling different types of containers with ODS and SGG materials
- preparing containers for service, fitting transport caps and attaching labels, container numbers and codes to containers
- packing filled containers according to work procedures
- creating and modifying documentation according to work procedures
- identifying risks and hazards at work site
- using appropriate safety techniques and PPE
- selecting and using appropriate workplace colloquial and technical language and communication technologies.

Specific resources for assessment

- Resource implications for assessment include access to:
 - actual or simulated work environment
 - range of containers to be used to recover and reclaim different ODS and SGG materials
 - range of containers and valve components to be filled with different ODS and SGG materials
 - assessment documentation, including training and assessment record books

- all necessary tools, equipment and materials
 - relevant procedure manuals and receiving documentation
 - all necessary safety equipment and PPE.
 - Where applicable, physical resources should include equipment modified for people with disabilities.
 - Access must be provided to appropriate learning and/or assessment support when required.
 - Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.
- Context of assessment**
- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
 - Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
 - Assessment of competency over the full range of performance criteria may be made through practical demonstrations in the workshop environment. Consideration should be given to assessing consistency of outcome over an appropriate period of time.
 - Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.
 - All safety requirements must be adhered to during all practical activities.
 - Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations, where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
 - Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
 - Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders that demonstrate an understanding of the requirements for recovery, reclamation and fill processing of ODS and SGG materials.

- Candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)
- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - Acts, regulations and codes
 - Australian and international standards identified as relevant to the required recover, reclaim and fill operations
 - regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
 - relevant codes and regulations for the receiving of goods
 - licensing arrangements
 - environmental regulations, including ODS and SGG legislation, codes and regulations
 - organisational requirements, including policies and procedures relating to ODS, SGG and OHS
 - OHS legislation, codes and regulations
 - manufacturer and organisational specifications.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Legislative requirements*** may include:
- relevant current Australian standards, including AS 1210, AS 2030, AS 3873 and AS 4077
 - relevant federal, state and territory building Acts, regulations and codes
 - fire protection industry codes of practice
 - OHS legislation, codes and regulations
 - regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
 - licensing arrangements
 - environmental regulations, including ODS and SGG legislation, codes and regulations, such as *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
 - other relevant legislation relating to fire protection equipment, including international, shipping and marine codes.
- Work procedures*** may include:
- instructions from colleagues, supervisors and managers
 - specific customer requirements
 - assignment instructions
 - equipment manufacturer requirements
 - reporting and documentation requirements
 - ODS, SGG and OHS requirements
 - manual handling techniques
 - PPE requirements.
- Relevant persons*** may include:
- team leaders
 - supervisors
 - managers
 - colleagues
 - customers.
- ODS and SGG materials*** are
- **Blitz III** (HCFC Blend D); used in flooding

listed using the format: Product name (other names); use. Check the latest amendments to the *Ozone Protection and Synthetic Greenhouse Gas Management Act* for the current list of *ODS and SGG extinguishing agents* which may include:

- systems
- **CFC 11** (trichlorofluoromethane, CCl_3F); may be found as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **FC-2-1-8** (CEA-308, $\text{CF}_3\text{CF}_2\text{CF}_3$); used in flooding systems
- **FC-3-1-10** (CEA-410, C_4F_{10}); used in flooding systems
- **FC-5-1-14** (CEA-614, C_6F_{14}); used as a streaming agent
- **FE-227** (heptafluoropropane, HFC-227ea); used as a total flooding extinguishing agent - is a replacement for Halon 1301
- **FE-25** (pentafluoroethane, HFC-125); used in inerting and explosion suppression applications and retro-fit to existing Halon 1301 systems
- **FE-36** (hexafluoropropane, HFC-236fa); used in portable fire extinguishers - is a replacement for Halon 1211 and Halon 1301
- **FE-13** (trifluoromethane, HFC-23); used as a total flooding agent
- **FE-241** (chlorotetrafluoroethane, HCFC-124); used as a total flooding agent for non-occupied spaces and as a streaming agent
- **FM100®** (HBFC-22B1); used in portable fire extinguishers
- **FM200®** (heptafluoropropane, HFC-227ea); used in chemical storage areas, clean rooms, communications facilities, laboratories, museums, robotics and emergency power facilities
- **Halotron** (HCFC Blend B); used as a total flooding agent and streaming agent
- **Halon 1211** (BCF); used as a streaming agent - requires a special permit in Australia
- **Halon 1301** (BTM); used as a total flooding agent - requires a special permit in Australia
- **Halon 2402 (dibromotetrafluoroethane, $\text{C}_2\text{Br}_2\text{F}_4$)**; limited use in military systems - requires a special permit in Australia
- **HCFC 22 (chlorodifluoromethane, CHClF_2)**; used as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **HFC 134a** (unsymmetric tetrafluoroethane, CH_2FCF_3); used as a propellant in some powder fire extinguishers
- **NAF-S-III** (HCFC Blend A); used as a total flooding agent - is a replacement for Halon 1301
- **NAF-P-III** (HCFC Blend C); used as a streaming agent - is a replacement for Halon 1211
- **NAF-P-IV** (HCFC Blend E); used as a streaming

- agent
 - **SF₆** (sulfurhexafluoride, SF₆); used as an inerting agent for sealed high voltage switchgear.
- Potential and actual breaches** could be identified by:
 - direct observation
 - workplace quality assurance teams.
- Organisational requirements** may include:
 - legal and organisational policies and guidelines
 - personnel practices and guidelines outlining work roles, responsibilities and delegations
 - legislation relevant to recover, reclaim and fill operations
 - OHS policies, procedures and programs
 - procedures and work instructions to prevent the emission of ODS and SGG in the workplace
 - documentation and information systems and processes
 - use of electronic job scheduling and communication devices.
- OHS policies and procedures** may include:
 - employer and employee rights and responsibilities
 - the OHS hierarchy of control
 - assessing the work site for hazards and risks prior to preparing it for the work procedure
 - displaying signs and using barriers in work area
 - hazard and risk identification and reporting
 - risk assessment and control measures
 - incident and accident investigation
 - OHS audits and safety inspections
 - safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - recognising risks and hazards
 - emergency procedures
 - awareness of electrical hazards
 - following confined spaces procedures
 - using PPE, including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hats

- earmuffs or plugs
- appropriate gloves and overalls
- sunhats
- dust masks
- equipment maintenance and use
- use and storage of hazardous substances
- first aid.

Pressurise may include use of:

- nitrogen
- compressed air.

Leak detection tests:

- must be performed in accordance with relevant, current Australian standards, organisational requirements and environmental regulations, such as those relating to ODS and SGG
- may be performed using:
 - hand-held devices
 - leak test solutions
 - pressure valves (to determine if container can hold pressure)
 - ultrasonic liquid level indicator devices
- may be performed on:
 - container connections, valves and gauges
 - recovery and reclamation processing line pipework, connections and valves
 - fill processing line pipework, connections and valves.

Components may include:

- filters
- hoses
- connections.

Defects may include:

- leaking seals
- leaking gaskets
- leaking seams
- faulty gauges
- rust or corrosion
- physical damage.

Method of recovery may include:

- recovery via container head
- recovery via container piercing.

Analysis may include:

- full analysis required if recovered material is for an end user
- no analysis required if recovered material is for destruction.

Documentation may include:

- receiving documentation
- goods identification numbers and codes
- codes of practice and regulations relevant to the receiving of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- dangerous goods declarations
- material safety data sheets (MSDS)
- quality assurance procedures
- emergency procedures
- equipment manufacturer specifications
- workplace procedures and policies
- job cards
- customer and supplier instructions
- service agreements
- corrective action reports
- container classification reports
- condemned container reports
- record management system.

Prepare containers for service may include:

- apply container numbers and codes to containers
- attach labels to containers
- fit transport caps.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES50A Monitor storage operations for ozone depleting substances and synthetic greenhouse gases

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies outcomes required to monitor and control minor environmental hazards and security incidents. In particular, the unit covers monitoring storage operations for environmental emissions and identifying detected emissions, identifying hazards within a monitored area and assessing the risk of identified hazards. It also covers monitoring storage operations security systems and identifying security incidents; measuring, controlling and reporting environmental hazards and security incidents; responding to identified emissions and security incidents; and participating in investigations of detected emissions and security incidents with internal and external regulatory bodies.

Note: The unit covers recognising and controlling environmental hazards and security incidents. It does **not** include the control of **significant** incidents which are either part of emergency response competencies or the role of management personnel.

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units

The following units of competency must be assessed prior to this unit:

- PRMPFES03C *Safely move materials and loads in the workplace*
- PRMPFES43A *Prevent ozone depleting substance and synthetic greenhouse gas emissions.*
-

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements to monitor environmental and security needs.	1.1 Apply knowledge and understanding of <i>legal and industry requirements to work procedures</i> and clarify where necessary with <i>relevant persons</i> .
	1.2 Apply knowledge and understanding of ozone depleting substance (<i>ODS</i>) and synthetic greenhouse gas (<i>SGG</i>) <i>extinguishing agent</i> legal and industry requirements to monitor environmental and security needs of ODS and SGG storage containers.
	1.3 Identify <i>potential and actual breaches</i> of legal and industry requirements and take action according to <i>organisational requirements</i> and ODS, SGG and occupational health and safety (<i>OHS</i>) <i>policies and procedures</i> .
2 Identify hazards in monitored area.	2.1 Identify and recognise potential hazards in storage area.
	2.2 Assess leak detection equipment and <i>security systems</i> to identify hazards presented by leak detection and security monitoring procedures.
	2.3 Identify type and scope of unresolved hazards and their likely impact.
3 Assess risk of identified hazard.	3.1 Evaluate risk and determine level of risk.
	3.2 Identify <i>actions</i> , consider options to eliminate or minimise risk, and refer to <i>relevant</i>

ELEMENT

PERFORMANCE CRITERIA

- persons.*
- 3.3 Apply **safety information and procedures** throughout the operation.
- 3.4 Implement course of action to eliminate or minimise the risk.
- 4 Monitor ODS and SGG emission detection.
- 4.1 Identify **leak detection test** equipment and emission detection system components.
- 4.2 Interpret emission detection system information.
- 4.3 Identify causes or sources of detected emissions.
- 4.4 Take **action** to respond to detected emissions.
- 4.5 Participate in **investigations** of detected emissions.
- 4.6 Recommend improvements to emission detection system.
- 4.7 Complete **documentation** according to **work procedures**.
- 5 Perform leak detection test.
- 5.1 Perform **leak detection test** on storage container, connections, valves and gauges.
- 5.2 Monitor and identify changes in storage container pressure.
- 5.3 Take **action** to address identified storage container leakage.
- 5.4 Complete **documentation** according to **work procedures**.
- 6 Track and audit storage container movements.
- 6.1 Schedule audits to minimise disruption to the workplace.
- 6.2 Audit storage container movements according to **work procedures**.
- 6.3 Record movements of storage containers and other audit requirements using appropriate workplace **documentation**.
- 6.4 Update record management system.
- 6.5 Create **non-compliance** reports, including options for system improvements, and forward to **relevant persons**.
- 7 Monitor storage container security.
- 7.1 Identify **security system** components.
- 7.2 Interpret **security system** information.
- 7.3 Identify causes or sources of detected security incidents.

ELEMENT

PERFORMANCE CRITERIA

- 7.4 Take **action** to respond to detected security incidents.
- 7.5 Participate in **investigations** of detected security incidents.
- 7.6 Recommend improvements to **security system** according to **work procedures**.
- 7.7 Complete **documentation** according to **work procedures**.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- assess movement paths for transporting and storing ODS and SGG storage containers
- move and store ODS and SGG storage containers safely
- access, interpret and communicate operational hazard-related information
- identify hazards in the work environment, including ODS and SGG emissions
- assess environmental risks and security incidents
- determine risk level of hazard and take action to eliminate or minimise the risk
- complete risk management process records and reports
- interpret emission detection and security monitoring data
- identify emission and security incidents
- identify causes or sources of detected emissions or security incidents and select appropriate action
- undertake leak detection testing of ODS and SGG storage containers
- measure pressure of ODS and SGG storage containers
- interpret temperature and pressure graphs for different agents to determine pressure at a given temperature
- take action to address storage containers that cannot hold a steady pressure
- schedule and audit storage container movements
- record storage container movements
- update data in a record management system
- prepare non-compliance reports that include issues of non-compliance and provide suggestions for improvements
- select and use relevant personal protective equipment (PPE)
- investigate detected emissions and security incidents, and make recommendations for improvements
- select and safely use tools, equipment and materials appropriate to a specific task

- apply correct manual handling techniques
- solve problems in practical and safe ways
- select and use relevant communications and computing equipment when storing and moving ODS and SGG storage containers
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements
 - read, interpret, apply and communicate technical information, rules and procedures
 - report and record information neatly and legibly when completing documentation.

Required knowledge:

- key features of legislation, regulations and codes applicable to monitoring and storage of ODS and SGG in storage containers
- action to take when a breach of OHS, ODS and SGG or other policies occurs
- different types of containers used for storage of ODS and SGG materials
- different types of labels, numbers and codes used on ODS and SGG storage containers
- personal risk assessment and control processes (hazard identification through to action)
- emission detection and security monitoring data
- methods of leak detection testing
- implications of ignoring safety precautions used with emission monitoring, security incident identification and audit processing of storage containers
- reasons for preventing ODS and SGG emissions in the workplace
- methods used to prevent ODS and SGG emissions in the workplace
- types of materials found in ODS and SGG storage containers
- correct manual handling aids and techniques
- workplace documentation used for emission and security monitoring, emission detection and security incident reporting and audit processing of storage container movements
- causes of emissions from ODS and SGG storage containers
- causes of security incidents related to ODS and SGG storage containers
- methods of investigating detected emissions and security incidents
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Resolve detected emissions with relevant persons.	2
How can information be collected, analysed and organised?	Collect information regarding detected emissions and analyse against relevant policies and procedures.	2
How are activities planned and organised?	Organise work tasks according to safe work practices while mindful of regulatory framework.	2
How is teamwork used?	Contribute to a safe work environment.	1
How are mathematical ideas and techniques used?	Measure storage container pressures and record using correct units of pressure.	1
How are problem-solving skills applied?	Identify and report detected emissions and display initiative to identify problems.	2
How is the use of technology applied?	Interpret monitoring data for detected emissions and decide what actions to take.	2

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

- Overview of assessment**
- Competency in this unit underpins competency in other aspects of the candidate's role in managing their work tasks.
 - This unit could be assessed on its own or in combination with other units of competency relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
 - locating, interpreting and applying relevant information, standards and specifications
 - complying with site safety plan, OHS regulations, ODS and SGG regulations (where required) and state and territory legislation applicable to workplace operations
 - complying with organisational policies and procedures, including quality requirements
 - communicating and working effectively and safely with others
 - on a minimum of two different occasions:
 - identifying, selecting and using appropriate documentation to monitor and audit detected emissions and security incidents for storage containers
 - using tools, equipment and materials effectively to complete monitoring and auditing processes
 - performing leak detection test on storage container connections, valves and pipework
 - monitoring storage container pressure
 - repairing and topping up storage containers found to be losing pressure
 - transporting and storing storage containers
 - creating, modifying and updating workplace records and documentation
 - identifying risks and hazards at work site
 - assessing risks and implementing action to eliminate or minimise risk
 - using appropriate PPE and manual handling techniques and aids
 - selecting and using appropriate workplace colloquial and technical language and communication technologies.

Specific resources for assessment

- Resource implications for assessment include access to:
 - actual or simulated work environment
 - a range of containers to be used to store different ODS and SGG materials
 - assessment documentation, including training and assessment record books
 - all necessary tools, equipment and materials

- relevant procedure manuals
- monitoring and audit documentation
- all necessary safety equipment and PPE.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.

Context of assessment

- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency over the full range of performance criteria may be made through practical demonstrations in the workshop environment. Consideration should be given to assessing consistency of outcome over an appropriate period of time.
- Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.
- All safety requirements must be adhered to during all practical activities.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations, where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders that demonstrate an understanding of the requirements for monitoring and auditing detected emissions and security incidents related to ODS and SGG storage containers.
- Candidate should be encouraged to compile a

portfolio of examples of completed documentation relevant to the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - Acts, regulations and codes
 - Australian and international standards identified as relevant to the monitoring and control of minor environmental hazards and security incidents
 - regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
 - relevant codes and regulations for storing ODS and SGG materials
 - licensing arrangements
 - environmental regulations, including ODS and SGG legislation, codes and regulations
 - organisational requirements, including policies and procedures relating to ODS, SGG and OHS
 - OHS legislation, codes and regulations
 - emergency policies and procedures
 - manufacturer specifications.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legal and industry requirements may include:

- relevant current Australian standards, including AS 2030 and AS 4360
- relevant federal, state and territory building Acts, regulations and codes
- fire protection industry codes of practice
- OHS legislation, codes and regulations
- regulations and codes of practice for the handling and storage of dangerous goods and hazardous substances
- relevant licensing or permit requirements and associated regulations
- environmental regulations, including ODS and SGG legislation, codes and regulations, such as *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
- relevant licence or permit requirements and associated regulations
- material safety data sheets (MSDS)
- other relevant legislation relating to ODS and SGG storage containers, including international, shipping and marine codes
- Australian petroleum industry requirements.

Work procedures may include:

- instructions from colleagues, supervisors and managers
- workplace operating procedures, instructions and policies
- specific customer requirements
- emergency requirements and instructions
- audit instructions
- equipment manufacturer requirements and specifications
- reporting and documentation requirements
- ODS, SGG and OHS requirements
- manual handling techniques

Relevant persons may include:

- PPE requirements.
- team leaders
- supervisors
- managers
- colleagues
- customers.

ODS and SGG materials are listed using the format: Product name (other names); use. Check the latest amendments to the *Ozone Protection and Synthetic Greenhouse Gas Management Act* for the current list of *ODS and SGG extinguishing agents* which may include:

- **Blitz III** (HCFC Blend D); used in flooding systems
- **CFC 11** (trichlorofluoromethane, CCl_3F); may be found as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **FC-2-1-8** (CEA-308, $\text{CF}_3\text{CF}_2\text{CF}_3$); used in flooding systems
- **FC-3-1-10** (CEA-410, C_4F_{10}); used in flooding systems
- **FC-5-1-14** (CEA-614, C_6F_{14}); used as a streaming agent
- **FE-227** (heptafluoropropane, HFC-227ea); used as a total flooding extinguishing agent - is a replacement for Halon 1301
- **FE-25** (pentafluoroethane, HFC-125); used in inerting and explosion suppression applications and retro-fit to existing Halon 1301 systems
- **FE-36** (hexafluoropropane, HFC-236fa); used in portable fire extinguishers - is a replacement for Halon 1211 and Halon 1301
- **FE-13** (trifluoromethane, HFC-23); used as a total flooding agent
- **FE-241** (chlorotetrafluoroethane, HCFC-124); used as a total flooding agent for non-occupied spaces and as a streaming agent
- **FM100®** (HBFC-22B1); used in portable fire extinguishers
- **FM200®** (heptafluoropropane, HFC-227ea); used in chemical storage areas, clean rooms, communications facilities, laboratories, museums, robotics and emergency power facilities
- **Halotron** (HCFC Blend B); used as a total flooding agent and streaming agent
- **Halon 1211** (BCF); used as a streaming agent - requires a special permit in Australia
- **Halon 1301** (BTM); used as a total flooding agent - requires a special permit in Australia
- **Halon 2402 (dibromotetrafluoroethane, $\text{C}_2\text{Br}_2\text{F}_4$)**; limited use in military systems - requires a special permit in Australia
- **HCFC 22 (chlorodifluoromethane, CHClF_2)**; used as a propellant in some powder fire extinguishers (this product is banned in Australia)
- **HFC 134a** (unsymmetric tetrafluoroethane,

CH₂FCF₃); used as a propellant in some powder fire extinguishers

- **NAF-S-III** (HCFC Blend A); used as a total flooding agent - is a replacement for Halon 1301
- **NAF-P-III** (HCFC Blend C); used as a streaming agent - is a replacement for Halon 1211
- **NAF-P-IV** (HCFC Blend E); used as a streaming agent
- **SF₆** (sulfurhexafluoride, SF₆); used as an inerting agent for sealed high voltage switchgear.

Potential and actual breaches could be identified by:

- direct observation
- workplace quality assurance teams.

Organisational requirements may include:

- legal and organisational policies and guidelines
- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to warehouse operations
- emergency policies, procedures and instructions
- OHS policies, procedures and programs
- procedures and work instructions to prevent the emission of ODS and SGG in the workplace
- documentation and information systems and processes
- audit policies and procedures
- use of electronic job scheduling and communication devices.

OHS policies and procedures may include:

- employer and employee rights and responsibilities
- the OHS hierarchy of control
- assessing the work site for hazards and risks prior to preparing it for the work procedure
- displaying signs and using barriers in work area
- hazard and risk identification and reporting
- risk assessment and control measures
- incident and accident investigation
- OHS audits and safety inspections
- safe operating procedures and instructions, including:
 - working safely around electrical wiring, cables and overhead powerlines
 - working safely around tools and equipment
 - working safely on ladders and raised platforms
 - risk and hazard recognition

- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- using PPE, including:
 - safety glasses or goggles
 - safety boots or shoes
 - hard hats
 - earmuffs or plugs
 - appropriate gloves and overalls
 - sunhats
 - dust masks
- equipment maintenance and use
- use and storage of hazardous substances
- first aid.

Security systems may include:

- cages with locks
- fencing
- storage container padlocks
- 'bonded' storage
- security guards
- electronic surveillance equipment, including:
 - infra-red beams
 - ultrasonic movement detectors
 - closed circuit television.

Actions may include:

- those that are to be 'first response' type
- making safe unplugged or uncapped ODS and SGG containers, including:
 - replacing pins
 - using relevant sealant to seal leaking containers
- activating environmental or security alarms, where appropriate
- controlling or containing environmental hazards or security incidents according to workplace procedures
- following approved safety procedures and using PPE as specified in workplace procedures
- monitoring and measuring, where needed, detected emissions or security incidents according to workplace procedures
- responding to requests for information according to workplace procedures
- monitoring status of the environmental hazards or

- Safety information and procedures*** may be contained in:
- security incidents and communicating with appropriate personnel on an ongoing basis.
 - legislation and regulations
 - relevant Australian standards, such as AS 4360
 - management plans and rules
 - OHS policies and procedures
 - procedures and instructions to prevent the emission of ODS and SGG in the workplace
 - codes of practice
 - manufacturer instructions
 - safe working or job procedures (or equivalent standard operating procedures).
- Leak detection tests:***
- must be performed in accordance with relevant, current Australian standards, organisational requirements and environmental regulations, such as ODS and SGG
 - may be performed using:
 - hand-held devices
 - leak test solutions
 - pressure valves (to determine if container can hold pressure)
 - ultrasonic liquid level indicator devices
 - may be performed on:
 - container connections, valves and gauges
 - connecting pipework and valves.
- Investigations*** may include:
- making verbal, written or electronic reports about emission hazards or security incidents
 - cooperating with internal and external regulatory bodies
 - identifying solutions and developing options for improvements.
- Documentation*** may include:
- audit records and reports
 - incident reports
 - investigation reports
 - goods identification numbers and codes
 - Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
 - dangerous goods declarations
 - MSDS
 - quality assurance plans and procedures
 - emergency procedures

- equipment manufacturer specifications
- workplace procedures and policies
- job cards
- customer and supplier instructions
- service agreements
- corrective action reports
- record management system.

Non-compliance may include:

- corrosion or damage to container, connections and pipework
- disconnection of monitoring equipment or components
- malfunctioning or faulty monitoring system equipment and components
- incorrect or incomplete information or documentation
- missing documentation
- documentation signed by unauthorised personnel.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES51A Design gaseous fire suppression systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to design a gaseous fire suppression system and to generate design documentation and installation drawings in accordance with relevant standards, codes and regulations. All work in this area must comply with relevant legislative, industry, customer and organisational requirements, including policies and procedures relating to ozone depleting substances (ODS), synthetic greenhouse gases (SGG) and occupational health and safety (OHS).

Note: RTOs must ensure candidates in this unit have appropriate background knowledge in:

- fluid design (hydraulic and pneumatic) relating to fire protection systems
- fire chemistry (chemistry of extinguishing agents) relating to fire protection systems
- physics (force, energy, pressure, etc.) relating to fire protection systems
- theory of combustion
- physiology of respiration.
-

Application of the Unit

Application of the unit

This unit of competency supports the development of fire suppression system design skills and knowledge that can be used throughout the Australian fire protection industry.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to gaseous fire suppression system design.	1.1 Apply knowledge and understanding of <i>legislative requirements</i>, including the Building Code of Australia (BCA) and relevant state and territory regulations, to gaseous fire suppression system design. 1.2 Apply knowledge and understanding of legislative and industry requirements to <i>work procedures</i> and clarify where necessary with <i>relevant persons</i>. 1.3 Identify <i>potential and actual breaches</i> of legislative and industry requirements and take action according to <i>organisational requirements</i>.
2 Establish system design requirements.	2.1 Gather and analyse information to identify system design requirements. 2.2 Perform a fire risk management assessment of the site. 2.3 Document design requirements. 2.4 Identify and document <i>constraints</i> on design. 2.5 Develop suitable strategies to address identified <i>constraints</i>. 2.6 Create appropriate records and complete design requirement <i>documentation</i> according to <i>work procedures</i>.
3 Create and quantify system design.	3.1 Identify and quantify critical dimensions and system data of <i>initial design</i>. 3.2 Create <i>initial design</i> based on identified design requirements and <i>constraints</i>. 3.3 Confirm <i>initial design</i> is reviewed by relevant persons to check function, physical

ELEMENT**PERFORMANCE CRITERIA**

- requirements and site impact.
- 3.4 Include ***variations*** and ***modifications*** into ***initial design*** according to feedback provided.
- 3.5 Identify ***documentation*** requirements for the ***initial design*** and associated installation processes.
- 3.6 Prepare draft design documentation to include installation notes, calculations and a ***commissioning checklist*** for the system.
- 3.7 Prepare draft ***installation drawings*** to required accuracy.
- 3.8 Calculate draft estimates of required materials, components and related costs in conjunction with other relevant persons.
- 3.9 Prepare ***bill of materials*** based on ***initial design***.
- 3.10 Evaluate ***initial design*** documentation, ***installation drawings*** and ***commissioning checklist*** against customer requirements and, where needed, quotation or tender submission requirements.
- 3.11 Undertake ***initial design*** review with customer and document outcomes.
- 4 Modify and finalise system design and documentation.
- 4.1 Modify ***initial design***, incorporating review and evaluation feedback from customer and other relevant persons.
- 4.2 Test and evaluate design requirements to confirm suitability.
- 4.3 Document modifications and test results.
- 4.4 Review and finalise design calculations, costings and ***bill of materials***.
- 4.5 Complete and document ***final design*** documentation, calculations, ***installation drawings*** and ***commissioning checklist***.
- 4.6 Prepare 'as installed' designs and technical data schedules to customer's needs.
- 4.7 Process ***final design*** documentation for approval and store and distribute according to ***organisational procedures***.
- 4.8 Create appropriate records and complete ***documentation*** according to ***work procedures***.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- analyse risk, detection specifications and building or protected area requirements for system
- conduct a fire risk assessment to Australian and international standards
- interpret construction design documents
- read specifications, contracts, site plans and quotation or tender briefs
- use measuring equipment
- problem-solving and critical analysis
- use design and calculation software
- develop system design incorporating electrical, mechanical and structural design elements
- produce computerised system design using software specific to gaseous agent
- manage design changes and variations
- create computerised designs from hard copy
- operate printing and plotting equipment
- project planning and management
- electronic file transfer, internet and email skills
- source, organise and record information
- plan and organise work in order to estimate time to complete activities and prioritise tasks
- use effective customer service skills and relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in verbal, non-verbal and written modes
 - read, understand and comply with work instructions and specifications
 - read, understand and record measurements.

Required knowledge:

- gaseous fire suppression system design
- operation of discharge valve assembly and manifold connection components
- types and operation of actuation control devices and actuation mechanisms
- specific requirements for fire alarm systems suitable for gaseous fire protection systems
- types of extinguishing agents applicable to specific types of fire risk
- properties of gaseous agents
- relationship between gaseous agent properties and risk reduction strategies
- requirements to perform fire risk management assessment of a site
- factors that determine and control extinguishing agent concentration

- piping standards that apply to gaseous fire suppression system designs
- products available for use in creating gaseous fire suppression system designs
- interpretation of manufacturer data sheets to extract design requirement for equipment
- access and installation practices applicable to gaseous fire suppression systems and components
- maintenance requirements for designed system
- key features of legislation, regulations, codes and Australian standards applicable to gaseous fire suppression system designs
- fire industry codes of practice
- state-specific fire authority requirements
- purpose of the Building Code of Australia (BCA)
- implications of **not** applying legislative requirements to job functions
- methods of converting units of measurement
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Discuss, confirm and document customer requirements in a clearly structured and defined manner.	2
How can information be collected, analysed and organised?	Gather information from a number of sources, including regulatory, customer, manufacturer and organisational sources, and analyse to confirm system design work meets design specifications and requirements.	3
How are activities planned and organised?	Plan system design activities to suit customer and organisational requirements.	3
How is teamwork used?	Apply consultative and collaborative approaches through support and assistance	2

Key competency	Example of application	Performance level
	provided to customers and work groups.	
How are mathematical ideas and techniques used?	Apply complex mathematical techniques to system design activities.	3
How are problem-solving skills applied?	Identify and apply problem-solving throughout system design activities while considering ambiguous information received from information sources, potential risks and due processes to be followed when unusual problems are encountered.	3
How is the use of technology applied?	Demonstrate sound technical knowledge and use of appropriate technology when organising, recording and presenting system design information.	3

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- Competency in this unit underpins competency in other aspects of the candidate's role in managing their work tasks.
- This unit could be assessed on its own or in combination with other units of competency relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
 - locating, interpreting and applying relevant information, standards and specifications
 - creating designs for gaseous fire suppression systems based on two different gaseous extinguishing agents
 - complying with site safety plan, OHS regulations, ODS and SGG regulations (where required) and

state and territory legislation applicable to workplace operations

- complying with organisational policies and procedures, including quality requirements
- communicating and working effectively and safely with others
- in a minimum of two different settings:
- identifying legal and industry requirements that apply to system design
- analysing system design requirements
- identifying and confirming system and site measurements, critical dimensions and system data
- identifying risk requirements
- identifying constraints to system design
- developing strategies to address identified constraints
- identifying and selecting appropriate products, extinguishing agents, hardware and components for use in system design
- incorporating variations and modifications into system design
- completing system design calculations
- drafting system design drawings
- preparing bill of materials for system design
- identifying installation and commissioning procedures for system design
- identifying safety procedures to be followed during installation and commissioning procedures
- creating installation and commissioning documentation for system and components, pipes, fittings, actuation control devices, activating mechanisms and auxiliary shutdown interface, as required.

Specific resources for assessment

- Resource implications for assessment include access to:
 - actual or simulated work environment, including gaseous fire suppression system software
 - customer specifications, tender or quotation documentation, and installation and maintenance requirements for a gaseous fire suppression system design
 - assessment documentation, including training and assessment record books

Context of assessment

- all necessary tools, specialist equipment, materials and spare parts
- relevant manuals and other documentation, including Australian standards.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.
- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency over the full range of performance criteria may be made through practical demonstrations in the work place. Consideration should be given to assessing consistency of outcome over an appropriate period of time.
- Candidates should also be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment.
- All safety requirements must be adhered to during all practical activities.
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations, where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders that demonstrate an understanding of the requirements for gaseous fire suppression system design.
- Candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to

the candidate's organisation. One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)

- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - building Acts, regulations and codes
 - Australian and international standards identified as relevant to gaseous fire suppression design
 - environmental regulations
 - manufacturer specifications
 - organisational requirements, including policies and procedures relating to ODS, SGG and OHS
 - OHS legislation, codes and regulations
 - ODS and SGG legislation, codes and regulations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative requirements may include:

- relevant current Australian standards, including AS 4214
- relevant federal, state and territory building Acts, regulations and codes, such as *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*
- relevant international standards, including NFPA 2001 and related ISO standards
- fire industry codes of practice
- Building Code of Australia (BCA)
- building surveyor requirements, such as occupancy permits
- OHS legislation, codes and regulations
- dangerous goods regulations
- licensing arrangements
- environmental regulations, including ODS and SGG legislation, codes and regulations
- other relevant legislation relating to fire protection equipment, including international, shipping and marine codes
- Australian petroleum industry requirements.

Work procedures may include:

- instructions from colleagues, supervisors and managers
- specific customer requirements
- assignment instructions
- equipment manufacturer requirements
- reporting and documentation requirements
- ODS, SGG and OHS requirements
- personal protective equipment (PPE) requirements.

Relevant persons may include:

- team leaders
- supervisors
- managers
- colleagues
- customers.

Potential and actual breaches could be identified by:

- direct observation
- workplace quality assurance teams.

Organisational requirements

- legal and organisational policies and guidelines

may include:

- personnel practices and guidelines outlining work roles, responsibilities and delegations
- legislation relevant to the design of gaseous fire suppression systems
- OHS policies, procedures and programs
- procedures and work instructions to prevent the emission of ODS and SGG in the workplace
- documentation and information systems and processes
- use of electronic job scheduling and communication devices.

Constraints may include:

- specification of works
- regulatory and authority requirements
- availability of components
- alterations to building design.

Documentation may include:

- specifications
- tender designs
- contract reference designs
- insurance reports
- bill of materials and quantities for construction design
- calculations
- materials listings.

Initial design may include:

- system concepts
- preliminary calculations.

Variations may include:

- changes by other trades
- changes to the structure
- changes of design criteria
- additional requirements by authorities.

Modifications may include:

- project-specific deviations from design documents' codes and standards
- specific structural constraints.

Commissioning checklist may include checking:

- fire alarm is connected
- type of equipment connected to fire alarm
- area is fire-rated and level of rating
- penetrations are properly gas-sealed
- audio and visual alarms
- purge ventilation system is provided
- volume of room(s)
- if pipework and valving was subject to hydrostatic test
- if gas container storage area is covered by

detection

- floor tiles for under-floor detector location
- operation of actuation control devices and activating mechanisms
- if door release and damper release switches are fitted
- visual notification at fire indicator panel
- if air conditioning shutdown isolation (via a panel zone or door switch) is operable.

Installation drawings may include:

- plan views
- elevation and section details
- specific details
- schematics
- pipe construction and joining methods
- operational equipment details
- calculation data
- details of all elements affecting the design
- reference to relevant codes and standards
- all detail as per relevant design standard.

Bill of materials may include:

- accurate description of all materials
- quantity and cost of all materials
- contingency expenses.

Final design may include:

- electrical, mechanical and structural design elements
- 'as installed' adjustments
- 'as installed' calculations.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES52A Prepare quotations for gaseous fire suppression system designs

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to prepare quotation or tender documentation for gaseous fire suppression system designs. The unit requires the ability to accurately determine system requirements, develop a detailed budget and prepare documentation according to set quotation or tender criteria and conditions.

Application of the Unit

Application of the unit

This unit of competency supports the development of fire suppression system design skills and knowledge that can be used throughout the Australian fire protection industry.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where <i>bold italicised</i> text is used, further information is detailed in the range statement. Assessment of performance is to be

consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Interpret and comply with legal and industry requirements relating to preparation of quotation or tender documentation for gaseous fire suppression system designs.	1.1 Apply knowledge and understanding of legislative requirements , including the Building Code of Australia (BCA) and relevant state and territory regulations, to gaseous fire suppression system designs and quotation or tender documentation.
	1.2 Apply knowledge and understanding of legislative and industry requirements to work procedures and clarify where necessary with relevant persons .
	1.3 Identify potential and actual breaches of legislative and industry requirements and take action according to organisational requirements .
2 Determine quotation or tender requirements.	2.1 Obtain and analyse quotation or tender brief and other relevant documentation .
	2.2 Assess viability to comply with quotation or tender requirements against described specifications and operational capacity.
	2.3 Conduct customer site visit, as necessary.
	2.4 Conduct risk assessment on anticipated project.
	2.5 Identify personal limitations in assessing quotation or tender requirements and seek assistance as required from relevant persons .
	2.6 Interpret and allow for all relevant organisational requirements and legislative requirements within parameters of quotation or tender requirements.
3 Estimate resource requirements.	3.1 Determine financial, physical and human resources needed to meet quotation or tender requirements.
	3.2 Identify and cost system design requirements .
	3.3 Prepare draft system design drawings and calculations to meet quotation or tender requirements.
	3.4 Apply organisational rate schedules and

ELEMENT**PERFORMANCE CRITERIA**

- conditions to establish costings.
- 3.5 Identify and account for ***contingency factors and variations*** that may affect capacity to meet resource estimates.
- 3.6 Review all information to check accuracy.
- 3.7 Determine budget to meet assessed quotation or tender requirements.
- 4 Prepare and submit quotation or tender documentation.
- 4.1 Use ***business equipment and technology*** to gather and compile relevant information in a suitable format according to ***organisational requirements***.
- 4.2 Prepare draft quotation or tender documentation to accurately reflect specific ***quotation or tender criteria*** and conditions.
- 4.3 Distribute draft quotation or tender documentation to relevant persons to check accuracy and coverage of information.
- 4.4 Seek ***feedback*** and, where appropriate, incorporate in quotation or tender documentation.
- 4.5 Submit final documentation within timelines and securely maintain a copy according to ***organisational requirements***.
- 5 Convert accepted quotation or tender into job order.
- 5.1 Negotiate changes and variations to meet customer and company needs.
- 5.2 Check and validate system design data, cost and resource estimates.
- 5.3 Negotiate, where needed, and immediately confirm written agreement to quotation or tender documentation.
- 5.4 Successfully negotiate and arrange method of payment with the customer.
- 5.5 Create customer file, accurately and promptly update ***documentation***, and store securely.
- 5.6 Seek feedback on quotation or tender documentation and review the submission process to identify areas for improvement to support future activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- analyse site fire protection and detection requirements
- basic project planning and management
- costing and estimating
- customer relations
- apply language, literacy and numeracy skills to:
 - communicate with others in a clear and concise manner in both written and verbal modes
 - read, understand and comply with quotation or tender criteria and conditions
 - report and record information neatly and legibly when completing documentation
- problem-solving and critical analysis
- source, organise and record information
- time management.

Required knowledge:

- contractual requirements for variation requests
- fire suppression system coverage requirements
- system design knowledge
- duty of care in provision of services
- financial accountability requirements
- fire industry codes of practice
- legislation, guidelines, policies and practices relating to preparing quotations for services
- organisational and customer confidentiality requirements
- organisational costing and pricing schedules
- policies and procedures in relation to preparing and documenting quotations
- relevant consumer protection issues and fair trading and trade practices requirements
- research and analysis methods
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Share and discuss with colleagues, supervisor and/or customers information and ideas to develop an understanding of customer expectations and requirements.	2
How can information be collected, analysed and organised?	Collect and analyse information from quotation or tender brief and assess viability to comply with quotation or tender requirements.	2
How are activities planned and organised?	Prioritise, coordinate and sequence work tasks, as required, to meet customer requirements.	2
How is teamwork used?	Work with management and colleagues to prepare quotation or tender documentation to customer's satisfaction and organisation's requirements.	2
How are mathematical ideas and techniques used?	Calculate the costs of services to customers, including cost of equipment and resources required.	1
How are problem-solving skills applied?	Analyse factors that may affect meeting customer requirements and detail contingencies.	2
How is the use of technology applied?	Use technology to access information, develop quotation or tender documentation, and manage scheduling and completion of work.	3

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment	• Competency in this unit underpins competency in other aspects of the candidate's role in managing their work tasks. • This unit could be assessed on its own or in combination with other units of competency relevant to the job function.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	• A person who demonstrates competency in this unit must be able to provide evidence of: • preparing documentation according to: • quotation or tender criteria and conditions • organisational requirements for preparing and presenting quotations or tenders • industry and legislative requirements • conducting a risk assessment of anticipated project • accurately determining system requirements • developing a detailed budget • checking system design data, cost and resource estimates • reviewing the submission process.
Specific resources for assessment	• The following resources should be available: • legislation, policies, procedures and protocols related to preparing and documenting quotations for gaseous fire suppression system designs • relevant codes of practice • copy of quotation or tender brief on which submission is based • copy of organisational rate schedules and conditions • organisation's quotation pro forma • copy of customer file • assessment instruments and record books. • Where applicable, physical resources should include equipment modified for people with disabilities. • Access must be provided to appropriate learning and/or assessment support when required. • Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.

Context of assessment

- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the workplace.
- Assessment of competency over the full range of performance criteria should be made.
- Candidates should be given the opportunity to practise and undertake self-assessment of performance before requesting formal assessment
- Oral questioning or a written assessment may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)
- Assessment of evidence should establish the candidate's ability to perform the job to the standard required in the workplace.
- Supplementary evidence may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders. Other forms of evidence may include audit reports, customer survey reports and appraisal reports.
- Candidate should be encouraged to compile a portfolio of examples of completed documentation relevant to their organisation. One accurate example of each completed document is suggested as sufficient to infer competency and ability to transfer appropriate skills to each document type when required in the workplace. (Oral questioning may contribute as evidence of this ability.)
- Information derived from enterprise policies and practices must be treated as commercial-in-confidence.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect the requirements of the unit of competency and the work

being performed.

- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.
- Performance and assessment of this unit must be carried out within the relevant requirements of the following legislative and industry framework:
 - Acts, regulations and codes
 - Australian and international standards identified as relevant
 - environmental regulations
 - organisational requirements, including policies and procedures relating to ODS, SGG and OHS.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislative requirements may include:

- Australian standards, quality assurance and certification requirements
- award and enterprise agreements
- fire industry codes of practice
- national industry standards
- relevant federal, state and territory legislation and local government regulations that affect company operation, including:
 - consumer protection
 - environmental protection issues such as ozone depleting substance (ODS) and synthetic greenhouse gas (SGG) extinguishing agent handling licences
 - industrial equipment certificates of competency or licences
 - industrial relations
 - occupational health and safety (OHS) Acts and regulations

- privacy
- trade practices
- workplace consultative arrangements.

Work procedures may include:

- checking equipment availability
- confirming process and equipment efficiency
- determining travel costs
- obtaining subcontractor quotations
- determining quantity take-off levels.

Relevant persons may include:

- colleagues
- customers
- managers
- representatives from regulatory authority
- supervisors.

Potential and actual breaches may include:

- insufficient fire rating of enclosures
- using gases without appropriate licences.

Organisational requirements may include:

- business and performance plans
- customer and company confidentiality requirements
- customer service standards
- code of conduct
- code of ethics
- defined resource parameters
- duty of care
- insurance policy agreements
- legal and organisational policies and procedures, including personnel practices and guidelines
- OHS policies, procedures and programs
- organisational goals, objectives, plans, systems and processes
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- verbal or written instructions.

Documentation may include:

- inspection reports
- manufacturer design guidelines
- relevant codes and standards
- risk analysis reports.

Viability may include:

- availability of outsourced materials and equipment

	• capacity to comply with building program • cost effectiveness.
<i>System design requirements</i> may include:	• exemption from use of restricted materials • size of risk • strategic importance of risk • type of contents.
<i>Contingency factors and variations</i> may include:	• building progress • cash flow • disputes • insurance • restricted site access • time penalties • transport • weather and environmental conditions.
<i>Business equipment and technology</i> may include:	• communications technology • design software • manufacturer data • measuring equipment.
<i>Quotation or tender criteria</i> may include:	• agreed boundaries of operation • cost schedule • methods of operation • reporting requirements • time limit.
<i>Feedback</i> may include:	• confirmation from management • knowledge of competitors • specific customer requirements.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPFES53A Participate in workplace safety arrangements

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to understand and participate in workplace policies and procedures relating to occupational health and safety (OHS), and ozone depleting substance (ODS) and synthetic greenhouse gas (SGG) emission in order to ensure own safety and that of others in the workplace. It also covers recognising hazards and following workplace emergency procedures.

The unit is relevant to employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines.

The unit is based on Generic Competency A in the *National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards* (NOHSC:7025 [1998] 2nd edition).

Application of the Unit

Application of the unit

This unit of competency supports one or more extinguishing agent handling licences prescribed under the *Ozone Protection and Synthetic Greenhouse Gas Management Act 1989*.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Follow workplace procedures for hazard identification and risk control.	1.1 <i>Identify hazards</i> in the work area and report <i>hazards</i> to <i>appropriate personnel</i> according to <i>workplace procedures</i> and <i>company requirements</i>. 1.2 Follow <i>workplace procedures</i> and work instructions for controlling risks according to <i>company requirements</i>.
2 Participate in arrangements for the management of OHS.	2.1 Raise OHS issues with appropriate personnel according to relevant <i>OHS legislation, ODS and SGG legislation, workplace procedures</i> and <i>company requirements</i>. 2.2 Join in <i>participative arrangements</i> for OHS management in the workplace within scope of own role and responsibilities, according to <i>workplace procedures</i> and <i>company requirements</i>.
3 Follow emergency procedures in the workplace.	3.1 Follow <i>emergency procedures</i> for dealing with accidents, fires and emergencies whenever necessary within scope of own role and responsibilities and according to <i>company requirements</i>. 3.2 Report details of <i>hazardous events</i> to <i>appropriate personnel</i> according to <i>company requirements</i>.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills:

- follow safe work procedures
- identify potential and existing risks or hazards
- follow emergency response procedures
- communicate OHS, ODS and SGG information to appropriate personnel
- use tools, equipment and products safely
- use language and literacy skills to:
 - understand and comply with work instructions
 - interpret safety signs
 - read and comprehend product instructions
- participate in OHS training.

Required knowledge:

- rights and responsibilities of parties in the workplace under relevant OHS Acts, regulations and codes of practice
- rights and responsibilities of parties in the workplace under ODS and SGG legislative and industry requirements
- reasons for preventing ODS and SGG emissions in the workshop
- methods used to prevent ODS and SGG emissions in the workshop
- communication channels and procedures to report OHS, ODS and SGG concerns
- common workplace hazards and risk control measures, including:
 - range and meanings of safety signs and symbols in the workplace
 - types and purpose of personal protective equipment (PPE)
 - site safety plan
 - ways in which OHS is maintained in emergency situations
 - procedures for the use, storage, cleaning and disposal of equipment and material
- relevant federal, state or territory legislation that affects organisational operations, including:
 - anti-discrimination and diversity
 - equal employment opportunity
 - industrial relations.

KEY COMPETENCIES

The seven key competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance level 1 - at this level the candidate is required to undertake tasks effectively.

Performance level 2 - at this level the candidate is required to manage tasks.

Performance level 3 - at this level the candidate is required to use concepts for evaluating and reshaping tasks.

Key competency	Example of application	Performance level
How are ideas and information communicated?	Compare information regarding the work environment against relevant policies and procedures.	1
How can information be collected, analysed and organised?	Report or discuss OHS issues with relevant or designated personnel.	1
How are activities planned and organised?	Organise work tasks according to safe work practices.	1
How is teamwork used?	Participate in ensuring a safe work environment.	1
How are mathematical ideas and techniques used?	Mix chemicals according to product labels and follow equipment maintenance schedules.	1
How are problem-solving skills applied?	Identify hazards and report to appropriate persons.	1
How is the use of technology applied?	Use equipment appropriately in the workplace.	1

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

- Competency in this unit will underpin competency in other aspects of the candidate's role in managing work tasks.
- This unit could be assessed on its own or in combination with other units of competency relevant to the job function.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- A person who demonstrates competency in this unit must be able to provide evidence of:
 - accurately following workplace procedures relevant to controlling risks in the

Specific resources for assessment

- workplace
- identifying hazards and risks in the workplace and reporting them to designated personnel
- correctly following emergency procedures in emergency situations.
- Evidence in this area may be gathered through simulations.
- The candidate and the assessor should have access to the appropriate documentation and resources normally used in the workplace. This includes access to the following:
 - a suitable work area or a simulated workplace environment that allows for identification of hazards
 - PPE commonly used to reduce workplace risk
 - relevant products, tools, specialist equipment and associated instructions, including those relating to ODS and SGG
 - manuals and relevant documentation, including policies and procedures relating to OHS, ODS and SGG
 - assessment documentation forms and record books.
- Where applicable, physical resources should include equipment modified for people with disabilities.
- Access must be provided to appropriate learning and/or assessment support when required.
- Assessment processes and techniques must be culturally appropriate, and appropriate to the oracy, language and literacy capacity of the candidate and the work being performed.

Context of assessment

- For valid and reliable assessment of this unit, competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment).
- Competency is to be demonstrated in a range of situations, reflecting the practical requirements of the workplace which may include customer and workplace interruptions and involvement in related activities normally experienced in the

workplace.

- When assessing candidates, assessment techniques that allow a collection of evidence from relevant workplace experience should be used. Assessment against this unit may involve the following:
 - continuous assessment in the workplace (observation), or a setting that simulates the conditions of a workplace (simulation), taking into account the range of variables affecting performance
 - self-assessment of performance on the same terms as those described above
 - interviews and/or provision of learning activities to check underpinning knowledge requirements
 - supplementary evidence that may be obtained from relevant authenticated correspondence or reports from supervisors or team leaders.
- Performance and assessment of this unit must be carried out within the relevant requirements of the legislative and industry framework and as set out in organisational policies and procedures relating to OHS, ODS and SGG.
- In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.
- Questioning will be undertaken in such a manner as is appropriate to the oracy, language and literacy levels of the candidate and any cultural issues that may affect responses to the questions. It will reflect requirements of the unit of competency and the work being performed.
- Where assessment is for the purpose of recognition (RCC or RPL), the evidence provided will need to be authenticated and show that it represents current competency demonstrated over a period of time.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Identifying hazards may include activities such as:

- checking equipment or the work area before work commences and during work
- regular housekeeping activities
- workplace inspections of equipment and work areas.

Hazards may include:

- hazards associated with electrical or mechanical faults
- environmental, such as ODS and SGG emissions, or improper use of hazardous materials and chemicals
- ergonomic, such as incorrect manual handling methods
- obstructive, such as blocked access to emergency entry and exit points.

Appropriate personnel may include:

- health and safety representatives
- managers
- OHS personnel
- other persons, including emergency service personnel authorised or nominated by the enterprise or industry to:
 - approve specified work
 - direct specified work and functions
 - inspect specified work
 - perform specified work and functions
- supervisors and team leaders.

Workplace procedures may include:

- specific OHS procedures and organisational policies or procedures relating to:
 - assessing and controlling risks
 - consultation and participation arrangements for employees
 - emergency response
 - resolving OHS issues
 - safe operating procedures or instructions that cover such things as:
 - awareness of electrical hazards

- applying confined space procedures
 - providing first aid
 - safely using tools and equipment
 - working safely around electrical wiring, cables and overhead powerlines
 - specific hazards
 - reporting OHS issues
 - using PPE
 - workplace safety inspections
 - work instructions to prevent the emission of ODS and SGG in the workplace.
- Company requirements** may include:
- counselling and disciplinary processes
 - maintenance of plant and equipment
 - purchasing of supplies and equipment
 - work procedures and work instructions.
- OHS legislation** may include:
- general duty of care under OHS legislation and common law
 - provisions relating to OHS issue resolution
 - provisions relating to roles and responsibilities of health and safety representatives and/or OHS committees
 - regulations and codes of practice, including those relating to hazards present in the workplace or industry
 - federal, state and territory OHS Acts.
- ODS and SGG legislation** may include:
- *Ozone Protection and Synthetic Greenhouse Gas Management Act*
 - *Ozone Protection and Synthetic Greenhouse Gas Management* amendments and regulations.
- Participative arrangements** may include:
- formal and informal meetings of:
 - OHS committees
 - other committees, including:
 - consultative
 - planning
 - purchasing
 - ODS and SGG emission control
 - suggestions, requests, reports and concerns put forward by employees to management.
- Emergency procedures** may include:
- accident and incident reporting
 - chemical containment
 - ODS and SGG emission control
 - evacuations

Hazardous events may include:

- following instructions from authorised or designated personnel during hazardous events
- providing first aid.
- accidents, including motor vehicle accidents
- acts of violence
- bomb threats
- chemical spills
- ODS and SGG emissions
- fires and explosions
- inhalation of dangerous substances
- natural disasters.

Unit Sector(s)

Sector

Fire Protection Equipment

Competency field

Competency field

Asset Maintenance

PRMPM02B Assess pest management options

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge where a number of pest management options need to be considered and a decision taken as to the best course of action. The unit applies to pests and pest activity that impact on the health, safety or amenity of persons or environments and can be applied to domestic, commercial or industrial premises.

The unit requires the ability to assess the nature and extent of the pest and pest activity, a thorough understanding of client requirements and the application of company information in order to perform the task. The selection of appropriate pest management methods is essential for performing the task safely and effectively.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Access work site	1.1 Access <i>work site</i> in accordance with <i>company requirements</i> 1.2 Review <i>work order</i> and identify any <i>work site requirements</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.3 Confirm authority of the <i>client</i> requesting services in accordance with <i>legislative</i> and <i>company requirements</i>
2 Clarify nature of the pest management problem	2.1 Review information on <i>client record</i> in accordance with <i>company requirements</i> 2.2 Clarify <i>client</i> perception of the <i>pest</i> problem and their needs and expectations using appropriate <i>interpersonal skills and communication techniques</i> 2.3 Conduct an initial review of the <i>work site</i> to confirm <i>client's</i> perception of the <i>pest</i> problem in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>
3 Determine assessment method	3.1 Identify <i>hazards</i> and control risks with the <i>assessment method</i> at the <i>work site</i> in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i> 3.2 Select and determine a safe, practical <i>assessment method</i> that is <i>cost effective</i> and minimises disruption to <i>client</i> activity and the existing condition of the premises in accordance with <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 3.3 Obtain <i>client</i> agreement to the <i>assessment method</i> prior to commencing in accordance with <i>company requirements</i> 3.4 Identify and select <i>equipment</i> requirements in accordance with <i>legislative, OHS</i> and <i>company requirements</i>
4 Conduct work site inspection	4.1 Determine type and condition of building and environment in accordance with <i>work order</i> and <i>legislative</i> and <i>company requirements</i> 4.2 Identify <i>hazards</i> and control risks at the <i>work site</i> in accordance with <i>legislative, OHS</i> and <i>company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

	4.3 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 4.4 Conduct assessment using pre-determined <i>assessment method</i> and safe operating practices in accordance with <i>manufacturers' specifications, environmental, legislative, OHS</i> and <i>company requirements</i> 4.5 Conduct inspection to identify accurately <i>pest</i> type, activity level, density and location of harbourages from available evidence and in accordance with <i>work order, agreed assessment method</i> and <i>company requirements</i>
5 Select pest management method options	5.1 Select effective <i>pest management method options</i> appropriate to the identified problem in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 5.2 Review <i>pest management method options</i> to confirm they meet <i>client</i> needs and are <i>cost effective</i> in accordance with <i>work order</i> and <i>company requirements</i> 5.3 Provide <i>client</i> with clear, accurate and concise <i>information on pest management method options</i> to enable informed decision-making in accordance with <i>work order</i> and <i>company requirements</i>
	5.4 Access additional <i>sources of information</i> to clarify any issues concerning <i>pest</i> type, <i>pest management method options, manufacturers' specifications</i> and <i>environmental, legislative or OHS requirements</i>
6 Complete assessment documentation	6.1 Document accurately <i>information on pest</i> problem, <i>client</i> requirements and proposed <i>pest management method options</i> in accordance with the <i>work order</i> and <i>company requirements</i> 6.2 Provide <i>client</i> with information on <i>pest management plan</i> prior to treatment in accordance with <i>company requirements</i> 6.3 Provide <i>client</i> with copy of <i>assessment documentation</i> in accordance with <i>company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

6.4 Update *client records* with a copy of the *assessment documentation* in accordance with *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to assess pest management options safely and efficiently. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate clarification of the client's pest problem.
- Accurate identification of the hazards and risks associated with pest management.
- Accurate identification of the type of pest(s) and pest activity.
- Communicating information and advice on pest management method options.
- Compliance with company and legislative/regulatory requirements.
- Knowledge of hierarchy of hazard control.
- Outcomes achieved in relation to work order.
- Safe and appropriate pest management method options.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of pests relevant to the area and their life cycles, habits and harbourages.
- Pest ecology as related to pest management operations.
- Pesticidal and physical controls associated with managing pests in a range of environments.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Safe work practices with equipment and PPE.

- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting.
- Work order specifications.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- interpersonal skills
- hazard identification and risk control
- applying correct manual handling techniques
- handling and disposal of chemicals safely
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and on chemical labels and MSDS
- performing the mathematical calculations required for measuring areas and volumes
- working safely at heights and in confined spaces
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM05B Modify environment to manage pests
- PRMPM06B Apply pesticide to manage pests
- PRMPM07B Implement a pest management plan
- PRMPM09B Advise client on pest management options
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or other venue
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- access to relevant databases and information
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field by reviewing the outcome of at least one complete assessment role under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order, legislation and company requirements.
How can information be collected, analysed and organised ?	2	Collect, analyse and organise all information from management and client to determine outcome for relevant activity.
How are activities planned and organised ?	2	Plan and organise outcome of activity as determined by client brief.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and in accordance with company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate work site area and cost effective methods to undertake work order.
How can problem-solving skills be applied?	2	Assess and analyse in conjunction with management and client possible problems which may arise.
How can the use of technology be applied?	2	Record data, such as incident/hazard reports or assessment documentation of client, for future quotation use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Assessment documentation may include:

- company activity records
- detailed quotation
- photographs
- written reports.

Assessment methods may include:

- discussion with client
- review of past pest management records
- visual inspections.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Client records may be a computer or manual file and include:

- contact details

- customer files and databases
- details of previous assessments
- details of previous quotations
- details of previous service provision
- logbooks
- pest management plan
- reports
- specific details about the work site, nature of the pest problem, etc
- use of contractors.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Cost effective means a balance that:

- achieves an effective pest management solution
- is affordable for the client
- provides profit opportunities for the operator.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- bunding material
- camera
- dishes or bowls
- drills
- dusters
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- probes
- safety harnesses
- sand and other absorbent materials
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors
- specimen bottles
- spray equipment
- torches
- trays
- waste disposal containers.

Hazards may include:

- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- biological and animal waste
- bites and stings

- blood and blood-stained products
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts
- noise
- occupational violence and bullying
- poor personal hygiene practices
- spill, splash and spray
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work environment temperature extremes
- work in isolated/remote environments.

Information may include:

- conditions for infestation
- control and maintenance methods
- hazardous substance legislation, codes of practice, Australian Standards and advisory standards covering use of chemicals
- impacts on the environment and buildings of alternative pest management methods
- pest activity
- sources of infestation.

Interpersonal skills and communication techniques may include:

- active listening
- language - accurate, articulate and concise
- language, verbal or non-verbal
- presentation of options and consequences
- providing an opportunity for the client to confirm their request
- questioning to clarify and confirm the client's understanding
- seeking feedback from client to confirm understanding of needs
- summarising and paraphrasing to check understanding of client's message

- use of effective presentation aids (audiovisual slides, diagrams, photos, pictures)
- using appropriate body language.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures

- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- health surveillance and monitoring (e.g. regular blood testing)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator - full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment
- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. safety glasses, goggles
- eyewashes and showers
- face shield (splash-proof)

- First Aid kit appropriate to the task and location
- hair nets
- hard hats
- high-visibility vests/clothing
- long pants
- noise protection
- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel
- sunscreen
- tongs
- torch
- washable sun hats
- wet-work protective clothing.

Pest management method options may include:

- biological controls
- chemical and physical barrier treatments
- cultural controls
- environmental controls
- management controls.

Pest management plan may include:

- advice of health, safety, environmental and other legislative matters
- advice on pest prevention strategies
- chemical application methods
- details of pest and pest activity
- follow up pest management advice, monitoring and call-back schedule
- pest management method options
- types and quantities of chemicals to be used.

Pests may include any pest of commercial significance in an urban environment.

Sources of information may include:

- company specialists or consultants
- government agencies and departments e.g. agriculture, forestry, quarantine
- industry groups and associations
- Internet resources
- publications e.g. company, government and industry.

Work order information may include:

- access to work site including timing of access and access and egress points

- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work site requirements may include:

- access and egress points
- lighting
- noise control
- presentation
- relationships with other customer activities
- security
- sensitivity of occupants to pests
- ventilation.

Work sites may include:

- building surroundings
- buildings
- domestic, commercial or industrial premises.
-

Unit Sector(s)

Not Applicable

PRMPM05B Modify environment to manage pests

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to modify the environment to manage pests. The unit applies to the creation of the physical conditions necessary in order to manage the pest environment. The unit applies to pests and pest activity that impact on the health, safety or amenity of persons or environments and can be applied to domestic, commercial or industrial premises.

The unit requires the ability to assess the nature and extent of the pest and pest activity, a thorough understanding of client requirements and the application of company information in order to perform the task. The selection of appropriate equipment and methods is essential for performing the task safely and efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Access and assess the work site	1.1 Access the <i>work site</i> in accordance with <i>company requirements</i> 1.2 Review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.3 Determine <i>assessment method</i> in accordance with <i>work order</i> and <i>company requirements</i>
2 Inspect site for pests and develop a pest management plan	2.1 Identify <i>hazards</i> and control risks in the <i>work site</i> in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 2.2 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 2.3 Identify type and extent of <i>pest</i> and <i>pest</i> activity in accordance with <i>work order</i> and <i>company requirements</i> 2.4 Select most appropriate <i>pest management method option(s)</i> to manage the <i>pest</i> in accordance with <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 2.5 Advise <i>client</i> of proposed <i>pest management plan</i> in accordance with <i>work order</i> and <i>company requirements</i> 2.6 Confirm <i>client</i> willingness to proceed with implementation of the <i>pest management plan</i> in accordance with <i>company requirements</i>
3 Prepare work site	3.1 Identify <i>hazards</i> and control risks at the <i>work site</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 3.2 Determine the size and usage pattern of the <i>work site</i> to ensure safety of all <i>personnel</i> and efficient use of <i>equipment</i> and <i>materials</i> 3.3 Install appropriate <i>signage and barriers</i> as required to maximise <i>public health and safety</i> during the treatment operation 3.4 Identify any factors affecting the completion of the <i>work order</i> and advise promptly the <i>appropriate person(s)</i>

ELEMENT	PERFORMANCE CRITERIA
4 Select and prepare equipment and materials	4.1 Select and use suitable <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS and company requirements</i> 4.2 Select <i>equipment</i> appropriate for completion of the <i>pest management plan</i> 4.3 Check operational effectiveness of application and access <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS and company requirements</i> 4.4 Adjust <i>equipment</i> to suit operator's requirements in accordance with <i>manufacturers' specifications</i> 4.5 Select and locate <i>materials</i> appropriate for completion of the <i>pest management plan</i> in accordance with <i>company requirements</i> 4.6 Prepare <i>materials</i> for completion of the <i>pest management plan</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i>
5 Effect treatment	5.1 Treat work site using appropriate <i>equipment, materials</i> and <i>pest management method options</i> as identified in the <i>pest management plan</i> 5.2 Conduct all work using safe operating practices in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS and company requirements</i>
	5.3 Respond to emergency situations using <i>emergency response procedures</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative and company requirements</i>
6 Restore work site and complete documentation	6.1 Collect and remove all <i>equipment, materials</i> and <i>waste</i> in accordance with <i>work order</i> and <i>environmental, legislative, OHS and company requirements</i> 6.2 Restore the <i>work site</i> in accordance with the <i>work order</i> and client requests, <i>environmental</i> and <i>company requirements</i> 6.3 Remove any <i>signage and barriers</i> used when the <i>work site</i> is available for re-use in accordance with <i>work order</i> and <i>OHS and company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

	6.4 Complete and distribute <i>regulatory and company documentation</i> in accordance with <i>legislative and company requirements</i>
7 Clean, safety-check and store equipment	7.1 Clean and decontaminate <i>equipment and PPE</i> in accordance with <i>manufacturers' specifications and environmental, OHS and company requirements</i> 7.2 Safety-check <i>equipment and PPE</i> and record any maintenance required in accordance with <i>manufacturers' specifications and environmental, OHS and company requirements</i> 7.3 Store cleaned <i>equipment and PPE</i> to allow ready access and re-use in accordance with <i>company requirements</i> 7.4 Dispose of all collected <i>waste</i> in accordance with <i>work order, manufacturers' specifications and environmental, legislative, OHS and company requirements</i> 7.5 Treat exposed skin to remove any contamination in accordance with <i>manufacturers' specifications and OHS and company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to modify the environment to manage pests. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Accurate identification of the type of pest and pest activity.
- Compliance with company and legislative/regulatory requirements.

- Knowledge of emergency response procedures.
- Knowledge of hierarchy of hazard control.
- Outcomes achieved in relation to work order.
- Safe and appropriate pest management methods.
- Selection of appropriate equipment and materials for the task.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of pests relevant to the area and their life cycles, habits and harbourages.
- Pest ecology as related to pest management operations.
- Physical controls associated with managing pests in a range of environments and conditions.
- Product knowledge including manufacturers' specifications.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Safe work practices with equipment and PPE.
- Injury, dangerous occurrence and incident reporting.
- Licensing requirements for pest management control in accordance with relevant Commonwealth and state/territory legislation and local government regulations.
- Work order specifications.
- Company management structure and reporting procedures.
- Enterprise maintenance and servicing procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- hazard identification and risk control
- applying correct manual handling techniques
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and on chemical labels and MSDS
- handling and disposing safely of chemicals
- working safely at heights and in confined spaces
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM02B Assess pest management options
- PRMPM06B Apply pesticide to manage pests
- PRMPM07B Implement a pest management plan
- PRMPM09B Advise client on pest management options
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or other venue
- access to suitable equipment and materials
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field by reviewing the outcome of at least one complete practical activity under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The assessment needs to establish competency in non-chemical controls.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of	1 Confirm own role and responsibilities with

ideas and information be applied?		colleagues and supervisors to ensure compliance with work order, legislation and company requirements.
How can information be collected, analysed and organised ?	2	Collect, analyse and organise all information from management and client to determine outcome for relevant activity.
How are activities planned and organised ?	2	Plan and organise outcome of activity as determined by client brief.
How can teamwork be applied?	2	Provide support and assistance to team members to complete work tasks within designated timelines and in accordance with company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate work site area and operational effectiveness of equipment and materials needed to complete work order.
How can problem-solving skills be applied?	2	Communicate with management and client to identify and control potential risks or problems which may arise.
How can the use of technology be applied?	2	Record data, such as incident/hazard reports or assessment documentation of client, for future use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Assessment methods may include:

- discussion with client

- review of past pest management records
- visual inspections.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Emergency response procedures include:

- clean-up
- containment
- decontamination
- documented emergency response procedures
- First Aid
- isolation
- notification of authorities
- use of appropriate fire fighting appliances
- use of appropriate personal protective equipment
- work site/workplace evacuation.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- bunding material
- cages
- camera
- dishes or bowls
- drills
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- guns/rifles
- hoses
- knives
- ladders
- magnifying glass
- mirrors
- nets
- probes
- safety harnesses
- screwdrivers
- shovels and rakes

- sounding, moisture and movement detectors
- specimen bottles
- torches
- waste disposal containers.

Hazards may include:

- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- biological and animal waste
- bites and stings
- blood and blood-stained products
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights), wires and untested electrical equipment
- environmental impact
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts
- noise
- occupational violence and bullying
- poor personal hygiene practices
- spill, splash and spray
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work environment temperature extremes
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls

- chemical registers/manifests
- consumer protection legislation
- dangerous goods Acts and regulations
- declared pest (plant and animal) reporting
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial relations
- motor and commercial vehicle(s) transportation
- motor licence and endorsement regulations
- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Materials may include:

- building components
- physical barriers
- sealing components.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hierarchy of hazard control procedures
- industry advisory standards

- information provided by national registration authority and state government authorities e.g. agriculture, environment protection, health, primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- health surveillance and monitoring (e.g. regular blood testing)
- routes of entry and potential symptoms of exposure from chemicals
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator - full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment
- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. chemical resistant goggles, safety glasses
- eyewashes and showers
- face shield (splash-proof)
- First Aid kit appropriate to the task and location
- hair nets
- hard hats
- high-visibility vests/clothing
- long pants
- noise protection
- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel

- sunscreen
- tongs
- torch
- washable sun hats
- wet-work protective clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public
- venue/facility/building/shopping centre staff/management.

Pest management method options may include:

- caging
- netting
- physical exclusion/barriers/fencing
- shooting
- trapping/mustering.

Pest management plan may include:

- advice of health, safety, environmental and other legislative matters
- advice on pest prevention strategies
- details of pest and pest activity
- follow up pest management advice, monitoring and call-back schedule
- pest management method options.

Pests may include any pest of commercial significance in an urban environment

Public health and safety may affect:

- animals
- bystanders
- client staff
- company staff
- customers (present and future)
- distributors
- facility users
- fellow workers (colleagues)
- general public
- inspectors
- neighbours
- retailers
- suppliers
- trade and service providers.

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- customer files and databases
- invoices
- job sheets
- logbooks
- OHS control procedures, forms and documentation
- receipts
- risk assessments
- work diaries.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to the work site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions.

Waste may be solid or liquid and include:

- contaminated/hazardous biological waste
- used containers
- used/contaminated personal protective equipment e.g. disposable gloves.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work sites may include:

- building surroundings
- buildings
- domestic, commercial or industrial premises.
-

Unit Sector(s)

Not Applicable

PRMPM06B Apply pesticide to manage pests

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to apply pesticide to manage pests. The unit applies to pests and pest activity that impact on the health, safety or amenity of persons or environments and can be applied to domestic, commercial or industrial premises. The unit does not apply where the environment is modified to manage pests.

The unit requires the ability to assess the nature and extent of the pest and pest activity, a thorough understanding of client requirements and the application of company information in order to perform the task. The selection of appropriate equipment, pesticides and methods is essential for performing the task safely and efficiently.

Persons wishing to demonstrate competency in timber pest management are required to submit for assessment in units PRMPM08B Inspect and report on timber pests and PRMPM10B Control timber pests.

Persons wishing to demonstrate competency in fumigation are required to submit for assessment in unit PRMPM11B Conduct fumigation.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Access and assess work site	1.1 Access <i>work site</i> in accordance with <i>company requirements</i> 1.2 Review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.3 Determine assessment method in accordance with <i>work order</i> and <i>company requirements</i>
2 Inspect site for pests and develop a pest management plan	2.1 Identify <i>hazards</i> and control risks at the <i>work site</i> in accordance with <i>legislative, occupational health and safety (OHS), public health and safety</i> and <i>company requirements</i> 2.2 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 2.3 Identify type and extent of <i>pest</i> and <i>pest</i> activity in accordance with <i>work order</i> and <i>company requirements</i> 2.4 Select most appropriate <i>pesticide application method(s)</i> to manage the <i>pest</i> in accordance with <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 2.5 Advise <i>client</i> of proposed <i>pest management plan</i> in accordance with <i>work order</i> and <i>company requirements</i> 2.6 Confirm <i>client</i> willingness to proceed with implementation of the <i>pest management plan</i> in accordance with <i>company requirements</i>
3 Prepare site for treatment	3.1 Identify <i>hazards</i> and control risks at the <i>work site</i> in accordance with <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 3.2 Determine the size and usage pattern of the <i>work site</i> to ensure safety of all <i>personnel</i> and efficient use of <i>equipment</i> and <i>pesticides</i>

ELEMENT**PERFORMANCE CRITERIA**

- 3.3 Install appropriate *signage and barriers* as required to maximise *public health and safety* during the treatment operation
- 3.4 Identify any factors affecting the completion of the *work order* and advise promptly the *appropriate person(s)*
- 4 Select and prepare equipment and pesticides
- 4.1 Select and use suitable *PPE* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 4.2 Select *equipment* appropriate for completion of the *pest management plan*
- 4.3 Check operational effectiveness of application and access *equipment* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 4.4 Adjust *equipment* to suit operator's requirements in accordance with *manufacturers' specifications*
- 4.5 Select *pesticides* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
- 4.6 Calculate accurately the *pesticide* quantities required for the *work order* in accordance with *manufacturers' specifications* and *legislative and OHS requirements*
- 4.7 Mix or otherwise prepare *pesticide(s)* in accordance with the product label directions, *manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 5 Apply pesticides
- 5.1 Treat *work site* using appropriate *equipment* and *pesticides* as identified in the *pest management plan*
- 5.2 Conduct all work using safe operating practices in accordance with *manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 5.3 Respond to emergency situations using *emergency response procedures* in accordance with *manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 6 Restore work site and complete
- 6.1 Collect and remove all *equipment, pesticides*

ELEMENT

documentation

PERFORMANCE CRITERIA

and waste in accordance with *work order* and *environmental, legislative, OHS* and *company requirements*

6.2 Remove and dispose of any waste arising from accidental spillages or contamination in accordance with *manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*

6.3 Restore work site in accordance with the *work order*, client requests and *environmental* and *company requirements*

6.4 Eliminate hazards prior to handover in accordance with *environmental, legislative, OHS* and *company requirements*

6.5 Remove any *signage and barriers* used when work site is available for re-use in accordance with *work order* and *OHS* and *company requirements*

6.6 Notify appropriate person(s) of any further hazard reduction or rectification measures necessary in accordance with *environmental, legislative, OHS* and *company requirements*

6.7 Complete and distribute *regulatory and company documentation* in accordance with *legislative* and *company requirements*

7 Clean, safety-check and store equipment and pesticides

7.1 Clean and decontaminate *equipment* and *PPE* in accordance with *manufacturers' specifications* and *environmental, OHS* and *company requirements*

7.2 Safety-check *equipment* and *PPE* and record any maintenance required in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

7.3 Store cleaned *equipment* and *PPE* to allow ready access and re-use in accordance with *company requirements*

7.4 Transport and store *pesticides* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*

7.5 Dispose of all collected waste in accordance with *work order* and *manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*

7.6 Treat exposed skin to remove any

ELEMENT**PERFORMANCE CRITERIA**

contamination in accordance with
manufacturers' specifications and *OHS* and
company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to apply pesticides safely and efficiently. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Accurate identification of the type of pest and pest activity.
- Compliance with company and legislative/regulatory requirements.
- Demonstrated competency with at least one vertebrate and one non-vertebrate pest.
- Knowledge of emergency response procedures.
- Knowledge of hierarchy of hazard control.
- Outcomes achieved in relation to work order.
- Safe pesticide application methods.
- Selection of appropriate equipment and pesticides.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Pesticides - group, formulation, application method and hazard controls.
- Types of pests relevant to the area and their life cycles, habits and harbourages.
- Pest ecology as related to pest management operations.
- Pesticidal controls associated with managing pests in a range of environments and conditions.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- OHS legislation and procedures.

- Applicable regulations, codes of practice and industry advisory standards.
- Safe work practices with equipment and PPE.
- Injury, dangerous occurrence and incident reporting.
- Routes of entry and potential symptoms of exposure from chemicals.
- Licensing requirements for pest management control in accordance with relevant Commonwealth and state/territory legislation and local government regulations.
- Work order specifications.
- Company management structure and reporting procedures.
- Enterprise maintenance and servicing procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- observation
- safe and efficient pesticide application techniques
- hazard identification and risk control
- applying correct manual handling techniques
- handling and disposal of chemicals safely
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and on chemical labels and MSDS
- performing the mathematical calculations required for measuring areas and volumes and the dilution and mixing of pesticides as specified on product labels
- working safely at heights and in confined spaces
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM02B Assess pest management options
- PRMPM05B Modify environment to manage pests
- PRMPM07B Implement a pest management plan
- PRMPM09B Advise client on pest management options
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or other venue
- access to suitable equipment and pesticides
- access to personal protective equipment

- access to equipment operating manuals and MSDS
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- access to relevant databases and information
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field by reviewing the outcome of at least one complete pesticide application with one vertebrate and one non-vertebrate pest under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order, legislation and company requirements.
How can information be collected, analysed and organised ?	2	Collect, analyse and organise all information from management and client to determine outcome for relevant activity.
How are activities planned and organised ?	2	Plan and organise outcome of activity as determined by client brief.
How can teamwork be applied?	2	Provide support and assistance to team members to complete work tasks within designated timelines and

		in accordance with company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate site area and measure and carry out pesticide application.
How can problem-solving skills be applied?	2	Assess and analyse in conjunction with management and client possible problems which may arise.
How can the use of technology be applied?	2	Record data, such as incident/hazard reports or assessment documentation of client, for future use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

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- company/organisation
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- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Company requirements may include:

- access and equity policy, principles and practice

- business and performance plans
- client communication procedures
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- dress and presentation requirements
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- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Emergency response procedures include:

- clean-up
- containment
- decontamination
- documented emergency response procedures
- First Aid
- isolation
- notification of authorities
- use of appropriate fire fighting appliances
- use of appropriate personal protective equipment
- work site/workplace evacuation.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures

- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- broom
- bunding material
- camera
- dishes or bowls
- drills
- dusters
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- probes
- safety harnesses
- sand and other absorbent materials
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors
- specimen bottles
- spray equipment
- torches
- trays
- waste disposal containers.

Hazards may include:

- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- biological and animal waste
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- blood and blood-stained products
- confined/restricted spaces

- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts
- noise
- occupational violence and bullying
- poor personal hygiene practices
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation

- motor licence and endorsement regulations
- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health, primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- health surveillance and monitoring (e.g. regular blood testing)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS

- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator - full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment
- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. safety glasses, goggles
- eyewashes and showers
- face shield (splash-proof)
- First Aid kit appropriate to the task and location
- hair nets
- hard hats
- high-visibility vests/clothing
- long pants
- noise protection
- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel
- sunscreen
- tongs
- torch
- washable sun hats
- wet-work protective clothing.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public including bystanders
- venue/facility/building/shopping centre staff/management.

Pest management plan may include:

- advice of health, safety, environmental and other legislative matters
- advice on pest prevention strategies
- chemical application methods
- details of pest and pest activity
- follow up pest management advice, monitoring and call-back schedule
- pest management method options
- types and quantities of chemicals to be used.

Pesticide application methods may include:

- placements (baits, liquid, powder)
- space treatments.

Pesticides may include:

- avicides
- biological treatments that include insect growth regulators and natural pathogens
- fungicides
- herbicides
- insecticides
- rodenticides.

Pests may include any pest of commercial significance in an urban environment.

Public health and safety may affect:

- animals
- client staff
- company staff
- customers (present and future)
- distributors
- facility users
- fellow workers (colleagues)
- general public
- inspectors
- neighbours
- onlookers
- retailers
- suppliers
- trade and service providers.

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- customer files and databases
- invoices
- job sheets
- logbooks

- OHS control procedures, forms and documentation
- receipts
- risk assessments
- work diaries.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to the work site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions.

Waste may be solid or liquid and include:

- contaminated/hazardous biological waste
- used containers
- used/contaminated personal protective equipment e.g. disposable gloves.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work sites may include:

- building surroundings
- buildings
- domestic, commercial or industrial premises.
-

Unit Sector(s)

Not Applicable

PRMPM07B Implement a pest management plan

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to establish and monitor a preventative pest management plan. The unit applies to pests and pest activity that impact on the health, safety or amenity of persons or environments and can be applied to domestic, commercial or industrial premises.

The unit requires the ability to develop practical strategies to implement an agreed pest management plan using industry standard pest management practices that include documentation and monitoring, and the application of company policies in order to perform the task. The selection of appropriate pest management methods is essential for performing the task.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Organise implementation of a pest management plan	1.1 Identify the work and resource requirements of the agreed <i>pest management plan</i> in accordance with <i>company requirements</i> 1.2 Organise <i>equipment</i> and <i>materials</i> necessary to meet the identified work and resource requirements in accordance with <i>manufacturers' specifications</i> and <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Develop suitable <i>work orders</i> and <i>schedules</i> to meet the requirements of the <i>pest management plan</i> and allocate appropriate staff in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 1.4 Design <i>documentation</i> to facilitate implementation of the <i>pest management plan</i> and reporting systems that support established performance indicators and benchmarks
2 Implement pest management plan	2.1 Identify <i>hazards</i> and control risks at the <i>work site</i> in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 2.2 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 2.3 Treat <i>work site</i> using <i>pest management method options</i> as specified in the <i>pest management plan</i>
3 Monitor the pest management plan	2.4 Conduct all work using safe operating practices in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 3.1 Monitor <i>pest management plan</i> reports and advise <i>appropriate person(s)</i> in accordance with <i>company requirements</i> 3.2 Initiate response action(s) to identified issues raised in the reports in accordance with <i>company requirements</i>
4 Review the pest management plan	4.1 Review the <i>pest management plan</i> at negotiated intervals in conjunction with <i>client</i> in accordance with contract and <i>company</i>

ELEMENT**PERFORMANCE CRITERIA***requirements*

4.2 Implement agreed changes to the *pest management plan* and update *client records* in accordance with *client* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to implement a pest management plan. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Analysing the resource requirements of implementing a pest management plan.
- Compliance with company and legislative/regulatory requirements.
- Development and review of pest management plan documentation and reporting systems.
- Knowledge of hierarchy of hazard control.
- Outcomes achieved in relation to implementation of pest management plan.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of pests relevant to the area and their life cycles, habits and harbourages.
- Pest ecology as related to pest management operations.
- Pesticidal and physical controls associated with managing pests in a range of environments and conditions.
- Product knowledge including manufacturers' specifications for products being used.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Routes of entry and potential symptoms of exposure from chemicals.
- Emergency response procedures.

- Injury, dangerous occurrence and incident reporting requirements.
- Contractual requirements.
- Work order specifications.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- estimating workloads and resource implications
- interpersonal skills
- negotiation skills
- hazard identification and risk control
- applying correct manual handling
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and on chemical labels and MSDS
- performing the mathematical calculations required for measuring areas and volumes and the dilution and mixing of chemicals on product labels
- working safely at heights and in confined spaces
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM02B Assess pest management options
- PRMPM05B Modify environment to manage pests
- PRMPM06B Apply pesticide to manage pests
- PRMPM09B Advise client on pest management options
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or other venue
- access to relevant databases and information sources
- access to plain English version of relevant statutes and procedures
- access to company policy documents and procedures for establishing and monitoring pest management plans
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field and in the office and by reviewing the outcome of at least one complete activity under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate with management and client rationale and benefits of management plan and negotiate relevant services.
How can information be collected, analysed and organised ?	2	Collect and analyse information to meet requirements of pest management plan.
How are activities planned and organised ?	2	Plan and organise outcomes of pest management plan to meet company requirements and client brief.
How can teamwork be applied?	2	Communicate to team members OHS, legislative and company policy in accordance with pest management plan.
How can the use of mathematical ideas and techniques be applied?	1	Calculate cost effectiveness of undertaking pest management plan.
How can problem-solving	2	Assess and analyse in conjunction with pest management plan and client possible problems which

skills be applied?	may arise.
How can the use of technology be applied?	2 Record data, such as incident/hazard reports or assessment documentation of client, for future quotation use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Client records may be a computer or manual file and include:

- contact details
- customer files and databases
- details of previous assessments
- details of previous quotations
- details of previous service provision
- logbooks

- pest management plan
- reports
- specific details about the work site, nature of the pest problem, etc
- use of contractors.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Documentation may include:

- pest activity/inspection reports
- pest management system problem/action reports
- service logbooks
- site management reports
- site visit reports.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures

- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- bunding material
- camera
- dishes or bowls
- drills
- dusters
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- probes
- safety harnesses
- sand and other absorbent materials
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors
- specimen bottles
- spray equipment
- torches
- trays
- waste disposal containers.

Hazards may include:

- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- biological and animal waste
- bites and stings
- blood and blood-stained products
- confined/restricted spaces
- contaminated clothing, materials and/or equipment

- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts
- noise
- occupational violence and bullying
- poor personal hygiene practices
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations

- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Materials may include:

- building components
- chemicals
 - cleaning products
 - flammable products
 - pesticides
 - registered AGVET products
- physical barriers
- sealing components.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator - full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment
- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. safety glasses, goggles
- eyewashes and showers
- face shield (splash-proof)
- First Aid kit appropriate to the task and location
- hair nets
- hard hats
- high-visibility vests/clothing
- long pants
- noise protection
- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel
- sunscreen
- tongs
- torch
- washable sun hats
- wet-work protective clothing.

Pest management method options may include:

- biological controls
- chemical and physical barrier treatments
- cultural controls
- environmental controls
- management controls.

Pest management plan may include:

- advice of health, safety, environmental and other legislative matters
- advice on pest prevention strategies
- chemical application methods
- details of pest and pest activity
- follow up pest management advice, monitoring and call-back schedule
- pest management method options
- types and quantities of chemicals to be used.

Schedules may include:

- charts and wall-mounted planning boards
- computerised or paper-based
- to-do lists
- work diary.

Work orders may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work sites may include:

- building surroundings
- buildings
- domestic, commercial or industrial premises.
-

Unit Sector(s)

Not Applicable

PRMPM08B Inspect and report on timber pests

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to inspect for timber pests for the purposes of providing a report, quotation or specification of work. Inspections may be initiated by general client request, a government authority and apply to pre-purchase, pre-construction or post-construction. The unit applies to timber pests and timber pest activity that impacts on the health, safety or amenity of persons or environments and can be applied to domestic, commercial or industrial premises. Timber pests may occur in buildings, landscaping, recreational equipment, timber fences, furniture, railing, bridges and stairs.

The unit requires the ability to assess the nature and extent of the timber pest and timber pest activity, analyse the situation and prepare an inspection report for the management of the timber pest activity.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Access and assess work site	1.1 Access <i>work site</i> in accordance with <i>company requirements</i> 1.2 Review <i>work order</i> for inspection in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.3 Access and review previous <i>inspection and treatment records</i> to establish a history of the <i>inspection area</i> 1.4 Assess physical characteristics of the <i>work site</i> and <i>work site environment</i> in accordance with <i>company requirements</i> 1.5 Determine type of structure and construction methods in accordance with <i>legislative</i> and <i>company requirements</i> 1.6 Confirm location of industry <i>recognised pest pressure areas</i> to ensure the inspection targets likely <i>timber pest</i> activity in accordance with <i>company requirements</i> 1.7 Obtain <i>client</i> agreement to the inspection prior to commencement in accordance with <i>company requirements</i>
2 Plan for inspection	2.1 Identify <i>hazards</i> and control risks at the <i>work site</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 2.2 Select and use suitable <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 2.3 Adopt a systematic and comprehensive recording method using knowledge of the <i>work site</i> and <i>work site environment</i> in accordance with <i>work order, manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>
3 Inspect for timber pests	3.1 Select and use suitable <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i> 3.2 Conduct inspection using pre-determined method(s) and safe operating practices in accordance with <i>work order, manufacturers'</i>

ELEMENT**PERFORMANCE CRITERIA**

- specifications and environmental, legislative, OHS and company requirements*
- 3.3 Collect *evidence* of past or present *timber pest* activity in accordance with *OHS and company requirements*
- 4 Analyse inspection data
- 4.1 Conduct tests on *evidence* where type of *timber pest* or identified *timber pest* activity is inconclusive in accordance with *work order, manufacturers' specifications and OHS and company requirements*
- 4.2 Identify past or presently active type(s) of *timber pests* in accordance with *legislative and company requirements*
- 4.3 Determine extent and location of *timber pest* infestation using inspection data and test results
- 4.4 Identify source of *timber pests* and conditions conducive to infestation to enable an effective *timber pest management plan* to be developed in accordance with *company requirements*
- 4.5 Estimate past, present and potential impact of confirmed *timber pest* activity in accordance with *legislative and company requirements*
- 5 Prepare inspection report
- 5.1 Prepare report including method of inspection, the analysis of *evidence*, relevant exclusions and limitations to the inspection and data analysis in accordance with industry standards, *legislative and company requirements*
- 5.2 Present report in accordance with *work order and client, legislative and company requirements*
- 5.3 Distribute report to relevant parties in accordance with *work order and client and company requirements*
- 5.4 Include copy of inspection report with *client records* in accordance with *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to inspect and report on timber pests. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the client's timber pest problem.
- Accurate identification of the hazards and risks associated with timber pest management.
- Accurate identification of the type of timber pest and timber pest activity.
- Compliance with company and legislative/regulatory requirements.
- Knowledge of hierarchy of hazard control.
- Outcomes achieved in relation to work order.
- Safe and appropriate timber pest management methods.
- Selection of appropriate equipment and materials.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of timber pests relevant to the area and their life cycles, habits and harbourages.
- Timber pest ecology as related to timber pest management operations.
- Types of timber and relationships to timber pests.
- Building structures and construction methods.
- Soil types.
- Climatic and geographic impact on timber pest activities.
- Inspection methods and procedures.
- Legal implications.
- Pesticidal and physical controls associated with managing timber pests in a range of environments and conditions.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Routes of entry and potential symptoms of exposure from chemicals.
- Knowledge of injury, dangerous occurrence and incident reporting.
- Emergency response procedures.
- Licensing requirements for timber pest management.
- Work order specifications.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- observation
- hazard identification and risk control
- applying correct manual handling techniques
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and MSDS
- performing the mathematical calculations required for measuring areas and volumes, the mixing of chemicals and handling of materials as specified on product labels
- working safely at heights and in confined spaces
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM02B Assess pest management options
- PRMPM06B Apply pesticide to manage pests
- PRMPM10B Control timber pests
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and materials
- access to personal protective equipment
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field by reviewing the outcome of at least one complete inspection under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The assessment needs to establish competency in chemical and non-chemical management methods.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate with management and client to ensure all information gathered is appropriate to work order outcomes.
How can information be collected, analysed and organised ?	2	Collect previous data and inspect, analyse and report in accordance with all legislation and company requirements.
How are activities planned and organised ?	2	Plan and organise activities in accordance with company requirements, all relevant legislation and work order.
How can teamwork be applied?	2	Communicate work order to team members in accordance with OHS, legislative and regulatory requirements and company policy.
How can the use of mathematical ideas and techniques be applied?	2	Calculate area, equipment and material requirements to meet work order requirements.
How can problem-solving skills be applied?	2	Assess and analyse in conjunction with management and client possible problems which may arise.
How can the use of technology be applied?	2	Record data, such as incident/hazard reports or other data to meet regulatory requirements.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Client records may be a computer or manual file and include:

- contact details
- customer files and databases
- details of previous assessments
- details of previous quotations
- details of previous service provision
- logbooks
- pest management plan
- reports
- specific details about the work site, nature of the pest problem, etc
- use of contractors.

Company requirements may include:

- access and equity policy, principles and practice

- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Evidence may include:

- chambers
- droppings
- evidence of feeding
- holes
- nests and nest materials
- soils and soil samples
- specimens

- timber, timber shavings and sawdust
- tracks.

Hazards may include:

- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- biological and animal waste
- bites and stings
- blood and blood-stained products
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts
- noise
- occupational violence and bullying
- poor personal hygiene practices
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work in isolated/remote environments.

Inspection and treatment records may include:

- building approvals
- invoices
- previous inspection reports
- previous written reports
- treatment notices and certificates on buildings
- warranties.

Inspection areas may include:

- external surfaces
- floor areas
- furniture and fittings

- internal surfaces
- other timber areas such as wall cavities, trims and mouldings
- poorly ventilated areas
- roof voids.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator - full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment
- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. safety glasses, goggles
- eyewashes and showers
- face shield (splash-proof)
- First Aid kit appropriate to the task and location
- hair nets
- hard hats

- high-visibility vests/clothing
- long pants
- noise protection
- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel
- sunscreen
- tongs
- torch
- washable sun hats
- wet-work protective clothing.

Recognised pest pressure areas may be defined by:

- government authorities
- industry and industry advisory groups
- other commercial/business interests
- research groups.

Timber pest management plan may include:

- advice of health, safety, environmental and other legislative matters
- advice on pest prevention strategies
- chemical application methods
- details of timber pest and timber pest activity
- follow up pest management advice, monitoring and call-back schedule
- pest management method options
- types and quantities of chemicals to be used.

Timber pests may include:

- borers
- carpenter ants
- termites
- wood decay fungi.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials

- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work site environment may include:

- age of timber structure
- associated building or land uses
- dark and humid areas
- drainage
- geographic location
- known pressure pest areas
- level of moisture
- previous treatments
- soil type
- timber type
- ventilation.

Work site requirements may include:

- access and egress points
- lighting
- noise control
- presentation
- relationships with other customer activities
- security
- sensitivity of occupants to pests
- ventilation.

Work sites may include:

- building surroundings
- buildings
- domestic, commercial or industrial premises.
-

Unit Sector(s)

Not Applicable

PRMPM09B Advise client on pest management options

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to provide information about pest activity to clients and to advise on pest management options. The unit applies to pests and pest activity that impact on the health, safety or amenity of persons or environments and can be applied to domestic, commercial or industrial premises.

The unit requires the ability to assess the nature and extent of the pest and pest activity, an understanding of client requirements and the application of company information in order to perform the task.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Determine client's information

1.1 Review *work order* in accordance with

ELEMENT**PERFORMANCE CRITERIA**

requirements

company requirements and clarify any issues with *appropriate person(s)*

1.2 Confirm specific *information requirements* with *client* in accordance with the *work order* and *company requirements*

1.3 Conduct *assessment* of *work site* for *pests* and *pest condition* in accordance with *work order* and *environmental, legislative and occupational health and safety (OHS) requirements*

1.4 Determine *pest management method options* in accordance with *work order* and *company requirements*

2 Provide pest management information

2.1 Provide accurate *information* on *pest management method options* based on established *evidence* of *pest conditions* or activity provided in accordance with *company requirements*

2.2 Demonstrate *evidence* of *pest conditions* or activity in accordance with *company requirements*

2.3 Provide practical *information* and advice to *client* about *pest management method options* using appropriate *interpersonal skills and communications techniques* in accordance with *company requirements*

2.4 Provide opportunities for *client* to confirm understanding and seek clarification about *pest management method options* in accordance with *company requirements*

2.5 Inform *client* of relevant service exclusions and limitations in accordance with *legislative* and *company requirements*

2.6 Document the *evidence* on *pest activity* or condition in accordance with *legislative* and *company requirements*

3 Assist client access additional information

3.1 Provide *client* with reliable documentation and publications on the *pest(s)*, *pest condition* or *pest management method options* suitable for ongoing reference in accordance with *company requirements*

3.2 Provide advice on additional *sources of information*

ELEMENT**PERFORMANCE CRITERIA**

3.3 Provide *information* on company services in accordance with *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide advice on pest management options. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate clarification of the client's information requirements.
- Accurate identification of the hazards and risks associated with pest management.
- Accurate identification of the type of pest activity or condition.
- Communicating information and advice on pest management method options.
- Compliance with company and legislative/regulatory requirements.
- Outcomes achieved in relation to work order.
- Safe and appropriate pest management method options.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of pests relevant to the area and their life cycles, habits and harbourages.
- Pest ecology as related to pest management operations.
- Building structures and methods.
- Climate and geographic impact on pest activity.
- Legal implications of providing advice.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Sources of timber pest control information.
- Available government services.

- Routes of entry and potential symptoms of exposure from chemicals.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Work order specifications.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- interpersonal communication
- customer service
- communicating clearly and concisely using written and verbal modes
- demonstrating, using and presenting information
- requesting advice or further information
- seeking and receiving feedback
- assessing client capacities
- hazard identification and risk control
- problem solving
- planning and organising work
- sourcing, organising and recording information.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM02B Assess pest management options
- PRMPM05B Modify environment to manage pests
- PRMPM06B Apply pesticide to manage pests
- PRMPM07B Implement a pest management plan
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or other venue
- access to suitable equipment
- access to equipment operating manuals and MSDS
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- assessment instruments, including personal planner and assessment record book
- access to relevant databases and information.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field by reviewing the outcome of at least one complete advisory role under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate information about pest activity or conditions and pest management methods to the client.
How can information be collected, analysed and organised ?	2	Communicate with client to collect, analyse and organise all relevant information to ensure pest management method options are clarified.
How are activities planned and organised ?	2	Plan and organise activities in accordance with management method and all relevant legislation and work order.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and in accordance with company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate cost effectiveness of management method options.
How can problem-solving skills be applied?	2	Assess and analyse in conjunction with management and client possible problems which may arise.
How can the use of technology be applied?	2	Record data, such as incident/hazard reports or assessment documentation of client, for future quotation use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Assessment may include:

- discussion with client
- review of past pest management records
- visual inspections.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes

- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Environmental requirements may include:

- company policies and guidelines
- environmental protection agency and government departments (e.g. agriculture and national parks and wildlife) regulations and guidelines
- local government regulations/bylaws.

Evidence means providing actual evidence of pest conditions or activity and may include:

- chambers
- droppings
- evidence of feeding
- holes
- specimens
- tracks.

Information may include:

- conditions for infestation
- control and maintenance methods
- impacts on the environment and buildings of alternative pest management methods
- legislation and controls covering use of chemicals
- pest activity
- sources of infestation.

Information requirements may include:

- existence of pests

- follow on from pest management plan or inspection
- pre-construction advice.

Interpersonal skills and communication techniques may include:

- active listening
- language - accurate, articulate and concise
- language, verbal or non-verbal
- presentation of options and consequences
- providing an opportunity for the client to confirm their request
- questioning to clarify and confirm the client's understanding
- seeking feedback from client to confirm understanding of needs
- summarising and paraphrasing to check understanding of client's message
- use of effective presentation aids (audiovisual slides, diagrams, photos and pictures)
- using appropriate body language.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)

- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance.

** Also known as workplace health and safety*

Pest management method options may include:

- biological controls
- chemical and physical barrier treatments
- cultural controls
- environmental controls
- management controls.

Pests may include any pest of commercial significance in an urban environment.

Sources of information may include:

- company specialists or consultants
- government agencies and departments e.g. agriculture, forestry, quarantine
- industry groups and associations
- Internet resources
- publications e.g. company, government, industry.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations

- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work sites may include:

- building surroundings
- buildings
- domestic, commercial or industrial premises.
-

Unit Sector(s)

Not Applicable

PRMPM10B Control timber pests

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to implement a management plan to control timber pests. The unit applies to timber pests and timber pest activity that impacts on the health, safety or amenity of persons or environments and can be applied to domestic, commercial or industrial premises. Timber pests may occur in buildings, landscaping, recreational equipment, timber fences, furniture, railing, bridges and stairs.

The unit requires the ability to review previous reports and design, implement and monitor a management plan designed to control timber pests. The selection of appropriate equipment, chemicals, materials and methods is essential for performing the task effectively.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA****1 Design management plan**

- 1.1 Review *work order* and *inspection report* to confirm task in accordance with *company requirements*
- 1.2 Identify *hazards* and control risks in the *work site* in accordance with *legislative, occupational health and safety (OHS)* and *company requirements*
- 1.3 Select suitable *timber pest management method option(s)* for the *control* of *timber pests* based on the *inspection report* and *work site environment* and in accordance with *legislation* and *company requirements*
- 1.4 Identify, select and apply the most appropriate access and application *equipment* for implementing the *timber pest management plan* in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
- 1.5 Identify appropriate *materials* for implementing the *timber pest management plan* and *calculate* requirements in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*

2 Prepare to implement timber pest management plan

- 2.1 Review *timber pest management plan* to identify any factors affecting the completion of the *work order* and clarify any issues with the *appropriate person(s)* in accordance with *company requirements*
- 2.2 Select and use suitable *personal protective equipment (PPE)* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*
- 2.3 Select and check operational effectiveness of *equipment* in accordance with *manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*
- 2.4 Prepare *chemicals* and *materials* in accordance with *manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*
- 2.5 Install appropriate *signage and barriers* as required to maximise *public health and safety* during the treatment operation

ELEMENT	PERFORMANCE CRITERIA
3 Implement management plan	3.1 Control <i>hazards</i> and control risks in the <i>work site</i> in accordance with <i>legislative, OHS and company requirements</i> 3.2 Install <i>materials</i> as identified in the <i>timber pest management plan</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS and company requirements</i> 3.3 Conduct all work using safe operating practices in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS and company requirements</i> 3.4 Review implementation to check the effectiveness of the <i>timber pest management plan</i> 3.5 Respond to emergency situations using <i>emergency response procedures</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS and company requirements</i>
4 Restore work site	4.1 Restore <i>work site</i> to condition agreed with <i>client</i> and the requirements of the <i>timber pest management plan</i> in accordance with <i>environmental, legislative, OHS and company requirements</i> 4.2 Eliminate <i>hazards</i> prior to handover in accordance with <i>environmental, legislative, OHS and company requirements</i> 4.3 Remove any <i>signage and barriers</i> used when <i>work site</i> is available for re-use in accordance with <i>work order</i> and <i>OHS and company requirements</i> 4.4 Notify <i>appropriate person(s)</i> of any further <i>hazard</i> reduction or rectification measures necessary in accordance with <i>environmental, legislative, OHS and company requirements</i>
5 Clean, safety-check and store equipment	5.1 Clean and decontaminate <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, OHS and company requirements</i> 5.2 Safety-check <i>equipment</i> and <i>PPE</i> and record any maintenance required in accordance with <i>manufacturers' specifications</i> and <i>OHS and</i>

ELEMENT**PERFORMANCE CRITERIA**

	<i>company requirements</i>
	5.3 Store cleaned <i>equipment</i> and <i>PPE</i> to allow ready access and re-use in accordance with <i>company requirements</i>
	5.4 Transport and store <i>chemicals</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>
	5.5 Dispose of all collected <i>waste</i> in accordance with <i>work order</i> , <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>
	5.6 Treat exposed skin to remove any contamination in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>
6 Complete documentation	6.1 Prepare and issue required certificates and notices in accordance with <i>environmental</i> and <i>legislative requirements</i>
	6.2 Complete and distribute <i>company documentation</i> in accordance with <i>legislative</i> and <i>company requirements</i>
7 Monitor effectiveness of management plan	7.1 Establish a periodic contact schedule with the <i>client</i> in accordance with <i>company requirements</i>
	7.2 Maintain regular liaison with the <i>client</i> to monitor the effectiveness of the <i>timber pest management plan</i> in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to control timber pests. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with timber pest management.
- Compliance with company and legislative/regulatory requirements.
- Designing an appropriate timber pest management plan.
- Implementing and monitoring a timber pest management plan.
- Knowledge of hierarchy of hazard control.
- Outcomes achieved in relation to work order.
- Selection of appropriate equipment and chemicals.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of timber pests relevant to the area and their life cycles, habits and harbourages.
- Ecology and biology of timber pests.
- Building structures and construction methods.
- Soil types.
- Pesticidal and physical controls associated with managing timber pests in a range of environments and conditions.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Routes of entry and potential symptoms of exposure from chemicals.
- Knowledge of injury dangerous occurrence and incident reporting.
- Emergency response procedures.
- Licensing requirements for timber pest management.
- Work order specifications.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- observation
- hazard identification and risk control
- applying correct manual handling techniques
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and MSDS
- performing the mathematical calculations required for measuring areas and volumes, the mixing of chemicals and handling of materials as specified on product labels
- preparation of regulatory and company documentation and management reports to client
- equipment selection and use
- recognition of work site variations and uses
- working safely at heights and in confined spaces

- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Prerequisite unit

Competency in unit PRMPM06B Apply pesticide to manage pests, is a prerequisite to competency in this unit.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM02B Assess pest management options
- PRMPM06B Apply pesticide to manage pests
- PRMPM08B Inspect and report on timber pests
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and materials
- access to personal protective equipment
- access to relevant databases and information sources
- access to company procedures, manufacturers' specifications and MSDS
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field by reviewing the outcome of at least one complete implementation of a timber pest management plan under normal industry operating conditions or if this is not practicable observations in a realistic simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate with management and client to ensure all information gathered is appropriate to work order outcomes
How can information be collected, analysed and organised ?	2	Collect previous data and analyse in accordance with all legislation and company requirements.
How are activities planned and organised ?	2	Plan and organise activities in accordance with management method and all relevant legislation and work order.
How can teamwork be applied?	2	Communicate work order to team members in accordance with OHS, legislative and regulatory requirements and company policy.
How can the use of mathematical ideas and techniques be applied?	2	Calculate surface area, equipment and material requirements to meet work order requirements.
How can problem-solving skills be applied?	2	Assess and analyse in conjunction with management and client possible problems which may arise.
How can the use of technology be applied?	2	Record data, such as incident/hazard reports or other data to meet regulatory requirements.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Calculate requirements may apply to:

- assessment of physical characteristics
- chemical compatibilities
- equipment used
- flow rates and pressure
- nozzle tip selection
- recalibration of equipment
- surface areas
- volumes.

Chemicals may include:

- cleaning products
- flammable products
- pesticides
- registered AGVET products.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Company documentation may include:

- client records
- pest activity/inspection reports

- pest management system problem/action reports
- service logbooks
- site management reports
- site visit reports.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Control may be:

- eradication
- exclusion
- partial.

Emergency response procedures include:

- clean-up
- containment
- decontamination
- documented emergency response procedures
- First Aid

- isolation
- notification of authorities
- use of appropriate fire fighting appliances
- use of appropriate personal protective equipment
- work site/workplace evacuation.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- borescope
- broom
- bunding material
- camera
- dishes or bowls
- drills
- dusters
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- probes
- safety harnesses
- sand and other absorbent materials
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors
- specimen bottles

- spray equipment
- torches
- trays
- waste disposal containers.

Hazards may include:

- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- biological and animal waste
- bites and stings
- blood and blood-stained products
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- leaks, spill, splash and spray
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts
- noise
- occupational violence and bullying
- poor personal hygiene practices
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work in isolated/remote environments.

Inspection reports may include:

- building approvals
- previous inspection reports
- previous written reports
- treatment notices on buildings
- warranties.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes

- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Materials may include:

- building components
- cleaning products
- flammable products
- pesticides
- physical barriers
- registered AGVET products
- sealing components.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- health surveillance and monitoring (e.g. regular blood testing)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator - full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment
- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. safety glasses, goggles
- eyewashes and showers
- face shield (splash-proof)
- First Aid kit appropriate to the task and location
- hair nets
- hard hats

- high-visibility vests/clothing
- long pants
- noise protection
- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel
- sunscreen
- tongs
- torch
- washable sun hats
- wet-work protective clothing.

Public health and safety may affect:

- animals
- bystanders
- client staff
- company staff
- customers (present and future)
- distributors
- facility users
- fellow workers (colleagues)
- general public
- inspectors
- neighbours
- retailers
- suppliers
- trade and service providers.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to the work site
- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions
- used/contaminated personal protective equipment e.g. disposable gloves.

Timber pest management method options may include:

- biological controls
- chemical and physical barrier treatments
- cultural controls
- environmental controls
- management controls.

Timber pest management plan may include:

- advice of health, safety, legislative and environmental matters
- advice on prevention strategies
- chemical application methods
- details of timber pest and timber pest activity
- follow up pest management advice, monitoring and call-back schedule
- timber pest management method options
- types and quantities of chemicals to be used.

Timber pests may include:

- borers
- carpenter ants
- termites
- wood decay fungi.

Waste may be solid or liquid and include:

- contaminated/hazardous biological waste
- used containers
- used/contaminated personal protective equipment e.g. disposable gloves.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work site environment may include:

- age of timber structure
- associated building or land uses
- dark and humid areas
- drainage
- geographic location
- known pressure pest areas
- level of moisture

- previous treatments
- soil type
- timber type
- ventilation.

Work sites may include:

- building surroundings
- buildings
- domestic, commercial or industrial premises.
-

Unit Sector(s)

Not Applicable

PRMPM11B Conduct fumigation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to conduct fumigation to manage organisms. The unit applies to organisms and organism activity that impacts on the health, safety or amenity of persons, commodities or environments and can be applied to domestic, commercial, industrial or maritime situations. This unit is not intended for use in horticultural or agricultural situations involving the growing of crops.

The unit may require the ability to assess the nature and extent of the organism and organism activity. It requires a thorough understanding of client requirements and the application of company information in order to perform the task. The selection of appropriate equipment, fumigants and methods is essential for performing the task safely and efficiently. These work functions are often done in teams of at least two people and within company guidelines.

Persons wishing to demonstrate competency in management of complex fumigation procedures should submit for assessment in units PRMPM11B Conduct fumigation, PRMPM19B Organise and monitor pest management operations, PRMPM43A Prepare and present a pest management submission including quotation and BSBSM407A Manage a small team.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Access and assess work site	1.1 Access <i>work site</i> in accordance with <i>company requirements</i> 1.2 Review <i>work order</i> in accordance with <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i> 1.3 Confirm authority of <i>client</i> requesting the <i>fumigation</i> services in accordance with <i>company requirements</i> 1.4 Identify <i>hazards</i> and control risks in the <i>work site</i> in accordance with <i>legislative, occupational health and safety (OHS), public health and safety</i> and <i>company requirements</i> 1.5 Assess the <i>work site</i> and the <i>work site</i> application characteristics in accordance with <i>legislative</i> and <i>company requirements</i> 1.6 Determine the size and usage pattern of the <i>work site</i> to ensure safety of all <i>personnel</i> and efficient use of <i>equipment</i> and <i>fumigants</i> 1.7 Assess <i>work site</i> for access, security arrangements, <i>hazards</i> and <i>public health and safety</i> issues in accordance with <i>legislative, OHS</i> and <i>company requirements</i>
2 Determine type and method of fumigation	2.1 Confirm the type of <i>organisms</i> and <i>commodities</i> in accordance with <i>company requirements</i> 2.2 Select <i>fumigation method</i> to suit type of <i>organism, work site</i> and <i>commodities</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 2.3 Select and access type of <i>fumigant</i> in accordance with <i>manufacturers' specifications</i> and <i>client, environmental, legislative, OHS</i> and <i>company requirements</i> 2.4 Establish capacity to create fumigation conditions in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>

ELEMENT**PERFORMANCE CRITERIA**

- 2.5 Identify any factors affecting the completion of the *work order* and advise promptly the *appropriate person(s)*
- 3 Prepare work site for fumigation
- 3.1 Identify *hazards* and control risks using *fumigants* at the *work site* in accordance with *legislative, OHS and company requirements*
- 3.2 Advise adjoining properties, regulatory and other relevant authorities of proposed fumigation in accordance with *legislative and company requirements*
- 3.3 Install appropriate *signage and barriers* as required to maximise *public health and safety* during the *fumigation* in accordance with *legislative and company requirements*
- 3.4 Implement security measures to control unauthorised access to the *work site* during the fumigation and prescribed non-re-entry periods in accordance with *manufacturers' specifications and legislative, OHS and company requirements*
-
- 3.5 Create the conditions to ensure that the required concentration of *fumigant* is retained within the *fumigation enclosure* for the required period of time in accordance with *manufacturers' specifications and public health and safety and company requirements*
- 4 Prepare equipment and fumigants
- 4.1 Select and use suitable *personal protective equipment (PPE)* in accordance with *manufacturers' specifications and legislative, OHS and company requirements*
- 4.2 Select *equipment* appropriate for the fumigation in accordance with *manufacturers' specifications and company requirements*
- 4.3 Check calibration and operational effectiveness of *equipment* in accordance with *manufacturers' specifications and company requirements*
- 4.4 Set up *equipment* and adjust *equipment* to suit operator's requirements in accordance with *manufacturers' specifications and company requirements*
- 4.5 Select, transport, calculate dosage and prepare *fumigants* in order to control the risk of non-target contamination or exposure in

ELEMENT**PERFORMANCE CRITERIA**

	accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>
5 Conduct fumigation	5.1 Treat <i>fumigation enclosure</i> using appropriate <i>equipment, fumigants</i> and <i>fumigation methods</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 5.2 Check and adjust air-tight seal, where applicable, on <i>fumigation enclosure</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>
	5.3 Assess <i>fumigant</i> escape to control impact on <i>public health and safety</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 5.4 Respond to emergency situations using <i>emergency response procedures</i> in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i>
6 Monitor fumigation	6.1 Monitor fumigation <i>work site</i> continuously to prevent unauthorised access and to maintain safe conditions in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 6.2 Monitor and maintain <i>fumigant</i> concentrations over active period in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 6.3 Maintain integrity of air-tight seals, where applicable, throughout the active fumigation period in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 6.4 Maintain ongoing assessment of <i>fumigant</i> escape to control impact on <i>public health and safety</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>

ELEMENT	PERFORMANCE CRITERIA
7 Ventilate fumigation enclosure	7.1 Establish suitable conditions to ventilate to control risks to <i>public health and safety</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 7.2 Implement approved method of safe release of <i>fumigant</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>
	7.3 Ventilate <i>fumigation enclosure</i> to remove <i>fumigant</i> in a safe and controlled manner in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 7.4 Aerate <i>fumigation enclosure</i> and <i>commodities</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 7.5 Test <i>fumigation enclosure</i> and <i>commodities</i> for evidence of residual <i>fumigant</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 7.6 Notify <i>client</i> and other <i>appropriate person(s)</i> of any further risk control measures required in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i>
8 Restore work site	8.1 Collect and remove all <i>equipment, fumigants</i> and <i>waste</i> in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i> 8.2 Restore <i>work site</i> in accordance with <i>work order</i> and <i>client, environmental</i> and <i>company requirements</i> 8.3 Remove <i>signage and barriers</i> used when <i>work site</i> is available for re-use, in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i>
9 Clean, safety-check and store equipment and fumigants	9.1 Clean and decontaminate <i>equipment</i> and <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, OHS</i> and <i>company requirements</i> 9.2 Safety-check <i>equipment</i> and <i>PPE</i> and record any maintenance required in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and

ELEMENT	PERFORMANCE CRITERIA
	<i>company requirements</i>
	9.3 Store cleaned <i>equipment</i> and <i>PPE</i> to allow ready access and re-use in accordance with <i>company requirements</i>
	9.4 Transport and store <i>fumigants</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>
	9.5 Dispose of all collected waste in accordance with <i>work order</i> , <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i>
	9.6 Treat exposed skin to remove any contamination in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>
10 Update regulatory and company documentation	10.1 Complete and distribute <i>regulatory and company documentation</i> in accordance with <i>environmental, legislative</i> and <i>company requirements</i>
	10.2 Update <i>client records</i> in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to conduct fumigation safely and efficiently. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate confirmation of the type of organism.
- Accurate identification of the hazards and risks associated with pest management fumigation.
- Compliance with company and legislative/regulatory requirements.

- Knowledge of emergency response procedures.
- Knowledge of hierarchy of hazard control.
- Outcomes achieved in relation to work order.
- Safe fumigant application methods.
- Selection of appropriate equipment and fumigants.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Fumigants including types, application method, safety requirements, environmental conditions (such as withholding periods) and preparation.
- Commodity absorption and desorption rates.
- Fumigation work site requirements.
- Fumigant application equipment.
- Fumigation regulations.
- Relevant Australian and international standards.
- Organisms eradicated through fumigation.
- Relevant fumigation licence requirements.
- Test methods and readings.
- Dangerous goods use.
- Hazardous substances in the workplace.
- Quarantine provisions in accordance with Customs Act.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Routes of entry and potential symptoms of exposure from chemicals.
- Injury, dangerous occurrence and incident reporting requirements.
- Work order specifications.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- correct use of fumigation equipment
- performing advanced calculations for volumes, quantities and application rates
- safe fumigant application techniques
- applying knowledge of structures to planning fumigation
- handling, management and disposing of chemicals safely
- applying correct handling techniques
- hazard identification and risk control
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and on chemical labels and MSDS

- written communication for certification and fumigant logs
- attention to detail in observing work site conditions
- working with breathing and associated protective equipment
- performing the mathematical calculations required for measuring volumes and dosage rates based on volume and required concentrations at various stages during the fumigation period
- working safely at heights and in confined spaces
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM02B Assess pest management options
- PRMPM06B Apply pesticide to manage pests
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and fumigants
- access to safety equipment including PPE
- access to equipment operating manuals, MSDS, company procedures and manufacturers' specifications
- access to plain English version of relevant statutes and procedures
- access to relevant databases and information
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field by reviewing the outcome of at least one complete fumigation role under normal industry operating conditions or if this is not practicable, observations in a realistic simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Evidence may be available in the candidate's fumigation logbook(s) or similar record of performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate with management and client to ensure all information gathered is appropriate to work order outcomes.
How can information be collected, analysed and organised ?	2	Gather and analyse all information to ensure activities to be conducted meet all legislation and work order requirements.
How are activities planned and organised ?	2	Plan and organise all work tasks in accordance with regulatory, legislative and company policy.
How can teamwork be applied?	2	Communicate with team members and appropriate authorities all requirements of work order.
How can the use of mathematical ideas and techniques be applied?	2	Calculate work site area and equipment and fumigation volumes required to meet work order outcomes.
How can problem-solving skills be applied?	2	Communicate with management and client to identify and control potential risks or problems which may arise.
How can the use of technology be applied?	2	Record data, such as incident/hazard reports or assessment documentation of client, for future use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Clients may include:

- body corporate
- company/organisation
- customs agents
- environmental health officer
- owner
- owner's agent
- person in control of work processes
- quarantine officers.

Client records may be a computer or manual file and include:

- contact details
- customer files and databases
- details of previous assessments
- details of previous quotations
- details of previous service provision
- government orders e.g. from AQIS
- logbooks
- reports
- specific details about the work site, nature of the organism problem, etc
- use of contractors.

Commodities may include:

- containers
- fabric
- furniture
- grains
- household items
- plant material
- soil
- structures

- timber.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Emergency response procedures include:

- clean-up
- containment
- decontamination
- documented emergency response procedures
- First Aid
- isolation
- notification of authorities
- use of appropriate fire fighting appliances
- use of appropriate personal protective equipment
- work site/workplace evacuation.

Environmental requirements may include:

- clean-up, containment and/or isolation

- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- broom
- bunding material
- calibrated fumigant dispenser
- calibrated gas detection and monitoring equipment
- camera
- clips and other sealing devices
- detector tubes
- dispersal fans
- drills
- dusters
- electrical extension cords
- elevated work platforms
- equipment decontamination materials
- finger manifold
- flexible light
- flushing agents
- fumigation sheets
- generators
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- monitoring lines
- nozzles
- portable residual current devices
- pressure manometer
- probes
- pumps
- safety harness
- sand and other absorbers
- sandsnakes
- screwdrivers

- specimen bottles
- thermometer
- torches
- vaporiser
- waste disposal containers
- water flume
- weight scales.

Fumigants are chemicals which, at a particular temperature and pressure, can exist in a gaseous state in sufficient concentration and for sufficient time to be lethal to insects or other animals, weeds or other organisms.

Fumigation enclosure is any space which has been or is intended to be made sufficiently gas tight to contain the fumigant.

Fumigation methods may include:

- aircraft fumigation
- building fumigation
- chamber fumigation
- sealed spaces fumigation
- sheet fumigation
- ship fumigation.

Hazards may include:

- accidental death
- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- biological and animal waste
- bites and stings
- blood and blood-stained products
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts

- noise
- occupational violence and bullying
- poor personal hygiene practices
- spill, splash and spray
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work environment temperature extremes
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - fumigator licence requirements
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles

- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance.

** Also known as workplace health and safety*

Organisms may be living animal or plant including:

- bacteria
- insects
- mites
- molluscs
- rodents
- seeds.

Personal protective equipment (PPE) may include:

- contaminated clothing bag
- cradles
- dust mask
- face shield

- full-face mask
- hair nets
- hard hats
- impervious gloves
- overalls
- respirator
- safety boots
- safety harness
- soap and towel
- sunscreen
- washable hat.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public including bystanders
- venue/facility/building/shopping centre staff/management.

Public health and safety may affect:

- animals
- client staff
- company staff
- customers (present and future)
- distributors
- facility users
- general public
- inspectors
- neighbours
- onlookers
- retailers
- suppliers
- trade and service providers.

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- customer files and databases
- invoices
- job sheets
- logbooks
- receipts.

Signage and barriers may include:

- physical barriers and restraints erected to restrict access to the work site

- signs complying with legislative requirements and/or Australian Standards warning of danger and/or adverse conditions.

Waste may be solid or liquid and include:

- contaminated/hazardous biological waste
- used containers
- used/contaminated personal protective equipment e.g. disposable gloves.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work sites for fumigation may include:

- airports
- bond stores
- commercial premises
- customs and immigration centres
- docks
- domestic premises
- glasshouses
- grain
- marine craft
- planes
- plant nurseries
- produce storage facilities
- public buildings and structures
- quarantine centres
- rail yards and rolling stock
- ships
- specialised company fumigation facilities
- sporting fields
- transport containers and depots.

-

Unit Sector(s)

Not Applicable

PRMPM17B Repair and maintain service equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to repair and maintain service equipment used in the provision of pest management services. The unit requires the ability to implement an equipment maintenance plan and the planning and conducting of the equipment repairs and service. These work functions would be carried out within company guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

- 1 Implement an equipment maintenance plan

PERFORMANCE CRITERIA

- 1.1 Develop and implement an *equipment maintenance plan* to maximise *equipment* effectiveness and in accordance with

ELEMENT**PERFORMANCE CRITERIA**

manufacturers' specifications and legislative, occupational health and safety (OHS) and company requirements

1.2 Establish program of periodic *equipment* inspections and ongoing monitoring in accordance with *manufacturers' specifications and legislative, OHS and company requirements*

1.3 Conduct periodic *equipment* inspections and maintain inspection records in accordance with *manufacturers' specifications and OHS and company requirements*

1.4 Monitor *equipment* user reports and assess need for *equipment* maintenance and emergency repairs in accordance with *manufacturers' specifications, OHS and company requirements*

1.5 Access specialist advice on complex or technical matters relating to *equipment* maintenance in accordance with *manufacturers' specifications and company requirements*

2 Plan equipment service and repair

2.1 Inform management and operators of scheduled *equipment maintenance plan* activities to enable development of effective work plans and minimise *equipment* downtime in accordance with *company requirements*

2.2 Assess requirements for parts and labour to meet maintenance and repair needs in accordance with *manufacturers' specifications and company requirements*

2.3 Prepare all maintenance and repair tasks in accordance with *manufacturers' specifications and environmental, legislative, OHS and company requirements*

3 Conduct equipment service and repair

3.1 Clean and identify all *equipment* in accordance with *manufacturers' specifications and environmental, legislative, OHS and company requirements*

3.2 Conduct all tasks using safe work practices in accordance with *manufacturers' specifications and environmental, legislative, OHS and company requirements*

3.3 Arrange inspections and approvals from

ELEMENT**PERFORMANCE CRITERIA**

relevant *authorities and agencies* in accordance with *environmental, legislative, OHS and company requirements*

3.4 Return *equipment* to operational use upon completion of maintenance and servicing promptly in accordance with *company guidelines*

3.5 Dispose of unserviceable *equipment* in accordance with *manufacturers' specifications and environmental, legislative, OHS and company requirements*

3.6 Maintain work area in a clean and orderly manner in accordance with *environmental, legislative, OHS and company requirements*

3.7 Complete and distribute *regulatory and company documentation* in accordance with *legislative and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to repair and maintain service equipment. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Compliance with company and legislative/regulatory requirements.
- Conducting service equipment maintenance activities.
- Implementation and maintenance of an equipment maintenance plan.
- Knowledge of hierarchy of hazard control.
- Planning of maintenance activities.
- Selection of appropriate equipment and materials for the tasks.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Plant and equipment functions.
- Spare parts availability and supply.
- Maintenance schedules.
- Equipment types and functions.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards for securing, storing, using and disposing of chemicals.
- Routes of entry and potential symptoms of exposure from chemicals.
- Hazards and risks of storing, preparing, using and disposing of chemicals.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Enterprise maintenance and servicing policies and procedures.
- Documentation requirements.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- diagnostic skills
- equipment operation
- applying correct manual handling techniques
- reading, interpreting and comprehending directions and safety instructions in equipment manuals, MSDS, safety warning signs and symbols, enterprise codes and on chemical labels
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work and scheduling
- time management
- sourcing, organising and recording information.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM26B Select and obtain pest management equipment and materials
- PRMPM28B Organise and operate a pest management vehicle.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to equipment specifications and maintenance schedules
- access to company procedures and policies for maintenance
- access to personal protective equipment
- access to plain English version of relevant statutes and procedures
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field and is best obtained by the actual service and maintenance of operating equipment under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Discuss equipment maintenance and the monitoring plan with management.

How can information be collected, analysed and organised ?	2 Gather and analyse information about equipment for routine maintenance purposes.

How are activities planned and organised ?	1 Plan and organise preventative equipment maintenance plan.

How can teamwork be applied?	1 Discuss equipment operational or maintenance

		difficulties with team members to address common problems relating to equipment operation and maintenance.
How can the use of mathematical ideas and techniques be applied?	1	Calculate the expected time intervals between required maintenance inspections and develop appropriate maintenance schedules.
How can problem-solving skills be applied?	1	Involve management/clients/site managers, supervisors and team members in formal and informal processes to identify causes of recurring problems arising from equipment use and maintenance and suggest potential solutions.
How can the use of technology be applied?	1	Record information about equipment and manufacturers' specifications for future use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Authorities and agencies may include:

- certification and calibration agencies
- chemical regulators
- government departments and agencies
- licensing bodies
- local government.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass

- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- broom
- bunding material
- camera
- dishes or bowls
- drills
- dusters
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- hoses
- injectors

- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- personal protective equipment
 - contaminated clothing bag
 - cradles
 - dust mask
 - face shield
 - hair nets
 - hard hats
 - impervious gloves
 - overalls
 - respirator
 - safety boots
 - safety harness
- probes
- sand and other absorbent materials
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors
- specimen bottles
- spray equipment
- torches
- trays
- waste disposal containers.

Equipment maintenance plan may include:

- emergency procedures
- maintenance schedules
- replacement procedures
- routine service procedures.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes

- chemical controls
- chemical registers/manifests
- consumer protection legislation
- dangerous goods Acts and regulations
- dangerous goods code
- declared pest (plant and animal) reporting
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial relations
- motor and commercial vehicle(s) transportation
- motor licence and endorsement regulations
- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards

- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

** Also known as workplace health and safety*

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- equipment records
- invoices
- job sheets
- logbooks
- maintenance reports
- orders
- receipts
- service and maintenance records
- warranties.
-

Unit Sector(s)

Not Applicable

PRMPM18B Maintain an equipment and chemical storage area

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the maintenance of a dedicated storage area and the movement and control of equipment and chemicals used in the provision of pest management services.

The unit requires the ability to maintain and operate a safe and efficient pest management storage area within a strict legislative context. Maintaining the storage area requires the ability to follow established procedures, understand the issues associated with the storage and usage of chemicals and to adhere to legislative and public health and safety requirements. These work functions would be carried out within company guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- 1 Maintain storage area
 - 1.1 Secure *storage area* from unauthorised access in accordance with *legislative, occupational health and safety (OHS)* and *company requirements*
 - 1.2 Ensure *storage area* complies with relevant *environmental, legislative, OHS* and *company requirements*
 - 1.3 Identify existing *hazards* and control risks in the *storage area* in accordance with *legislative, OHS* and *company requirements*
 - 1.4 Display *safety warnings* prominently and ensure *safety information* is accessible in accordance with *legislative, OHS* and *company requirements*
 - 1.5 Store, maintain and safety-check *equipment* to enable ready access and re-use in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
 - 1.6 Store *chemicals* in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
 - 1.7 Clean, safety-check, record maintenance requirements and store *personal protective equipment (PPE)* in accordance with *manufacturers' specifications* and *OHS* and *company requirements*
 - 1.8 Ensure *storage area* is accessible and free from obstacles in accordance with *OHS* and *company requirements*
- 2 Control and maintain stocks of equipment and chemicals
 - 2.1 Maintain and operate an inventory system of all *equipment* and *chemicals* with maximum and minimum holding levels in accordance with *legislative* and *company requirements*
 - 2.2 Monitor *equipment* and *chemicals* usage patterns and reorder to maintain required levels in accordance with *legislative* and *company requirements*
 - 2.3 Maintain accurate labelling system of all containers in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*

- 2.4 Issue *chemicals* on a first-in first-out basis in accordance with *company requirements*
- 2.5 Dispose of all obsolete *equipment* and *chemicals* in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*
- 3 Respond to emergency situations
 - 3.1 Respond to accidental spillages and emergency situations using *emergency response procedures* in accordance with *environmental, legislative, OHS and company requirements*
 - 3.2 Prepare *regulatory and company documentation* in accordance with *environmental, legislative, OHS and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain a pest management storage area within regulatory and company requirements. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Compliance with company and legislative/regulatory requirements.
- Good storage and housekeeping practices, particularly those relating to the labelling and security of chemicals.
- Knowledge of emergency response procedures.
- Knowledge of hierarchy of hazard control.
- Maintenance of a secure and accessible storage area.
- Systematic use of stock control records and chemical register/manifest.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Legislation, regulations, codes of practice and industry advisory standards applicable for securing, storing, using and disposing of chemicals.
- Equipment types and functions.
- Product knowledge including manufacturers' specifications for equipment and chemicals being used.
- OHS legislation and procedures.
- Routes of entry and potential symptoms of exposure from chemicals.
- Hazards and risks of storing, preparing, using and disposing of chemicals.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Work order specifications.
- Documentation requirements.
- Company management structure and reporting channels.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- safe handling, management and disposal of chemicals
- reading, interpreting and comprehending directions and safety instructions in equipment manuals, MSDS, safety warning signs and symbols, enterprise codes and on chemical labels
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- applying manual handling techniques.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM02B Assess pest management options
- PRMPM05B Modify environment to manage pests
- PRMPM06B Apply pesticide to manage pests
- PRMPM07B Implement a pest management plan
- PRMPM09B Advise client on pest management options
- PRMPM11B Conduct fumigation
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- access to suitable equipment and chemicals
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Communicate with management about storage and maintenance requirements for equipment and chemicals in line with company and legislative requirements.

How can information be collected, analysed and organised ?	2 Collect and analyse information about storage of equipment and chemicals in accordance with legislative and company requirements.

How are activities planned and organised ?	2 Plan and organise all work tasks in accordance with regulatory, legislative and company policy.

How can teamwork be applied?	2	Communicate to team members safe work practices, inventory and labelling and other legislative and company requirements.
How can the use of mathematical ideas and techniques be applied?	2	Calculate chemical and equipment usage rates to allow timely re-ordering.
How can problem-solving skills be applied?	2	Communicate with management and team members to identify hazards and control risks.
How can the use of technology be applied?	2	Record data such as incident/accident reports, labelling, and inventory of stock for future use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Chemicals may include:

- cleaning agents
- flammable products
- pesticides
- registered AGVET products.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements

- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Emergency response procedures include:

- clean-up
- containment
- decontamination
- documented emergency response procedures
- First Aid
- isolation
- notification of authorities
- use of appropriate fire fighting appliances
- use of appropriate personal protective equipment
- work site/workplace evacuation.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- cages
- camera
- cherry pickers
- dishes
- drills
- dusters

- extension cords
- flexible light
- flushing agents
- generators
- guns/rifles
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- nets
- probes
- sand and other absorbers
- screwdrivers
- sounding, moisture and movement detectors
- specimen bottle
- spray equipment
- torch
- trays
- waste disposal containers.

Hazards may include:

- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- biological and animal waste
- bites and stings
- blood and blood-stained products
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- extremes of heat and temperature
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- leaks, spill, splash and spray

- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts
- noise
- occupational violence and bullying
- poor personal hygiene practices
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)

- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- health surveillance and monitoring (e.g. regular blood testing)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator - full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment

- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. safety glasses, goggles
- eyewashes and showers
- face shield (splash-proof)
- First Aid kit appropriate to the task and location
- hair nets
- hard hats
- high-visibility vests/clothing
- long pants
- noise protection
- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel
- sunscreen
- tongs
- torch
- washable sun hats
- wet-work protective clothing.

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- customer files and databases
- invoices
- job sheets
- logbooks
- OHS control procedures, forms and documentation
- receipts
- risk assessments
- work diaries.

Safety information may include:

- chemical co-location, separation and segregation requirements
- chemical manifests
- chemical registers
- colour codes
- company policies and procedures

- container and package storage arrangements
- emergency management plan
- manufacturers' instructions
- manufacturers' specifications
- material safety data sheets
- OHS information
- operation manuals
- safety data check sheets
- statutory storage limits
- waste disposal information.

Safety warnings may include:

- charts and posters
- instructions
- labels
- signs and placards
- symbols.

Storage area may include:

- chemical cupboard
- equipment storage bays
- pest control vehicle
- room or depot.

Waste may include:

- chemicals past the expiry date
- materials used in cleaning up spillages
- packaging materials
- used containers
- used or unused chemicals
- used/contaminated personal protective equipment.
-

Unit Sector(s)

Not Applicable

PRMPM19B Organise and monitor pest management operations

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to organise and monitor major pest management contracts, including the allocation of work to personnel, training needs analysis and resultant professional development. This unit is applicable where supervision of a small work team is required.

This unit of competency covers the skills and knowledge required to assess the work requirements, allocate and monitor the work and to provide the appropriate equipment and materials to perform the pest management operations. This unit also requires the identification of opportunities for the use of training and assessment to build and recognise staff skills. A comprehensive understanding of the pest management services being offered and treatments is required to perform this task efficiently.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Identify work requirements	1.1 Review <i>work orders</i> to identify requirements including site characteristics and specific requests in accordance with <i>company requirements</i> 1.2 Identify clients' needs and expectations accurately in accordance with <i>work order</i> and <i>company requirements</i> 1.3 Identify <i>hazards</i> and control risks in the work site in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>
2 Organise equipment and materials	2.1 Estimate <i>equipment, personal protective equipment (PPE)</i> and <i>materials</i> requirements in line with past usage and current <i>work order(s)</i> in accordance with <i>company requirements</i> 2.2 Access <i>equipment, materials</i> and suitable <i>PPE</i> required for the <i>work order</i> in accordance with <i>company requirements</i> 2.3 Check operational effectiveness of application and access <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i> 2.4 Select and use suitable <i>PPE</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>
3 Allocate work orders	3.1 Develop a <i>schedule</i> of <i>work orders</i> to be completed within the specified time and budget in accordance with <i>client, legislative, OHS</i> and <i>company requirements</i> 3.2 Allocate <i>work orders</i> taking into account available staff skills, preferences, capabilities and licences held in accordance with <i>legislative</i> and <i>company requirements</i> 3.3 Communicate <i>schedule</i> and <i>work orders</i> and associated instructions to staff in accordance with <i>company requirements</i> 3.4 Confirm receipt and understanding of <i>schedule</i> and <i>work order</i> instructions in accordance with <i>company requirements</i>
4 Provide training and assessment	4.1 Identify skill gaps of staff in accordance with

ELEMENT

opportunities

PERFORMANCE CRITERIA*company requirements*

4.2 Encourage staff to seek clarification and feedback on work performance and *training* needs and opportunities in accordance with *company requirements*

4.3 Provide relevant *training* opportunities to meet identified skills gaps and to provide for continuous improvement in accordance with *company requirements*

4.4 Arrange assessment opportunities to enable staff to gain formal recognition of skills in accordance with *company requirements*

5 Monitor performance

5.1 Monitor performance of *work orders* systematically to ensure meeting of *client* expectations, *environmental*, *legislative* and *company requirements*

5.2 Identify performance issues and follow up promptly in accordance with *company requirements*

5.3 Reallocate work as required to meet *client* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm ability to use appropriate skills and knowledge to organise and monitor pest management operations efficiently and effectively. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Accurate identification of work requirements.
- Clear communication of work requirements.
- Compliance with company and legislative/regulatory requirements.
- Appropriate allocation of work and staff.

- Provision of appropriate equipment and material supplies.
- Provision of suitable training, development and assessment opportunities.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Estimating workloads.
- Budgeting.
- Product knowledge including manufacturers' specifications for products being used.
- Safe pesticide application techniques.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Work order specifications.
- Company policies and procedures.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- interpersonal communication
- team leadership
- planning and organising work
- monitoring
- negotiation
- contingency management
- reading and comprehending work orders and documenting the allocation of work orders
- performing the mathematical calculations required for estimating the time to complete work orders and to allocate the work orders evenly amongst staff
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM07B Implement a pest management plan
- PRMPM29B Plan and schedule pest management operations.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and pesticides
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- access to relevant databases and information
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be a demonstration of a service that involves the allocation of labour and materials under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate with management and client to ensure all information gathered is appropriate to work order outcomes.
How can information be collected, analysed and organised ?	2	Gather and analyse all information to ensure activities to be conducted meet all legislation and work order requirements.
How are activities planned and organised ?	2	Plan and organise all work tasks in accordance with regulatory, legislative and company policy.

How can teamwork be applied?	2	Provide support and constructive feedback to team members on performance within work order.
How can the use of mathematical ideas and techniques be applied?	1	Calculate equipment and materials usage to meet scheduled work order requirements.
How can problem-solving skills be applied?	2	Assess and analyse work order resource requirements and plan to overcome unnecessary duplication of demand for similar resources.
How can the use of technology be applied?	1	Record information about equipment and manufacturers' specifications for future use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards

- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- broom
- bunding material
- camera
- dishes or bowls
- drills
- dusters
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents

- generators
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- probes
- safety harnesses
- sand and other absorbent materials
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors
- specimen bottles
- spray equipment
- torches
- trays
- waste disposal containers.

Hazards may include:

- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- biological and animal waste
- bites and stings
- blood and blood-stained products
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- infectious and zoonotic diseases e.g. scabies/Q fever
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts
- noise
- occupational violence and bullying

- poor personal hygiene practices
- spill, splash and spray
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work environment temperature extremes
- work in isolated/remote environments.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Materials may include:

- building components
- chemicals
 - cleaning products
 - flammable products
 - pesticides
 - registered AGVET products
- physical barriers
- sealing components.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator - full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment
- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. safety glasses, goggles
- eyewashes and showers
- face shield (splash-proof)
- First Aid kit appropriate to the task and location
- hair nets
- hard hats
- high-visibility vests/clothing
- long pants
- noise protection
- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel
- sunscreen
- tongs
- torch
- washable sun hats
- wet-work protective clothing.

Schedules may include:

- charts and wall-mounted planning boards
- computerised or paper-based
- to-do lists
- work diary.

Training may include:

- attendance at a formal training session
- demonstration
- on-the-job instruction
- self-paced learning packages
- structured feedback.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.
-

Unit Sector(s)

Not Applicable

PRMPM22B Develop and review company policies and procedures

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for the development and review of policies and procedures for any type of operation or activity within the company associated with pest management.

The unit requires the ability to identify issues that require the development or review of policies and procedures and then facilitating the process. The development of pest management policies should be consistent and compatible with other business planning mechanisms. The development of appropriate pest management procedures will allow policies to be implemented consistently by all staff throughout the company. The development and review of policies and procedures will require an understanding of the business and management issues, problem solving and effective consultation, negotiation and communication skills.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Establish the need for pest management policy and procedures	1.1 Establish the need for the development of <i>policy and procedures</i> for pest management in accordance with <i>environmental, legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>
	1.2 Determine the desired outcomes of <i>policy and procedures</i> for pest management in accordance with <i>company requirements</i>
	1.3 Review pest management <i>industry information</i> regularly to identify the need for new or revised <i>policy and procedures</i> in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i>
2 Prepare draft pest management policy and procedures	2.1 Develop <i>policy and procedures</i> in accordance with identified needs, company consultation processes, company business plans and in accordance with <i>environmental, legislative</i> and <i>OHS requirements</i>
	2.2 Ensure persons contributing to the development of <i>policy and procedures</i> are fully informed and/or trained on relevant industry or company issues in accordance with <i>company requirements</i>
	2.3 Prepare draft <i>policy and procedures</i> documentation incorporating the results of the consultation process and in a format that meets <i>company requirements</i>
	2.4 Revise draft <i>policy and procedures</i> as a result of feedback and seek support for implementation of new or revised <i>policy and procedures</i> in accordance with <i>company requirements</i>
3 Implement pest management policies and procedures	3.1 Inform all relevant staff of the new <i>policy and procedures</i> , the implementation arrangements and the source of further information or advice in accordance with <i>environmental, legislative, OHS</i> and <i>company requirements</i>
	3.2 Advise all relevant staff of their rights and responsibilities in relation to the new or revised <i>policy and procedures</i> in accordance with <i>company requirements</i>
	3.3 Arrange training and/or further information to

ELEMENT**PERFORMANCE CRITERIA**

	employees to support the implementation of the new or revised <i>policy and procedures</i> in accordance with <i>company requirements</i>
4 Review pest management policies and procedures against business objectives	4.1 Establish documented <i>policy and procedures</i> for conducting regular reviews of all company <i>policy and procedures</i> documents as part of the business planning process in accordance with <i>legislative</i> and <i>company requirements</i> 4.2 Establish review evaluation methods, criteria and timeframes in accordance with <i>company requirements</i> 4.3 Conduct review incorporating feedback from employees and other relevant parties and analyse findings in accordance with <i>company requirements</i> 4.4 Address issues arising by seeking input from relevant parties in accordance with <i>company requirements</i> 4.5 Modify <i>policy and procedures</i> to reflect needs identified through the evaluation process in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to develop and review company policies and procedures. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Accurate determination of need for pest management policy, management systems and procedures.
- Consultation in development of pest management policy, management systems and procedures.

- Development of criteria for the review of pest management policy, management systems and procedures.
- Analysis of issues and revision of pest management policy, management systems and procedures in response to changed circumstances.
- Compliance with company and legislative/regulatory requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Company strategic direction.
- Legislation, regulations, codes of practice and industry advisory standards applicable to providing pest management services.
- Company management structure and reporting procedures.
- Sources of pest management industry and product information.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- researching analysing and interpreting relevant environmental, legislative, OHS, product and industry standards information
- forecasting to assess future scenarios
- consultation
- negotiation
- reading, analysing and interpreting existing company policy and procedural documentation
- preparation of complex written policy documents and procedural guidelines for communication to relevant staff, regulatory agencies and company clients
- communicating issues, policies and procedures to staff in meeting and training situations
- seeking and receiving feedback
- interpersonal skills and communication techniques
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMPM27B Manage pest management operations risk.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to relevant databases and information sources, including industry and product information
- access to relevant statutes, company policies, procedures and records
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit this competency may be demonstrated by citing policies and procedures developed for normal industry operating conditions, including evidence of process followed, implementation and review, or if this is not practicable, in a realistic simulated work environment.

Assessment of this unit may be conducted as part of an overall business planning and management assignment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	3	Communicate with industry, colleagues and staff to ensure all legislative and regulatory requirements are up to date and in accordance with company requirements.

How can information be collected, analysed and organised ?	3	Collect, analyse and incorporate regulatory and legislative requirements into company policies.

How are activities planned and organised ?	2	Plan and organise all work tasks in accordance with regulatory, legislative and company policy and procedures.

How can teamwork be applied?	2	Communicate with team members and appropriate authorities all the requirements to be incorporated into company policy.

How can the use of	2	Calculate return on investment and other associated

mathematical ideas and techniques be applied?		costs for implementation of new company policies.
How can problem-solving skills be applied?	3	Communicate with colleagues, team members and regulatory authorities any potential problems which may arise.
How can the use of technology be applied?	3	Record all data including policies and procedures of company for communication to all team members.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines

- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Industry information may include:

- community views and attitudes
- government publications and reports
- industry associations
- manufacturers' information
- marketing materials
- media (press, radio, television)
- new product releases
- retailer information
- supplier information.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information

- industrial relations
- motor and commercial vehicle(s) transportation
- motor licence and endorsement regulations
- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- health surveillance and monitoring (e.g. regular blood testing)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

** Also known as workplace health and safety*

Policy and procedures may cover:

- application and treatment methods
- business ethics
- client and company responsibilities
- compliance with legislation
- emergency response and evacuation
- environmental protection
- equipment and plant use
- hazardous chemical and substance management
- occupational health and safety
- public relations
- record keeping and information systems
- recruitment and selection
- training and development
- vehicle control.
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Unit Sector(s)

Not Applicable

PRMPM26B Select and obtain pest management equipment and materials

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to select and obtain the pest management equipment and materials used in the provision of pest management services.

The unit requires the ability to select the appropriate types of equipment and materials to deliver services to clients. This involves an understanding of the services to be delivered and the specifications of equipment and materials that can support these services. The selection of equipment and materials requires the ability to assess equipment and chemical requirements, review product specifications and marketing materials, and select suitable acquisition arrangements. The selection of equipment and materials will adhere to legislative and public health and safety requirements.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify services to be provided	1.1 Identify services from business plan and company marketing strategy in accordance with <i>company requirements</i> 1.2 Review the types of <i>pests</i> to be treated and the target <i>client</i> groups and assess the <i>equipment</i> and <i>material</i> requirements in accordance with <i>manufacturers' specifications</i> and <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>
2 Determine performance characteristics of equipment and materials	2.1 Specify <i>equipment, materials</i> and <i>personal protective equipment (PPE)</i> performance requirements in relation to the types of services provided in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i> 2.2 Review performance requirements of <i>equipment</i> against relevant legislation and applicable industry standards in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i> 2.3 Determine the <i>suitability</i> of <i>equipment, materials</i> and <i>PPE</i> for the purposes required in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i> 2.4 Estimate maintenance, repair costs, downtime and life expectancy based on previous experience, usage patterns, maintenance records and <i>manufacturers' specifications</i> in accordance with <i>company requirements</i>
3 Ensure access to equipment and materials supplies	3.1 Examine ownership, hiring and leasing options for <i>equipment</i> and select options to suit budget and usage patterns in accordance with <i>company requirements</i> 3.2 Build and maintain relationship with <i>supplier(s)</i> on suitable trading terms in accordance with <i>company requirements</i>
4 Maintain up-to-date information on equipment and materials	4.1 Maintain business network in order to access regular and current information on new and improved <i>equipment</i> and <i>materials</i> in accordance with <i>company requirements</i> 4.2 Access latest information and publications

ELEMENT**PERFORMANCE CRITERIA**

from regulatory authorities, industry sources and *suppliers* in accordance with *company requirements*

4.3 Utilise offers by *suppliers* to test new products where relevant to services provided and in accordance with *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to select and obtain appropriate pest management equipment and materials suitable for providing pest management services. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Clear identification of the services to be provided from the business plan.
- Compliance with company and legislative/regulatory requirements.
- Correct assessment of performance characteristics of equipment and materials.
- Knowledge of hierarchy of hazard control.
- Selection of appropriate equipment and materials for the services being offered.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of pests relevant to the area and their life cycles, habits and harbourages.
- Equipment and chemical types and functions.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- Applicable regulations, codes of practice and industry advisory standards for providing pest management services.
- Hazards and risks associated with different types of equipment and materials.
- OHS legislation and procedures.

- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Financing options.
- Documentation requirements.
- Company management structure and reporting procedures.
- Enterprise maintenance and servicing procedures.
- Sources of industry and product information.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- assessing equipment against requirements
- reading, interpreting and comprehending manufacturers' specifications, marketing materials, purchase documents and financing contracts
- communicating equipment, chemical, purchase and financial requirements clearly and concisely
- requesting advice or further information
- sourcing relevant legislative, product and industry standards information.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM17B Repair and maintain service equipment
- PRMPM28B Organise and operate a pest management vehicle.

Resources required to assess this unit

The following resources should be available:

- access to relevant databases and information sources, including product information
- access to relevant company policies, procedures and records
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit this competency may be demonstrated by review of procurement processes used in normal industry operating conditions, or if this is not practicable, in a realistic simulated work environment.

Evidence of competency should include criteria dealing with the preparation and justification of the acquisition of equipment and materials over periods of time consistent with budgeting and business planning.

Supplementary evidence may be obtained from relevant written correspondence. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

- 1 Perform the process 2 Perform and administer the process 3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Discuss the advantages and disadvantages of various types of equipment and materials as part of making purchasing decisions.
How can information be collected, analysed and organised ?	2	Gather information from manufacturers, suppliers and retailers on equipment and materials, and analyse the information as part of the selection and purchasing process.
How are activities planned and organised ?	2	Plan equipment selection and acquisition after discussion with supervisor and/or colleagues.
How can teamwork be applied?	1	Work cooperatively with colleagues and share information.
How can the use of mathematical ideas and techniques be applied?	1	Compare manufacturers' specifications for various equipment items.
How can problem-solving skills be applied?	2	Respond safely to issues arising from the lack of availability of equipment and materials.
How can the use of technology be applied?	2	Use technology to search, record, organise and access information sources on new pest management equipment and materials.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Equipment may include:

- broom
- bunding material

- camera
- dishes or bowls
- drills
- dusters
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- probes
- safety harnesses
- sand and other absorbent materials
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors
- specimen bottles
- spray equipment
- torches
- trays
- waste disposal containers.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code

- declared pest (plant and animal) reporting
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial relations
- motor and commercial vehicle(s) transportation
- motor licence and endorsement regulations
- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Materials may include:

- building components
- chemicals
 - cleaning products
 - flammable products
 - pesticides
 - registered AGVET products
- physical barriers
- sealing components.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms

- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator - full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment
- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. safety glasses, goggles
- eyewashes and showers
- face shield (splash-proof)
- First Aid kit appropriate to the task and location
- hair nets
- hard hats
- high-visibility vests/clothing
- long pants
- noise protection

- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel
- sunscreen
- tongs
- torch
- washable sun hats
- wet-work protective clothing.

Pests may include any pest of commercial significance in an urban environment

Suitability criteria may include:

- application rates
- compliance with regulatory or legislative requirements
- containment of chemicals
- durability in normal working conditions
- ease of cleaning
- ease of use
- maintenance costs
- repair costs
- safety.

Suppliers may include:

- distributors
- manufacturers
- retail outlets.
-

Unit Sector(s)

Not Applicable

PRMPM27B Manage pest management operations risk

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to manage the critical risks involved in conducting pest management operations. The unit applies to the assessment of risk and implementation of appropriate strategies for any type of pest management operation or activity within the company.

The unit requires the ability to access and utilise company risk management policies and procedures, identify risks, implement controls and monitor activities.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Develop a pest management

1.1 Identify relevant *legislative requirements*, industry advisory standards and codes of

ELEMENT	PERFORMANCE CRITERIA
operations risk management plan	practice for pest management operations 1.2 Identify and document risks for pest management operations in accordance with <i>company requirements</i> 1.3 Seek expert advice on issues relating to pest management operations risk from <i>appropriate person(s)</i> in accordance with <i>company requirements</i> 1.4 Assess organisational capability to reduce or control the risks in accordance with <i>company requirements</i> 1.5 Develop and document a pest management operations risk management plan including policy and procedures in accordance with <i>environmental, legislative, occupational health and safety (OHS)</i> and <i>company requirements</i>
2 Implement risk management plan strategies	2.1 Eliminate unacceptable risks in accordance with <i>company requirements</i> 2.2 Minimise likelihood of other identified risks in accordance with <i>company requirements</i> 2.3 Conduct pest management operations in compliance with <i>legislative requirements</i>, industry advisory standards and codes of practice 2.4 Provide training and/or further information to employees to support the risk management plan in accordance with <i>company requirements</i>
3 Acquire and maintain insurance coverage	3.1 Identify risks requiring insurance cover in accordance with <i>company requirements</i> 3.2 Seek expert advice on insurance options relating to pest management risk from <i>appropriate person(s)</i> in accordance with <i>company requirements</i> 3.3 Acquire and maintain insurance coverage appropriate for the type of pest management operations in accordance with <i>legislative</i> and <i>company requirements</i>
4 Monitor activities for changing risk profile	4.1 Monitor continuously pest management operations to identify risk(s) in accordance with risk management plan, <i>legislative, OHS</i> and <i>company requirements</i> 4.2 Modify pest management operations as necessary to comply with risk management

ELEMENT**PERFORMANCE CRITERIA**

- plan in accordance with *legislative, OHS and company requirements*
- 4.3 Analyse any incidents or events and revise risk management plan in accordance with *legislative, OHS and company requirements*
- 4.4 Assess impact of new equipment or service offerings for risks in accordance with the risk management plan, *manufacturers' specifications and legislative, OHS and company requirements*
- 4.5 Complete and maintain accurate *regulatory and company documentation* for all service provision to provide audit trail in accordance with *legislative and company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to manage pest management operations risk. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Accurate determination of the requirements of a pest management plan.
- Development of a pest management risk management plan, policies and procedures
- Analysis of emerging risk issues and periodic revision of pest management risk management plan.
- Compliance with company and legislative/regulatory requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Legislation, regulations, codes of practice and industry advisory standards applicable to providing pest management services.
- Company management structure and reporting procedures.
- Sources of pest management industry and product information.
- OHS legislation and procedures.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting requirements.
- Licensing requirements for pest management control in accordance with relevant Commonwealth, state/territory legislation and local government regulations.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- researching analysing and interpreting relevant environmental, legislative, OHS, product and industry standards information
- forecasting to assess future scenarios
- consultation
- negotiation
- reading, analysing and interpreting existing company policy and procedural documentation
- preparation of complex written policy documents and procedural guidelines for communication to relevant staff, regulatory agencies and company clients
- communicating issues, policies and procedures to staff in meeting and training situations
- seeking and receiving feedback
- interpersonal skills and communication techniques
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMPM22B Develop and review company policies and procedures.

Resources required to assess this unit

The following resources should be available:

- access to relevant databases and information sources, including industry and product information
- access to relevant statutes, company policies, procedures and records
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit this competency may be demonstrated by citing policies and procedures developed for normal industry operating conditions, including evidence of process followed, implementation and review, or if this is not practicable, in a realistic simulated work environment.

Assessment of this unit may be conducted as part of an overall business planning and management assignment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	3	Communicate with colleagues and staff about the risk management plan to ensure understanding of and compliance with the plan.
How can information be collected, analysed and organised ?	3	Collect and analyse data on incidents and accidents incorporate research findings into risk management plan and company policies.
How are activities planned and organised ?	2	Plan and organise all work tasks in accordance with regulatory, legislative and company policy and procedures.
How can teamwork be applied?	2	Encourage team member to work together to develop effective procedures to manage risk policy.
How can the use of mathematical ideas and techniques be applied?	2	Calculate costs and the benefits associated with implementation and compliance with pest management plan.
How can problem-solving skills be applied?	3	Investigate risk issues to identify ways of eliminating or reducing the risk.
How can the use of technology be applied?	3	Record all information on incidents and accidents on to a database and monitor to see if any statistical trends occur.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate person(s) may include:

- colleagues
- consultants
- managers
- person(s) in control of work site(s)
- supervisors.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards

- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications

- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- health surveillance and monitoring (e.g. regular blood testing)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

** Also known as workplace health and safety*

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- customer files and databases

- invoices
- job sheets
- logbooks
- OHS control procedures, forms and documentation
- receipts
- risk assessments
- work diaries.
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Unit Sector(s)

Not Applicable

PRMPM28B Organise and operate a pest management vehicle

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for selecting and equipping a pest management vehicle and the ongoing operational and maintenance issues.

The unit requires assessing the vehicle capacity to support the type of pest management services to be offered, operating the vehicle within a highly regulated framework and utilising the vehicle to deliver pest management services to clients. The selection of an appropriate vehicle and equipment is essential for offering and performing pest management services safely and effectively.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA**

1 Select a pest management vehicle	1.1 Assess <i>vehicle</i> capabilities against pest management service requirements 1.2 Determine <i>vehicle</i> suitability for performing pest management activities in accordance with <i>manufacturers' specifications</i> and <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Confirm <i>vehicle</i> complies with roadworthiness and registration rules in accordance with <i>legislative, OHS</i> and <i>company requirements</i>
2 Set up a pest management vehicle	2.1 Determine type of pest management services to be offered and equip the <i>vehicle</i> for its intended usage in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 2.2 Implement secure storage arrangements for transporting <i>chemicals</i> and <i>equipment</i> in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i> 2.3 Affix <i>signage</i> in accordance with <i>legislative</i> and <i>company requirements</i> 2.4 Separate vehicle <i>equipment</i> and passenger compartments to minimise transportation risks in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 2.5 Equip <i>vehicle</i> to enable implementation of an <i>emergency response procedures</i> in accordance with <i>legislative</i> and <i>company requirements</i>
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- 2.6 Select weather resistant *equipment* for external use in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
 2.7 Select *equipment* manufactured from non-absorbent substances to minimise *chemical* build-up and other contamination in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*
 2.8 Select pumps, hoses, fittings and tanks to meet anticipated volume/pressure delivery in accordance with *manufacturers' specifications* and *legislative, OHS* and *company requirements*

ELEMENT**PERFORMANCE CRITERIA**

3 Control a pest management vehicle	3.1 Secure <i>chemicals</i> to prevent accidental spillage in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i> 3.2 Store and transport the estimated quantity of <i>chemicals</i> required for immediate work requirements in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i> 3.3 Secure, use and maintain <i>equipment</i> and <i>personal protective equipment (PPE)</i> in accordance with <i>manufacturers' specifications</i> and <i>legislative, OHS</i> and <i>company requirements</i> 3.4 Respond to emergency situations using <i>emergency response procedures</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 3.5 Restrict access to and operation of the pest management <i>vehicle</i> to <i>authorised personnel</i> in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 3.6 Drive the <i>vehicle</i> safely and courteously in accordance with all traffic laws and instructions
4 Maintain a pest management vehicle	4.1 Safety-check and maintain regular <i>vehicle</i> servicing to ensure roadworthiness in accordance with <i>manufacturers' specifications</i> and <i>legislative</i> and <i>company requirements</i> 4.2 Clean <i>vehicle</i> regularly to remove <i>chemical</i> contaminants in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 4.3 Collect and dispose of all <i>waste</i> in accordance with <i>manufacturers' specifications</i> and <i>environmental, legislative, OHS</i> and <i>company requirements</i> 4.4 Present <i>vehicle</i> to maintain the company's public image in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to select and operate a pest management vehicle. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Accurate identification of vehicle capacities against intended usage.
- Selection of appropriate equipment and materials in relation to the vehicle and the services to be delivered.
- Safe operation of the vehicle.
- Compliance with company and legislative/regulatory requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Chemical transport and storage legislation and standards.
- Vehicle types and specifications suitable to pest management operations.
- Road laws and conditions.
- Prohibited areas for pest management vehicles.
- Types and availability of vehicle equipment.
- Suitable cleaning locations.
- Product knowledge including manufacturers' specifications for products being stored and transported.
- OHS legislation and procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Routes of entry and potential symptoms of exposure from chemicals.
- Emergency response procedures.
- Injury, dangerous occurrence and incident reporting procedures.
- Dangerous goods in use.
- Licensing requirements for pest management.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- driving a commercial vehicle
- vehicle mounted equipment operation
- finding and using information
- handling and disposing of chemicals safely
- hazard identification and risk control
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and on chemical labels and MSDS
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM17B Repair and maintain service equipment
- PRMPM26B Select and obtain pest management equipment and materials.

Resources required to assess this unit

The following resources should be available:

access to suitable equipment and chemicals

- access to personal protective equipment
- access to equipment operating manuals and MSDS
- access to plain English version of relevant statutes and procedures
- work order instructions, work plans and schedules, and policy documents
- access to relevant databases and information
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the work environment by reviewing the processes followed to organise and operate a pest management vehicle under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

Assessment may be supported through an assignment or specific project.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate with managers and team members concerning vehicle capacity to meet all legislative, regulatory and business requirements.
How can information be collected, analysed and organised ?	2	Collect and analyse manufacturers' specifications on transportation of equipment and materials.
How are activities planned and organised ?	2	Plan and organise selection and acquisition of relevant equipment and materials for transportation.
How can teamwork be applied?	2	Communicate to team members safe work practices.
How can the use of mathematical ideas and techniques be applied?	1	Calculate vehicle size and manufacturers' specifications for storage and transportation of equipment and materials.
How can problem-solving skills be applied?	2	Assess and analyse in conjunction with management possible problems that may arise.
How can the use of technology be applied?	2	Record data such as incident/hazard reports, stock or equipment replenishment for future use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Authorised personnel may include:

- company staff
- licensed pest management technicians
- suitably licensed drivers.

Chemicals may include:

- cleaning products
- flammable products
- pesticides
- registered AGVET products.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials

- work site access security clearance procedures.

Emergency response procedures include:

- clean-up
- containment
- decontamination
- documented emergency response procedures
- First Aid
- isolation
- notification of authorities
- use of appropriate fire fighting appliances
- use of appropriate personal protective equipment
- work site/workplace evacuation.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- bulk liquid tanks, pumps, hoses and fixtures
- drills
- First Aid kit
- ladder racks
- lockable chemical and equipment storage
- personal protective clothing and equipment
- waste disposal containers
- water supply access facilities fitted with suitable backflow prevention devices.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation

- dangerous goods Acts and regulations
- dangerous goods code
- declared pest (plant and animal) reporting
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial relations
- motor and commercial vehicle(s) transportation
- motor licence and endorsement regulations
- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice

- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of MSDS and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- air-line and self-contained respirators
- breathing respirator - full-face and half-face
- chemical impervious gloves
- chemical resistant aprons
- communication equipment
- contaminated clothing bag
- cradles
- drinking fluids
- dust masks
- eye protection e.g. safety glasses, goggles
- eyewashes and showers
- face shield (splash-proof)
- First Aid kit appropriate to the task and location
- hair nets
- hard hats
- high-visibility vests/clothing
- long pants
- noise protection
- non-slip safety shoes/boots
- overalls, coveralls or other chemical protective clothing
- prodding/probing sticks and rods
- safety harness
- sharps containers
- soap and towel
- sunscreen
- tongs

- torch
- washable sun hats
- wet-work protective clothing.

Pests may include any pest of commercial significance in an urban environment.

Signage may include:

- company name
- pest management licence details
- required labels on chemical containers (type and concentration strength).

Vehicles may be either two or four-wheel drive and include:

- all terrain vehicles
- equipment trailers
- light trucks and vans
- panel vans
- tray utilities.

Waste may include:

- absorbent material, rags or other contaminated cleaning materials
- used containers
- used or contaminated personal protective equipment
- used or unused chemicals
- vehicle wash run-off.
-

Unit Sector(s)

Not Applicable

PRMPM29B Plan and schedule pest management operations

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required for all types of planning and scheduling of pest management operations. The unit covers assessing the workload implications of current work orders and then using this knowledge to schedule work in a logical and organised manner. The unit covers the issues that need to be addressed when scheduling the work orders initially, and how to respond when changed circumstances require the schedule to be altered.

The unit requires the ability to assess the amount and type of work required and the application of logical processes to scheduling the work. A comprehensive understanding of the pest management services and treatments being offered is required.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Assess requirements of current work orders	1.1 Identify the <i>work orders</i> within the specified <i>schedule period</i> in accordance with <i>company requirements</i> 1.2 Identify geographic locations of <i>work orders</i> in accordance with <i>company requirements</i> 1.3 Review <i>work orders</i> to assess the type(s) of pest management services being delivered in accordance with <i>company requirements</i> 1.4 Estimate time requirements for each <i>work order</i> through comparison with records of similar <i>work orders</i> and in accordance with <i>company requirements</i>
2 Prepare work schedules	2.1 Prepare a <i>schedule</i> of all <i>work orders</i> to maximise company productivity, achieve business targets and to meet <i>client</i> expectations in accordance with <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 2.2 Prepare the <i>schedule</i> to minimise travel time, excess travel and staff downtime in accordance with <i>OHS</i> and <i>company requirements</i> 2.3 Plan treatment time to minimise disruption and discomfort to <i>clients</i> and <i>personnel</i> at the <i>work site</i> in accordance with <i>legislative, OHS</i> and <i>company requirements</i> 2.4 Provision is made in the <i>schedule</i> for weather and other variables when planning treatments in accordance with <i>company requirements</i> 2.5 Schedule all <i>work orders</i> taking into account the skills, preferences, staff capabilities and licences held and in accordance with <i>legislative</i> and <i>company requirements</i> 2.6 Schedule emergency and priority <i>work orders</i> in accordance with <i>company requirements</i>
3 Monitor and adjust work schedule	3.1 Advise <i>clients</i> promptly if adjustments to the <i>schedule</i> affect timing of their <i>work order</i> in accordance with <i>company requirements</i> 3.2 Record reasons for changes to <i>schedules</i> to assist future planning in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to plan and schedule pest management operations. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Allocating and scheduling work orders.
- Compliance with company and legislative/regulatory requirements.
- Customer service.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of services offered.
- Knowledge of time requirements to perform each of the pest management services.
- Contingency factors.
- Local conditions and travel routes.
- Scheduling methods.
- Relevant software programs.
- Applicable regulations, codes of practice and industry advisory standards.
- OHS legislation and procedures.
- Work order specifications.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- estimating
- time management
- **problem-solving** and contingency management
- numeracy to calculate work order times and travel times
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback

- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM19B Organise and monitor pest management operations
- PRMCMN402A Facilitate effective client relationships.

Resources required to assess this unit

The following resources should be available:

- access to relevant databases and information sources, including industry and company time allocations
- work order instructions, work plans and schedules, and policy documents
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency is best obtained by review of an actual work schedule prepared under normal industry operating conditions, or if this is not practicable, in a realistic simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be

2	Communicate planning and scheduling arrangements with staff.
-

applied?

How can information be collected, analysed and organised ?	2	Collect and analyse information in work orders about requirements in order to organise the scheduling of work.

How are activities planned and organised ?	2	Plan and organise the work orders into the schedule.

How can teamwork be applied?	2	Develop work group responses to managing OHS issues in the workplace.

How can the use of mathematical ideas and techniques be applied?	2	Calculate resources and time requirements of work orders.

How can problem-solving skills be applied?	2	Analyse resource requirements and allocate work orders within available resource constraints.

How can the use of technology be applied?	2	Use technology to record and access information from work orders and schedules.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting

- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial relations
- motor and commercial vehicle(s) transportation
- motor licence and endorsement regulations
- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of material safety data sheets (MSDS) and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals

- withholding periods and spray drift.

** Also known as workplace health and safety*

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public including bystanders
- venue/facility/building/shopping centre staff/management.

Schedule periods may be:

- annual
- daily
- monthly
- weekly.

Schedules may include:

- charts and wall-mounted planning boards
- computerised or paper-based
- to-do lists
- work diary.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work sites may include:

- building surroundings
- buildings
- domestic, commercial or industrial premises.
-

Unit Sector(s)

Not Applicable

PRMPM35B Manage assets

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to manage assets used in the provision of pest management services. These work functions would be carried out within company guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Determine asset classification and identification

PERFORMANCE CRITERIA

1.1 Document policies and procedures for managing pest management assets and maintaining a register of *assets* in accordance with *company requirements*

1.2 Determine *asset register* format on basis of

ELEMENT**PERFORMANCE CRITERIA**

	current needs and business plan in accordance with <i>company requirements</i>
	1.3 Select a classification system compatible with other corporate record systems and that meets asset accounting and asset management needs in accordance with <i>company requirements</i>
	1.4 Determine materiality thresholds for <i>assets</i> to be recorded in the <i>asset register</i> in accordance with <i>company requirements</i>
2 Record and value assets	2.1 Identify and record specified details of all material <i>assets</i> in accordance with the asset management policies and procedures
	2.2 Record all <i>assets</i> in compliance with <i>legislative</i> and <i>company requirements</i>
	2.3 Determine condition of each <i>asset</i> in accordance with <i>manufacturers' specifications</i> and <i>legislative</i> and <i>company requirements</i>
	2.4 Determine useful/residual life of each <i>asset</i> in accordance with <i>manufacturers' specifications</i> and <i>company requirements</i>
	2.5 Calculate current value of each <i>asset</i> based on valid and reliable information in accordance with <i>legislative</i> and <i>company requirements</i>
3 Maintain asset management system	3.1 Update records continuously to record <i>asset</i> purchases, loss, damage or disposal in accordance with <i>company requirements</i>
	3.2 Conduct periodic audits to ensure accuracy of <i>asset register</i> in accordance with <i>company requirements</i>
	3.3 Prepare <i>reports</i> to assist in business planning and management in accordance with <i>company requirements</i>
	3.4 Review asset management system periodically to ensure it is supporting business needs in accordance with <i>company requirements</i>
	3.5 Provide training to support effective management and maintenance of the <i>asset register</i> in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to manage the assets used in providing pest management services including maintaining an asset register. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Implementation and maintenance of an asset management system.
- Operation of an asset register.
- Compliance with company and legislative/regulatory requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Legislation, regulations, codes of practice and industry advisory standards applicable for managing a business and the provision of pest management services.
- Purchasing policies and procedures.
- Maintenance policies and procedures.
- Disposal policies and procedures.
- Documentation requirements.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- research and analysis
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- sourcing, organising and recording information.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with PRMPM26B Select and obtain pest management equipment and materials.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to relevant databases and information sources including asset management policies and procedures
- access to plain English version of relevant statutes and procedures
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated by using policies and procedures developed for asset management under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	3 Educate colleagues and staff about the importance of effective asset management and generate a commitment to support effective asset management systems.
How can information be collected, analysed and organised ?	3 Gather data about company's assets from all available sources and analyse for inclusion in the asset register.
How are activities planned and organised ?	3 Plan the capture of relevant data on all assets and organise systems for ongoing capture and recording of asset details.
How can teamwork be applied?	3 Establish processes for team members to have input

		into the ongoing monitoring of asset management policies and the operation of the asset register.
How can the use of mathematical ideas and techniques be applied?	2	Calculate asset values and depreciation using accepted formulas.
How can problem-solving skills be applied?	2	Identify changing needs of the asset management systems and discuss possible options with colleagues and staff.
How can the use of technology be applied?	2	Record all data into appropriate classifications and monitor system reports to ensure accuracy.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Asset register may be a computer or manual file and include:

- damage/loss/theft
- date of purchase
- identifying number
- insurance policies and claims
- invoices and receipts
- location
- major repairs
- obsolescence
- value.

Assets may include:

- buildings
- business and marketing contracts
- goodwill
- land
- office equipment and furniture
- pest management plant and equipment
- vehicles.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - accounting standards
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - corporations law
 - dangerous goods Acts and regulations

- dangerous goods code
- declared pest (plant and animal) reporting
- environmental protection issues
- equal employment opportunity
- freedom of information
- industrial relations
- motor and commercial vehicle(s) transportation
- motor licence and endorsement regulations
- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Manufacturers' specifications may include:

- equipment operational manuals
- instructional guides
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles.

Reports may include:

- comparative costs of different types of equipment
- details of maintenance schedules
- residual life of assets
- scheduled replacement.
-

Unit Sector(s)

Not Applicable

PRMPM42A Install physical termite barriers

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to install physical termite barriers, including barriers that combine physical and chemical characteristics. The unit applies to the application of physical termite barriers in both pre- and post-construction and can be applied to domestic, commercial and industrial construction.

The unit requires the ability to assess the techniques and method of construction and the techniques required to prevent termites gaining concealed access to the completed construction. It requires a thorough understanding of client requirements and the application of company information in order to perform the task. The selection of appropriate equipment, materials and methods is essential for performing the task safely and efficiently. These work functions would be carried out within company guidelines and in accordance with statutory requirements.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Plan for construction process	1.1 Identify <i>installation</i> requirements from <i>work order</i> , drawings and supervisor's instructions 1.2 Review the plan and select appropriate <i>installation</i> specification(s) to prevent concealed termite access in accordance with <i>work order</i> and <i>legislative, occupational health and safety (OHS)</i> and <i>company requirements</i> 1.3 Advise <i>client</i> of <i>installation</i> procedure in accordance with <i>work order</i> and <i>company requirements</i> 1.4 Recognise quality assurance requirements and adhere to <i>company requirements</i> 1.5 Select and locate <i>materials</i> in readiness for <i>installation</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i> 1.6 Select <i>equipment and tools</i> consistent with <i>installation</i> requirements, check for serviceability and report any faults to <i>appropriate persons</i> in accordance with <i>manufacturers' specifications</i> and <i>OHS</i> and <i>company requirements</i>
2 Access and assess site	2.1 Access <i>work site</i> in accordance with <i>client</i> and <i>company requirements</i> 2.2 Review <i>installation</i> method in accordance with <i>work order</i> and <i>company requirements</i> and clarify any issues with <i>appropriate person(s)</i>
	2.3 Check <i>previous trades work</i> for possible effect on proposed <i>installation</i> of the <i>termite barrier</i> in accordance with <i>company requirements</i> 2.4 Assess <i>work site</i> for access and safety issues in accordance with <i>legislative, OHS</i> and <i>company requirements</i>
3 Prepare site for installation	3.1 Identify <i>hazards</i> and control risks at the <i>work site</i> in accordance with <i>legislative, OHS, public health and safety</i> and <i>company requirements</i> 3.2 Determine the usage pattern of the <i>work site</i> to ensure safety of all <i>personnel</i> and the efficient use of <i>equipment and tools</i> 3.3 Identify any factors affecting the completion of

ELEMENT**PERFORMANCE CRITERIA**

- the *work order* and advise the *appropriate person(s)* promptly
- 4 Prepare equipment
- 4.1 Select and use suitable *personal protective equipment (PPE)* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
 - 4.2 Select and check operational effectiveness of *equipment and tools* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
 - 4.3 Set up *equipment and tools* in accordance with *manufacturers' specifications* and *legislative, OHS and company requirements*
 - 4.4 Adjust *equipment and tools* to suit operator's requirements in accordance with *manufacturers' specifications*
- 5 Install physical barrier
- 5.1 Install *termite barrier* to all concealed *termite access points* in accordance with *work order, manufacturers' specifications* and *company requirements*
 - 5.2 Check *installation of termite barrier* in accordance with *company requirements*
 - 5.3 Conduct all work using safe operating practices in accordance with *manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
- 6 Restore work site and complete documentation
- 6.1 Collect and remove *equipment and tools* and *waste* in accordance with *work order, manufacturers' specifications* and *environmental, legislative, OHS and company requirements*
 - 6.2 Restore the *work site* in accordance with *work order, client requests* and *company requirements*
 - 6.3 Clean *equipment and tools* and *PPE* in accordance with *manufacturers' specifications* and *environmental, OHS and company requirements*
 - 6.4 Safety-check *equipment and tools* and *PPE* and record any maintenance required in accordance with *manufacturers' specifications* and *OHS and company requirements*
 - 6.5 Store cleaned *equipment and tools* and *PPE* in

ELEMENT**PERFORMANCE CRITERIA**

- accordance with *company requirements*
- 6.6 Dispose of all collected *waste* in accordance with *work order, manufacturers' specifications* and *environmental, legislative, OHS* and *company requirements*
- 6.7 Update *client records* and complete and distribute *regulatory and company documentation* in accordance with *legislative* and *company requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to install efficacious physical termite barriers safely and efficiently. Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with the installation.
- Carry out correct procedures prior to and during application of the installation.
- Compliance with company and legislative/regulatory requirements.
- Compliance with organisational policies and procedures including quality assurance requirements
- Demonstrate compliance with OHS requirements.
- Demonstrate compliance with product installation specifications.
- Demonstrate safe and effective operational use of hand and power tools, plant and equipment.
- Interactively communicate to support team and ensure safe and effective workplace operations.
- Outcomes achieved in relation to work order.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Subterranean termite ecology as related to termite barrier installation.
- Construction systems and techniques (e.g. concrete slabs and footings).
- Installation equipment.
- Applicable legislation, regulations, codes of practice and industry advisory standards.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- Relevant Australian standards.
- Relevant licence requirements.
- OHS legislation and procedures.
- Emergency response procedures.
- Hazardous substances in the workplace.
- Company management structure and reporting channels.
- Work order specifications.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- hazard identification and risk control
- applying correct manual handling techniques
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and on MSDS and labels
- attention to detail in observing site conditions
- performing the mathematical calculations required for measuring lengths, areas and volumes
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM02B Assess pest management options
- PRMPM05B Modify environment to manage pests
- PRMPM07B Implement a pest management plan
- PRMPM43A Prepare and present a pest management submission including quotation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and materials
- access to personal protective equipment

- access to equipment operating manuals and MSDS
- access to company procedures and manufacturers' specifications and material safety data sheets
- access to plain English version of relevant statutes and procedures
- access to relevant databases and information
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field by reviewing the outcome of several (more than one) complete installations under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency should be demonstrated over a period of time and observed by the assessor.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate with management and client to ensure all information gathered is appropriate to work order outcomes.
How can information be collected, analysed and organised ?	2	Review data from previous pest inspection reports and site assessment and present findings in a pest management plan.
How are activities planned and organised ?	2	Plan and organise activities to ensure logical sequence of work is performed.
How can teamwork be applied?	2	Communicate work order to team members in

		accordance with OHS, legislative and regulatory requirements and company policy.
How can the use of mathematical ideas and techniques be applied?	2	Calculate the equipment and material resources necessary to meet work order requirements.
How can problem-solving skills be applied?	2	Assess and analyse in conjunction with management and client possible problems which may arise.
How can the use of technology be applied?	2	Record data about resources used for each work order for reference in developing future pest management plans.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Appropriate person(s) may include:

- clients
- colleagues
- managers
- person(s) in control of work site(s)
- supervisors.

Clients may include:

- architect
- body corporate
- builder
- building supervisor
- company/organisation
- developer
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Client records may be a computer or manual file and include:

- contact details
- customer files and databases
- details of previous installation(s)
- details of previous quotations
- government orders
- specific details about the site, termite barrier installation details, etc.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment and tools may include:

- adhesive applicators
- angle grinder
- bolster
- brushes and brooms
- drills (power and rechargeable)
- generators
- hammer
- hoses
- knives
- measuring tape/rule
- power leads
- roller
- safety switch equipment
- screwdriver
- sheet metal or utility cutters or snips
- shovel.

Hazards may include:

- allergic reactions to chemicals, pests and/or equipment, including latex allergies
- blood and blood-stained products
- confined/restricted spaces
- contaminated clothing, materials and/or equipment
- damaged or inappropriate equipment
- dust and fibres
- electrical hazards arising from cables, electrical fittings (switches and lights) and untested electrical equipment
- environmental impact
- fatigue
- fire
- gas
- heights
- inadequate lighting and ventilation
- manual handling techniques including awkward and repetitive postures
- mobile/vehicle hazards around plant and vehicles
- moving and/or unguarded parts
- noise
- occupational violence and bullying
- poor personal hygiene practices
- spill, splash and spray
- underfoot conditions e.g. slippery, uneven and rough surfaces
- work environment temperature extremes

- work in isolated/remote environments.

Installation may include:

- identifiable areas that require protection
- method of combining specifications and work order requirements
- procedures from company training and reference manuals
- specifications from company manuals
- techniques conveyed during training courses.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - consumer protection legislation
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - installers' licence requirements
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations
 - OHS Acts and regulations
 - privacy
 - public health
 - trade practices
 - workplace consultative arrangements.

Manufacturers' specifications may include:

- emergency response resources
- equipment operational manuals
- government publications
- instructional guides
- material safety data sheets (MSDS)
- other resources supplied by the manufacturer (such as laminated cards, notices and wall posters) in work sites or vehicles
- product labels
- safety instructions pre-printed on equipment.

Materials may include:

- adhesives
- equipment and tools
- termite barrier components.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS
- use of epoxies or other bonding agents in accordance with MSDS
- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals.

** Also known as workplace health and safety*

Personal protective equipment (PPE) may include:

- communication equipment
- drinking fluids
- dust mask
- ear protection
- eyewashes
- face shield
- First Aid kit appropriate to the task and location
- gloves
- hair nets
- hard hats
- long pants
- noise protection
- overalls, coveralls or other protective clothing

- safety boots, shoes
- safety glasses
- safety harness
- soap and towel
- sunscreen
- washable sun hats.

Personnel may include:

- client's staff
- fellow workers (colleagues)
- general public including bystanders
- venue/facility/building/shopping centre staff/management.

Previous trades work may include:

- blocklaying
- bricklaying
- carpentry
- concreting
- electrical
- plumbing.

Public health and safety may affect:

- animals
- client staff
- company staff
- customers (present and future)
- distributors
- facility users
- general public
- inspectors
- neighbours
- onlookers
- retailers
- suppliers
- trade and service providers.

Regulatory and company documentation may include:

- accident and incident reports
- certificates and notices
- customer files and databases
- invoices
- job sheets
- logbooks
- OHS control procedures, forms and documentation

- receipts
- risk assessments
- work diaries.

Termite access points may include:

- concrete shrinkage joint around slab penetrations
- construction joints
- perimeter cavities
- piers and sub-floor walls in suspended floor construction
- retainer walls.

Termite barrier may include:

- bonding materials to adhere the proprietary products to the substrate
- proprietary product used to provide a barrier at the termite access point(s)
- proprietary products used in combination to provide a comprehensive barrier in accordance with regulatory requirements
- visual barriers formed as a result of construction techniques such as exposed concrete slab edges.

Waste may be solid or liquid and include:

- contaminated/hazardous biological waste
- used containers
- used/contaminated personal protective equipment.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- work site contact person(s)
- working in isolated and remote locations.

Work sites may include:

- a building
- commercial construction area
- domestic construction area
- industrial construction area

- vacant land prepared for construction.
-

Unit Sector(s)

Not Applicable

PRMPM43A Prepare and present a pest management submission including quotation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to prepare and present a pest management submission to a client, detailing the pest management plan and a quotation for the cost of the proposed services. The unit applies to pests and pest activity that impact on the health, safety or amenity of persons or environments and can be applied to domestic, commercial or industrial premises.

The unit requires the ability to work with the results of a pest management assessment, confirm the client's requirements, analyse the requirements of the pest management plan, calculate the costs of the service options and provide the client with a submission detailing proposed service and benefits, its cost and conditions. A comprehensive knowledge of the company's policies and procedures for developing management plans submissions and costing of services is essential to perform this task.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Review client information	1.1 Review <i>work order</i> for <i>client</i> requirements and access <i>client records</i> referring to any <i>assessment documentation</i> of <i>pest management method options</i> and proposed <i>pest management plan</i> in accordance with <i>company requirements</i> 1.2 Confirm <i>pest management plan</i> meets current <i>client</i> requirements in accordance with <i>company requirements</i>
2 Prepare pest management plan budget	2.1 Source, select and interpret product and costing information necessary for the <i>pest management plan</i> in accordance with <i>company requirements</i> 2.2 Calculate costs of <i>equipment</i> and <i>materials</i> necessary for the implementation of the <i>pest management plan</i> in accordance with <i>company requirements</i> 2.3 Access and use relevant <i>labour rates and conditions</i> to prepare labour costs in accordance with <i>legislative</i> and <i>company requirements</i> 2.4 Develop a <i>pest management plan</i> budget using the <i>equipment, materials</i> and labour costings and including taxes and profit margin in accordance with <i>company requirements</i> 2.5 Check all calculations and keep legible records of method of calculations in accordance with <i>company requirements</i> 2.6 Incorporate principles of integrated pest management into the <i>pest management plan</i> in accordance with <i>company requirements</i> 2.7 Ensure the <i>pest management plan</i> meets <i>environmental, legislative, OHS</i> and <i>company requirements</i>
3 Prepare client submission	3.1 Prepare <i>submission</i> in company format in accordance with <i>legislative</i> and <i>company requirements</i> 3.2 Provide an accurate <i>quotation</i> based on the <i>pest management plan</i> budget as part of the <i>submission</i> in accordance with <i>company requirements</i> 3.3 Include relevant <i>supporting information</i> in the

ELEMENT

PERFORMANCE CRITERIA

- submission in accordance with company requirements*
- 4 Present submission to client and initiate follow-up actions
- 4.1 Obtain *client* direction on their preferred *presentation method* for receiving the *submission in accordance with company requirements*
- 4.2 Use appropriate *interpersonal skills and communication techniques* if meeting the client when presenting the *submission in accordance with company requirements*
- 4.3 Allow *client* time to review the *submission* and offer opportunities for the *client* to seek further information in accordance with *company requirements*
- 4.4 Negotiate any issues concerning the *submission, quotation and pest management plan* with the *client* in accordance with *company requirements*
- 4.5 Revise *submission* including *quotation* and *pest management plan* after *client* negotiations in accordance with *company requirements*
- 4.6 Confirm acceptance of the *submission* including *quotation* in writing in accordance with *company requirements*
- 4.7 Update *client records* with a copy of the *submission* in accordance with *company guidelines*

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to prepare and present a pest management submission including a quotation for the cost of the proposed service(s). Assessment of performance should be over a period of time covering all categories within the range statement that are applicable in the working environment.

Critical aspects of competency

- Accurate identification of the hazards and risks associated with pest management.
- Analysing the resource requirements of a pest management plan.
- Calculating costs of service provision.
- Compliance with company and legislative/regulatory requirements.
- Outcomes achieved in relation to company requirements.
- Preparation and presentation of a pest management submission.
- Preparation of an accurate quotation.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Types of pests relevant to the area and their life cycles, habits and harbourages.
- Product knowledge including manufacturers' specifications for equipment and products being used.
- Company policies and procedures in relation to preparing and documenting pest management plans, submissions and quotations.
- Company costing and pricing procedures.
- OHS legislation and procedures.
- Emergency response procedures.
- Applicable regulations, codes of practice and industry advisory standards.
- Consumer and contract law.
- Company management structure and reporting procedures.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- estimating
- interpersonal skills
- presentation skills
- negotiation skills
- reading, interpreting and comprehending directions and safety instructions in equipment manuals and on chemical labels and MSDS
- performing the mathematical calculations required for measuring areas and volumes and determining costs
- preparation of business correspondence
- communicating clearly and concisely using written and verbal modes
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team
- planning and organising work
- sourcing, organising and recording information
- customer service.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMPM02B Assess pest management options
- PRMPM05B Modify environment to manage pests
- PRMPM06B Apply pesticide to manage pests
- PRMPM07B Implement a pest management plan
- PRMPM09B Advise client on pest management options
- PRMPM11B Conduct fumigation.

Resources required to assess this unit

The following resources should be available:

- access to a suitable venue
- access to plain English version of relevant statutes and procedures
- access to company policy documents and procedures for preparing and documenting quotations
- access to relevant databases and information
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit the competency should be demonstrated in the field by reviewing the outcome of the preparation and presentation of at least one complete pest management submission under normal industry operating conditions, or if this is not practicable, in a simulated work environment.

The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Supplementary evidence may be obtained from relevant written correspondence with existing and potential clients. This information must be relevant by showing evidence of the candidate's work performance.

Other forms of gaining evidence such as through oral questioning and hypothetical situations (scenarios) may be used to supplement (but not substitute for) the practical demonstration of competence.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Assist client's decision-making process re the type and level of service required by providing timely and relevant information concerning pest management.
How can information be collected, analysed and organised ?	2	Collect and analyse information about the client's needs and services expectations and prepare a submission that addressees these needs and expectations.
How are activities planned and organised ?	2	Plan and organise work order in accordance with client brief and company requirements.
How can teamwork be applied?	2	Communicate to team members information contained within work order to be carried out in accordance with company requirements.
How can the use of mathematical ideas and techniques be applied?	2	Calculate site area, equipment and materials to be included in client submission and quotation figures.
How can problem-solving skills be applied?	2	Communicate with management and client to identify and control potential risks or problems which may arise.
How can the use of technology be applied?	2	Record data such as submission, quotation, potential incident/hazard and other documentation for future use.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed alphabetically and may be present for this particular unit.

Assessment documentation may include:

- company activity records
- detailed submissions or quotation
- photographs
- written reports.

Clients may include:

- body corporate
- building supervisor
- company/organisation
- environmental health officer
- executive housekeeper
- maintenance manager
- owner
- person in control of work processes
- property agent/manager
- tenant.

Client records may be a computer or manual file and include:

- contact details
- customer files and databases
- details of previous assessments
- details of previous quotations
- details of previous service provision
- logbooks
- pest management plan
- reports
- specific details about the work site, nature of the pest problem, etc
- use of contractors.

Company requirements may include:

- access and equity policy, principles and practice
- business and performance plans
- client communication procedures
- client confidentiality procedures
- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- defined resource parameters
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- employer and employee rights and responsibilities
- establishing operator identity with client
- maintenance procedures for equipment and PPE
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)

- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training (induction and refresher) materials
- work site access security clearance procedures.

Environmental requirements may include:

- clean-up, containment and/or isolation
- company policies and guidelines
- emergency chemical spill control measures
- environmental protection agency and government departments (e.g. agriculture, emergency services and national parks and wildlife) regulations and guidelines
- hazardous materials handling
- local government regulations/bylaws.

Equipment may include:

- broom
- bunding material
- camera
- dishes or bowls
- drills
- dusters
- electrical extension leads
- elevated work platforms
- equipment decontamination materials
- flexible light
- flushing agents
- generators
- hoses
- injectors
- knives
- ladders
- magnifying glass
- measuring jug
- mirrors
- probes
- safety harnesses
- sand and other absorbent materials
- screwdrivers
- shovels and rakes
- sounding, moisture and movement detectors

- specimen bottles
- spray equipment
- torches
- trays
- waste disposal containers.

Interpersonal skills and communication techniques may include:

- active listening
- language - accurate, articulate and concise
- language, verbal or non-verbal
- presentation of options and consequences
- providing an opportunity for the client to confirm their request
- questioning to clarify and confirm the client's understanding
- seeking feedback from client to confirm understanding of needs
- summarising and paraphrasing to check understanding of client's message
- use of effective presentation aids (audiovisual slides, diagrams, photos, pictures)
- using appropriate body language.

Labour rates and conditions are established under the provisions of industrial relations legislation and may be found in:

- enterprise agreements
- industry awards and agreements.

Legislative requirements may include:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- industry advisory standards and codes
- relevant Commonwealth/state/territory legislation and local government regulations which affect company operation:
 - anti-discrimination and diversity
 - building codes
 - chemical controls
 - chemical registers/manifests
 - consumer protection legislation
 - dangerous goods Acts and regulations
 - dangerous goods code
 - declared pest (plant and animal) reporting
 - environmental protection issues
 - equal employment opportunity
 - freedom of information
 - industrial relations
 - motor and commercial vehicle(s) transportation
 - motor licence and endorsement regulations

- OHS Acts and regulations
- privacy
- public health
- trade practices
- workplace consultative arrangements.

Materials may include:

- building components
- chemicals
 - cleaning products
 - flammable products
 - pesticides
 - registered AGVET products
- physical barriers
- sealing components.

Occupational health and safety* (OHS) requirements may relate to:

- allergic reactions (contact dermatitis, etc)
- animal management/control procedures
- communication devices for remote and isolated locations e.g. mobile phone, two-way radio, etc
- dermatotoxicological control and prevention measures
- emergency procedures for eye and skin contact, inhalation and ingestion of toxic substances
- hazard identification and risk assessment mechanisms
- health surveillance and monitoring (e.g. regular blood testing)
- hierarchy of hazard control procedures
- industry advisory standards
- information provided by national registration authority for chemical approval and state government authorities e.g. agriculture, environment protection, health and primary industry
- injury and dangerous occurrence reporting
- national and industry codes of practice
- OHS control procedures (e.g. health and safety plans, job plans, job safety analysis, risk assessments, safe operating practices/procedures, safe work instructions, work method statements, safe system of work statements)
- routes of entry and potential symptoms of exposure from chemicals
- safe work practices for equipment, PPE and chemical storage including interpretation of material safety data sheet (MSDS) and hazardous substance information e.g. long latency periods
- safety training, induction and refresher training
- selection and use of PPE and clothing appropriate to the hazard
- up-to-date electrical test and tag compliance
- use of chemicals in accordance with MSDS

- use of residual current devices
- use, storage and maintenance of equipment in accordance with manufacturers' specifications and equipment operating manuals
- withholding periods and spray drift.

** Also known as workplace health and safety*

Pest management method options may include:

- biological controls
- chemical and physical barrier treatments
- cultural controls
- environmental controls
- management controls.

Pest management plan may include:

- advice of health, safety, environmental and other legislative matters
- advice on pest prevention strategies
- chemical application methods
- details of pest and pest activity
- follow up pest management advice, monitoring and call-back schedule
- pest management method options
- types and quantities of chemicals to be used.

Presentation methods may include:

- a formal meeting involving a structured presentation of the submission to an individual or group
- a formal meeting to discuss the submission
- an informal meeting to deliver the submission with a limited likelihood of detailed discussion on submission content
- posting, faxing or emailing the submission to the client.

Quotations are written and may include:

- acceptance of offer provisions
- company identification information
- costs
- description of the pest problem
- liability terms and conditions
- limitations of treatment
- proposed management method
- results of inspection
- terms of trade
- warranty/guarantee.

Submissions may be prepared by a consultant, manager, small business owner or supervisor and include:

- benefits and rationale of selected methods

- conditions and limitations
- description of client requirements
- evidence of pest activity and location
- maintenance programs
- pest management methods
- pest management plan
- proposals
- quotation on cost of service(s)
- tenders
- warranties/guarantees.

Supporting information may include:

- accounting procedures
- auditing procedures
- formal assessment documents
- impact statements
- inspection reports
- insurances
- licences (held by staff and company)
- pest management methods used
- product/chemical data sheets
- professional indemnity
- public liability
- quality assurance certification
- reference sites
- reporting systems
- training systems
- vehicle
- workers compensation.

Work order information may include:

- access to work site including timing of access and access and egress points
- budget allocations
- completion times/dates
- job requirements and tasks
- legislative and local government requirements
- OHS requirements and emergency response procedures
- resource requirements - equipment and materials
- specific client requirements e.g. noise control, sensitivity of occupants to pests and/or management, relationships with other customer activities, dress and presentation requirements
- use of signage and barriers
- work schedules

- work site contact person(s)
- working in isolated and remote locations.
-

Unit Sector(s)

Not Applicable

PRMWM01B Plan waste audit

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the planning and organising of an audit of a client's waste characteristics. It requires the ability to interpret and follow assignment instructions and liaise effectively with clients.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Determine audit objectives

PERFORMANCE CRITERIA

1.1 Consult *client* to determine *waste audit requirements/purpose*

1.2 Review waste audit objectives to ensure they are realistic and achievable

1.3 Document and confirm waste audit objectives

ELEMENT**PERFORMANCE CRITERIA**

- with the client
- 2 Scope waste audit site
- 2.1 Obtain all *information relating to site and client operations* from relevant personnel to determine appropriate *audit methodology*
 - 2.2 Assess the waste generation *site* to determine *waste characteristics*, disposal and recovery routes
 - 2.3 Assess the waste generation site to determine hazards and risks and report to designated personnel
- 3 Plan audit
- 3.1 Take into consideration *client* requirements and sampling requirements necessary to audit methodology - valid and representative audit data
 - 3.2 Determine suitable date, time and duration of audit to obtain valid and representative audit data and minimise client disruption
 - 3.3 Incorporate details relating to access to site and specific site requirements into audit plan
 - 3.4 Identify necessary *personnel* and *equipment requirements* to ensure effective, safe and efficient audit operations. This may include the services of relevant experts where advanced sampling or testing is required
 - 3.5 Obtain full support and written authorisation from the client to proceed with waste audit in accordance with company requirements, appropriate legislation and safety procedures
 - 3.6 Identify, confirm and follow client confidentiality arrangements in accordance with client and company requirements and relevant legislation
- 4 Document audit plan
- 4.1 Document audit plan accurately with all necessary details to effectively conduct a waste audit
 - 4.2 Complete and process other relevant documentation, such as *waste management survey* in accordance with assignment instructions
 - 4.3 Obtain written approval for waste audit from the client in accordance with company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Ability to determine a variety of audit objectives.
- Effective consultation with client to obtain information and support for audit strategy.
- Ability to thoroughly scope waste audit site.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Common reasons for undertaking a waste audit.
- Nature and significance of waste minimisation hierarchy.
- Waste types, streams and characteristics.
- Waste disposal and recovery routes.
- Waste audit plans.
- Waste analytical methods.
- Standards audit requirements and procedures.
- Types of client waste management surveys and their uses.
- Sampling techniques.
- Client requirements.
- OHS requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- sound oral communication skills including questioning, listening, liaison and consultation
- sound written communication skills for report writing and developing surveys
- reading and interpreting maps, plans and documents
- methodical organisation of work
- site scoping
- audit planning

- computer skills
- safe and efficient work practices
- ability to apply appropriate decision-making techniques.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM02B Carry out waste audit
- PRMWM03B Review, evaluate and document waste assessment findings.

Resources required to assess this unit

The following resources should be available:

- client audit requirements for workplace portfolio case studies if required
- work plans and approved specifications
- results of sampling
- forms and procedure manuals
- surveys, reports.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the relevant environment and reviewing the planning of a waste audit under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Audit requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in audit of waste plans.

Oral questioning or written audit and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In audit situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

- 1** Perform the process **2** Perform and administer the process **3** Perform, administer and design the process

How can communication of ideas and information be applied?	2	Discuss with clients and colleagues and demonstrate physically, appropriate use of waste audit methods.
How can information be collected, analysed and organised ?	3	Gather information from a number of sources (including regulatory sources and company specifications) about waste audit methods for accurate demonstrations to occur.
How are activities planned and organised ?	3	Plan in detail throughout audit, scoping of site, selecting audit methodology and developing waste management survey.
How can teamwork be applied?	1	Discuss with clients and/or colleagues throughout consultations.
How can the use of mathematical ideas and techniques be applied?	2	Compile survey results in specified manner which may include percentages.
How can problem-solving skills be applied?	1	Discuss with clients their concerns throughout the waste audit processes while observing company requirements.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Audit methodology includes:

- audit scope
- client waste management survey
- determining sort categories
- elimination of other variables
- isolation of waste streams
- method of recording information
- sample required.

Client includes all forms of business enterprises in this context including government agencies, internal customers, local governments/councils, private and public companies, and residents/ratepayers

Client requirements are found in briefing papers, letters from client, quality assurance documents, tender/contract documents and verbal or written instructions

Equipment requirements include:

- absorbent material
- bunding equipment
- camera
- collection containers
- lifting gear
- measurement equipment
- personal protective equipment
- reference manuals
- safety barriers and warning signs
- sample bench
- scales.

Guidelines on use of waste management survey:

- develop appropriate survey questions in accordance with the waste audit objectives
- ensure survey questions are able to be completed within the time allowed by the client
- obtain client authorisation for survey in accordance with company requirements
- write clear survey instructions and questions for the target group.

Information relating to site and client operations must include:

- access to site and specific site requirements
- locations of waste containers
- map of plant/site
- processing methods
- production dates and schedules
- production inputs and outputs
- site size
- storage and disposal methods
- waste handling
- waste hazards

- waste outputs
- waste recovery routes
- waste streams.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS regulations
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment may include:

- breathing apparatus
- gloves
- goggles/safety glasses
- overalls
- protective headwear
- safety shoes.

Personnel requirements include licences required, skills of personnel and training/briefing.

Site may include business premises, landfill site, local government area, plant/factory and waste processing plant.

Waste audit requirements/purpose may include but are not limited to:

- cost reductions
- develop waste management plan
- environmental concerns
- identify recyclable waste
- identify waste management policy
- identify waste streams
- process review
- review implementation of waste management plan
- waste minimisation.

Waste characteristics include but are not limited to:

- building material
- chemicals
- general garbage
- household waste
- industrial
- medical
- metal

- paper.

Waste management survey could typically include checklist, focus group, questionnaire and survey.

Waste site purpose includes but is not limited to:

- contamination
- dangerous and hazardous wastes
- disposal methods
- production of waste
- recycling
- re-use
- waste generation
- waste streams
- waste types.
-

Unit Sector(s)

Not Applicable

PRMWM02B Carry out waste audit

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the audit of a client's waste characteristics. It requires the ability to identify and assess company/client waste practices and issues that impact upon their operations.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Prepare for audit

PERFORMANCE CRITERIA

1.1 Review *audit plan* to determine job requirements

1.2 Obtain the *equipment required* to conduct the audit plan

1.3 Identify and follow *details relating to access*

ELEMENT**PERFORMANCE CRITERIA**

- to site and site requirements* in accordance with job requirements
- 1.4 Assess audit site for hazards and advise appropriate personnel according to audit plan
- 1.5 Set up audit *site* to ensure safe and accurate data collection in accordance with audit plan, site requirements and relevant legislation
- 1.6 Pre-check appropriate *personal protective equipment* for operability
- 1.7 Utilise appropriate personal protective equipment in accordance with job requirements, *manufacturers' specifications*, *company requirements*, OHS and other relevant legislation
- 1.8 Identify and manage *potential job requirement risks and hazards* in accordance with company requirements, OHS and other relevant legislation
- 2 Conduct audit
- 2.1 Conduct waste audit in accordance with audit plan, OHS and other relevant legislation
- 2.2 Isolate waste stream to allow accurate audit in accordance with waste audit plan requirements
- 2.3 Identify, sort, *measure* and record waste accurately to ensure validity of data collection
- 2.4 Identify *unanticipated waste* and include in data collection
- 2.5 At completion of audit, remove waste, pack equipment and restore site to previous condition in accordance with audit plan and company requirements
- 2.6 Issue and collect audit material such as waste management survey from designated persons in accordance with waste audit requirements
- 3 Document audit findings
- 3.1 Collect, compile and tabulate audit data and provide to *relevant personnel*
- 3.2 Document all waste *audit activity details* in accordance with audit plan and company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Identify, sort, measure and record wastes.
- Identify unanticipated waste.
- Conduct an accurate and valid waste audit.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Common reasons for undertaking a waste audit standard.
- Audit requirements and procedures.
- Waste types.
- Streams and characteristics.
- Measurements including weights and volumes.
- Sampling techniques.
- Recording techniques.
- Company requirements.
- Potential risks and hazards in waste audit.
- Emergency response procedures.
- occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- oral communication skills including questioning, listening, following instructions
- reading and interpreting skills
- written communication skills for documentation and report writing
- methodical organisation of work
- identification of waste types
- streams and characteristics recognition of unanticipated waste types
- using recording equipment
- using photographic equipment

- accuracy and attention to detail
- computer skills
- using communications equipment (two-way radio and mobile phone)
- estimating
- hazard identification
- use of emergency and personal protective equipment
- safe and efficient work practices.

Resources required to assess this unit

The following resources should be available:

- waste audit plan in a workplace
- portfolio case studies if required
- audit resources (including camera equipment).

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the relevant environment and by carrying out waste audit under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted

Consistency in performance

Audit requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the development of waste management strategies.

Oral questioning or written audit and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In audit situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

- 1** Perform the process **2** Perform and administer **3** Perform, administer and

	the process	design the process
How can communication of ideas and information be applied?	2	Discuss audit plans with clients and colleagues.
How can information be collected, analysed and organised ?	2	Gather information from a number of sources (including regulatory sources, relevant personnel and company specifications) about carrying out a waste audit.
How are activities planned and organised ?	1	Plan appropriately for waste audit.
How can teamwork be applied?	1	Conduct discussions with clients and/or colleagues during client contact.
How can the use of mathematical ideas and techniques be applied?	1	Conduct mathematical calculations for waste audit plan.
How can problem-solving skills be applied?	1	Alleviate client concerns throughout the waste management audit while observing company requirements.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Audit activity details should include:

- accidents/injuries
- date
- equipment used
- location

- results/findings
- time
- waste disposal.

Audit plan may include but is not limited to:

- collection of photographic evidence
- measurement and recording requirements
- OHS requirements
- personnel and equipment requirements including personal protective equipment
- sample requirements
- site contacts
- site requirements.

Company/client includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies and residents/ratepayers.

Client requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Details relating to access to site and site requirements include but are not limited to:

- access and egress points
- occupational health and safety requirements and noise control
- personal protective equipment
- security clearance
- time of access
- union requirements
- work permits.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- goggles/protective glasses
- hard hat
- hearing protection

- material safety data sheets
- spill kit.

Equipment required includes:

- absorbent material
- bunding equipment
- camera
- collection containers
- lifting gear
- measurement equipment
- personal protective equipment
- reference manuals
- safety barriers and warning signs
- sample bench
- scales.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Measurement of waste should include number, proportion/percentage, volume and weight.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS regulations
- organisational procedures
- relevant state/territory regulations.

Potential job requirement risks and hazards include but are not limited to:

- contamination
- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- inadequately contained waste
- injuries resulting from manual handling and repetitive work
- other vehicles and equipment
- projectiles
- spark-producing equipment
- weather.

Relevant personnel include but are not limited to client, householder, management and waste generator's personnel.

Site may include business premises, landfill site, local government area, plant/factory and waste processing plant.

Unanticipated waste includes any waste stream not expected to be present within the sample.

Unit Sector(s)

Not Applicable

PRMWM03B Review, evaluate and document waste assessment findings

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the review and evaluation of assessment findings, and documentation of evaluation and findings made. It requires the ability to review and evaluate company/client waste practices and issues that impact upon their operations. These work functions would be carried out under routine supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Review waste assessment data	1.1 Review waste <i>assessment data</i> to identify major waste characteristics and features, and identify hazards and risks and unanticipated

ELEMENT	PERFORMANCE CRITERIA
	waste findings
	1.2 Report hazards and risks to appropriate personnel
2 Conduct site analysis	2.1 Conduct <i>site</i> analysis in accordance with assessment plan, including a review of <i>site</i> management of waste and waste processes, to determine possible causes of waste findings
	2.2 Document site analysis findings in accordance with assessment plan and company requirements
3 Evaluate and document findings	3.1 Review and evaluate waste assessment data and site assessment information to make valid conclusions relating to the client's management of waste
	3.2 Identify possible causes for the existence of unusual or extraordinary waste assessment results
	3.3 Document all waste assessment findings in accordance with assessment plan and company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Thoroughly review waste assessment findings.
- Identify and evaluate reasons for/causes of waste assessment results.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Common reasons for undertaking a waste assessment.
- Assessment requirements and procedures.
- Waste types.

- Streams and characteristics.
- Sampling techniques.
- Waste disposal and recovery routes.
- Company requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- oral communication skills including questioning, listening, following instructions, giving information
- reading and interpreting data and information
- written communication skills for recording information and report preparation
- reviewing and evaluating information
- methodical organisation of work
- using recording equipment
- accuracy and attention to detail
- computer skills
- spreadsheeting, including creating graphs and charts
- estimating
- basic numeracy skills including measurements and calculations (weights, volumes and quantities)
- time management
- safe and efficient work practices.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM01B: Plan waste audit
- PRMWM02B Carry out waste audit.

Resources required to assess this unit

The following resources should be available:

- waste assessment data
- waste site for analysis
- data analysis tools
- reporting tools e.g. computer.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the relevant environment and conducting the review and evaluation of assessment findings under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the review and evaluation of assessment findings under normal industry operating conditions.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Review and document assessment findings with clients and colleagues.

How can information be collected, analysed and organised ?	3 Gather from a number of sources including regulatory sources, relevant personnel and company specifications.

How are activities planned and organised ?	1 Prepare activities appropriately for site analysis.

How can teamwork be applied?	1	Discuss relevant issues with clients and/or colleagues.
How can the use of mathematical ideas and techniques be applied?	1	Conduct appropriate mathematical calculations in the review and evaluation of waste assessment findings.
How can problem-solving skills be applied?	1	Discuss client concerns throughout review and evaluation of waste assessment findings while observing company requirements.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Assessment data may include but is not limited to:

- agreed objectives
- assessment procedures
- assessment team
- collected data
- current management methods
- facility location and size
- graphs and tables
- outcomes
- photographs
- processes
- raw materials
- sample size
- scope (sample, methodology, processes)
- sources
- summary of waste stream characteristics and ranking.

Client includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies and residents/ratepayers.

Client requirements are found in briefing papers, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS regulations
- organisational procedures
- relevant state/territory regulations.

Site may include business premises, landfill site, local government area, plant/factory and waste processing plant.

Unit Sector(s)

Not Applicable

PRMWM04B Develop waste management strategies

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the development of waste management strategies for clients to meet their individual needs. It requires the ability to analyse practices and develop strategies by working effectively with clients. These work functions would be carried out under minimal supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Determine possible options

PERFORMANCE CRITERIA

1.1 Review results and findings of waste assessment to determine strategy focus areas and options in accordance with *client requirements*, OHS regulations and work

ELEMENT**PERFORMANCE CRITERIA**

- procedures
- 1.2 Identify all options to meet the *client's* waste management needs
- 1.3 Consult and involve client in the development of appropriate *waste management options*
- 2 Develop strategies
- 2.1 Assess *feasibility of waste management options* in consultation with clients to ensure appropriate, realistic and achievable options are identified
- 2.2 Prioritise waste management options in consultation with clients to ensure most important waste management issues are given greater emphasis
- 2.3 Develop realistic and achievable waste management strategies which satisfy client and legislative requirements
- 2.4 Detail the client's implementation requirements such as process changes, education, training, *resource requirements* and schedule
- 2.5 Review the implementation of strategies in accordance with client requirements, OHS regulations and work procedures
- 3 Document strategy
- 3.1 Document *waste management strategy* clearly and accurately based on information available, with all relevant aspects outlined including OHS procedures
- 3.2 Include indemnity to limit liability in accordance with accepted industry practice, company requirements and relevant legislation
- 4 Present strategy
- 4.1 *Present strategy* in a professional manner in accordance with client requirements
- 4.2 Explain benefits and rationale of the strategy
- 4.3 Allow time for client questions and discussion

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Identify waste management options and interpret audit findings.
- Conduct feasibility analysis.
- Develop strategies.
- Present waste management strategies.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Features required for waste management strategies.
- Impact of recommendations on client processes.
- Waste management options available.
- Nature and significance of waste minimisation hierarchy lifecycle assessment.
- Waste analytical methods.
- Waste types, streams and characteristics.
- Company requirements.
- Occupational health and safety requirements.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- sound oral communication skills including questioning, listening, liaison, consultation and facilitation
- sound written communication skills for documentation
- sound presentation skills
- sound reading skills for the interpretation of data, information, plans and documents
- methodical organisation of work
- research skills
- ability to prioritise
- computer skills
- safe and efficient work practices
- ability to apply appropriate decision-making techniques.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM30B Determine waste management services
- PRMWM32B Inform and educate clients on waste management issues
- PRMWM33B Educate public on waste management issues
- PRMCMN302A Respond to client inquiries and complaints
- PRMCMN402A Facilitate effective client relationships
- BSBSBM404A Undertake business planning.

Resources required to assess this unit

The following resources should be available:

- examples of options lists
- documentation of client liaison
- documented waste management strategies
- presentation material.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the relevant environment and developing waste management strategies under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the development of waste management strategies.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

- 1** Perform the process **2** Perform and administer **3** Perform, administer and

	the process	design the process
How can communication of ideas and information be applied?	3	Discuss with clients and colleagues appropriate waste management strategies and options.
How can information be collected, analysed and organised ?	3	Gather, analyse and organise information from a number of sources (including regulatory sources and company specifications) about waste management strategies to develop accurate presentation.
How are activities planned and organised ?	3	Assess the validity of options and develop waste management strategies.
How can teamwork be applied?	2	Discuss with clients and/or colleagues during consultation and facilitation sessions appropriate waste management strategies.
How can the use of mathematical ideas and techniques be applied?	1	Use mathematical calculations and/or percentages where applicable for waste management strategies.
How can problem-solving skills be applied?	3	Discuss client concerns throughout development of waste management strategy while observing company requirements.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Client includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies and residents/ratepayers.

Client requirements are found in letters, briefing papers, quality assurance documents, tender/contract documents and verbal or written instructions.

Equipment requirements include:

- absorbent material
- bunding equipment
- camera
- collection containers
- lifting gear
- measurement equipment
- personal protective equipment
- reference manuals
- safety barriers and warning signs
- sample bench
- scales.

Feasibility of waste management options should involve consideration of:

- commitment
- compliance with relevant legislation
- cost-benefit analysis
- costs
- lead time
- process constraints
- resource requirements (including equipment, personnel)
- resources available.

Information relating to waste management strategy may include:

- access to site
- locations of waste containers
- map of plant/site
- OHS procedures
- processing methods
- production dates and schedules
- production inputs and outputs
- site size
- specific site requirements
- storage and disposal methods
- waste handling
- waste hazards
- waste outputs
- waste recovery routes
- waste streams.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements

- manufacturers' specifications
- OHS regulations
- organisational procedures
- relevant state/territory regulations.

Personnel requirements include licences required, personnel skills, training/briefing.

Site may include business premises, landfill site, local government area, plant/factory and waste processing plant.

Strategy presentation methods include:

- formal presentation to appropriate personnel with aids such as Microsoft PowerPoint or overheads
- informal discussion to appropriate personnel
- issuing appropriate handouts.

Waste management options include but are not limited to:

- advertising
- changed disposal methods
- education
- employee participation
- minimisation
- preventative maintenance
- process audit
- process changes
- product and material changes
- product scheduling and planning
- reclamation
- recycling
- re-use
- waste segregation.

Waste management strategy may include feasibility, findings, implementation and recommendations.

Unit Sector(s)

Not Applicable

PRMWM05B Identify and segregate waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the sorting and containment of waste at the generator's site. It requires the ability to apply safe work practices while working with potentially hazardous waste products. These work functions would be carried out under routine supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for work

PERFORMANCE CRITERIA

- 1.1 Review waste management plan or *waste collection requirements* to determine *segregation categories*
- 1.2 Identify and handle *job requirement risks and*

ELEMENT**PERFORMANCE CRITERIA**

	<i>hazards</i> in accordance with company requirements, OHS and other relevant legislation and report to <i>appropriate person</i> 1.3 Utilise appropriate <i>equipment</i> for segregation to maximise work effectiveness and efficiency 1.4 Set up segregation containers in the appropriate areas to ensure safe, effective and efficient segregation of waste in accordance with <i>company requirements</i> and relevant legislation 1.5 Pre-check personal protective equipment to ensure it is suitable for the purpose 1.6 Select and fit <i>emergency and personal protective equipment</i> in accordance with job requirements, <i>manufacturers' specifications</i>, company requirements and relevant legislation
2 Identify and segregate waste	2.1 Identify and handle <i>hazardous, dangerous</i> and <i>non-conforming waste</i> in accordance with company requirements and relevant legislation 2.2 Identify and segregate waste accurately into categories in accordance with job requirements 2.3 Place sorted waste into correct waste category container to prevent litter in surrounding area and avoid cross-contamination 2.4 Monitor waste containers frequently to ensure adequate available storage capacity and secure containment of waste 2.5 Empty and replace full waste containers promptly to minimise disruption to production in accordance with job requirements and company requirements and OHS procedures 2.6 <i>Label</i> segregated waste in accordance with job requirements, company requirements and relevant legislation
3 Conduct quality control inspection	3.1 Inspect and check segregated waste to ensure compliance with segregation requirements 3.2 Document <i>quality control inspection details</i> in accordance with job and company requirements
4 Clean up area	4.1 <i>Clean</i> sorting site and equipment to ensure safe and effective future operation in accordance with company requirements and OHS procedures

ELEMENT**PERFORMANCE CRITERIA**

4.2 Post check personal protective equipment for damage prior to ensuring appropriate storage

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Appropriate interpretation of job sheets.
- Organisation of sorting containers in designated areas.
- Selection of appropriate emergency and personal protective equipment requirements.
- Identification of potential risks, hazards to waste sorting and waste non-conformances.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types, streams and characteristics.
- Site waste management processes.
- Site waste management plan.
- Waste contaminants.
- Waste non-conformance procedures.
- Potential risks and hazards to waste sorting and containment.
- Sorting techniques.
- Containment methods.
- Emergency response procedures.
- Company requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- sound oral communication skills including questioning, listening, interpersonal, following instructions, giving instructions
- sound written communication skills for labelling and report writing
- sound reading skills for interpreting work requirements
- methodical organisation of work
- equipment operation
- materials handling skills
- identification of waste types
- identification of and handling of waste non-conformances
- packaging and containment of waste
- safe and efficient work practices
- use of emergency and personal protective equipment
- ability to prioritise.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM14B Manually sort waste
- PRMWM44B Identify wastes and hazards.

Resources required to assess this unit

The following resources should be available:

- waste collection requirements
- waste management plan
- range of wastes for identification and segregation
- company policies and procedures
- personal protective equipment requirements
- occupational health and safety requirements.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the identification and segregation of waste under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the identification and segregation of waste.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Discuss with clients and colleagues process for sorting and containment of waste.
How can information be collected, analysed and organised ?	2	Collect and analyse information from a number of sources at the generator site (including regulatory sources and company specifications).
How are activities planned and organised ?	1	Assess the validity of sorting and containment options.
How can teamwork be applied?	1	Discuss relevant with mentor and/or colleagues.
How can the use of mathematical ideas and techniques be applied?	1	Record quality control recordings including mathematical calculations.
How can problem-solving skills be applied?	1	Discuss sorting and containment of waste process.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate person includes supervisor and team member.

Cleaning may include cleaning products/fluids, shovelling, sweeping out, use of decontamination products, vacuuming and water-hosing.

Client includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Company requirements are found in job sheets, quality assurance documents, verbal or written instructions and work procedures.

Emergency and personal protective equipment must include:

- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing
- safety boots.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Equipment includes but is not limited to:

- barriers and warning signs
- compactor
- conveyor
- generator
- hoses
- load shifting equipment
- pumps
- sorting table
- vacuums
- waste containers.

Hazardous and dangerous waste may include:

- all waste depending on the condition, the environment and personal exposure
- biological products
- blood products
- broken metal
- chemicals
- electrical wiring
- gases/fumes
- glass
- hospital waste
- leaking containers
- needles/syringes
- oil/petrol.

Label should typically include amount of waste, date, location, sign-off by sorter, type of waste and waste source.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Non-conforming waste may include contamination, hazardous or dangerous wastes, inferior quality and unacceptable waste streams.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS regulations
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be cleaned/maintained, stored, worn/fitted in accordance with company requirements, manufacturers' specifications, and occupational health and safety and other legislation.

Potential job requirement risks and hazards include but are not limited to:

- biological waste
- compaction equipment
- confined spaces
- contamination
- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- injuries resulting from manual handling and repetitive work
- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- unguarded conveyor belt
- weather.

Quality control inspection details include:

- checklist
- date
- location
- non-conformances
- quality grading
- sign-off by inspector
- time.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area including:

- equipment is operational
- clean undamaged personal protective equipment
- containment
- hosing.

Segregation categories include:

- chemical waste
- construction and demolition
- dangerous goods
- green waste
- hazardous waste

- municipal waste
- prescribed waste
- putrescibles
- quarantine
- recyclable liquid
- regulated waste
- solid inert.

Waste characteristics include but are not limited to:

- contamination
- disposal methods
- production of waste
- recycling
- re-use
- waste generation
- waste streams
- waste types.

Waste collection requirements typically include:

- collection times and schedule
- contamination requirements
- occupational health and safety requirements
- pick-up locations
- unacceptable levels of contamination
- waste types acceptable.
-

Unit Sector(s)

Not Applicable

PRMWM06B Organise waste recovery

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the recovery of waste at the waste generators. It requires the ability to apply safe work practices in the waste recovery process. These work functions would be carried out under routine supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for waste recovery

PERFORMANCE CRITERIA

- 1.1 Identify *waste recovery requirements* in accordance with *waste type, company requirements* and *relevant legislation*
- 1.2 Identify and handle *potential risks and hazards* according to job requirements, in accordance

ELEMENT**PERFORMANCE CRITERIA**

	with company requirements, OHS and other relevant legislation
	1.3 Report identified hazards and risks to <i>appropriate person</i>
	1.4 House and contain waste effectively and appropriately for efficient and safe waste recovery
	1.5 Schedule and confirm waste recovery with waste contractor to ensure maximisation of recovery process
	1.6 Identify and organise appropriate <i>equipment</i> and labour required for waste recovery in accordance with waste recovery requirements, <i>company requirements</i> and relevant legislation
	1.7 Pre-check <i>personal protective equipment</i> for damage
	1.8 Select and fit <i>emergency and personal protective equipment</i> in accordance with job requirements, <i>manufacturers' specifications</i> , company requirements and relevant legislation
2 Coordinate recovery of waste	2.1 Organise recovery site to ensure safe and efficient waste recovery
	2.2 Inform transporter on waste to be recovered and specific recovery requirements
	2.3 Provide clear instructions to recovery site
	2.4 Provide signalling and instructions to waste contractor, to ensure safe and efficient recovery
	2.5 Monitor recovery site to ensure compliance with recovery instructions, containment of waste within designated recovery area and adequate access and availability of space for recovery
3 Clean up area	3.1 <i>Clean area and equipment</i> to ensure safe and effective future operation in accordance with company requirements
	3.2 Clean personal protective equipment and post-check for damage prior to storage in accordance with manufacturers' specifications
4 Document waste recovery	4.1 Document all <i>details of waste recovery</i> accurately and promptly in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Interpretation of waste recovery requirements.
- Organisation of equipment and personnel requirements.
- Identification of potential risks and hazards to waste recovery.
- Coordination of recovery.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Measurement, including weights and volumes.
- Site waste management processes.
- Site waste management plan.
- Potential risks and hazards.
- Waste recovery requirements.
- Types of recovery equipment.
- Signalling techniques.
- Emergency response procedures.
- Company requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- oral communication skills including questioning, listening, following instructions and giving information signalling
- interpersonal skills
- written communication skills for report writing
- reading and interpreting job requirements

- methodical organisation of work
- record keeping
- computer skills
- using communications equipment (two-way radio and mobile phone)
- hazard identification
- time management
- safe and efficient work practices.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM15B Move waste using load shifting equipment
- PRMWM44B Identify wastes and hazards
- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN203A Provide effective client service
- BSBCMN215B Participate in environmental work practices.

Resources required to assess this unit

The following resources should be available:

- waste recovery requirements
- company policy and procedure
- OHS requirements
- personal protective equipment
- recovery site
- wastes for recovery
- recovery equipment.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the recovery of waste at the generator's site. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the organisation of waste recovery.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Discuss with clients and colleagues and demonstrating physically, appropriate site recovery while ensuring safe and efficient waste practices.
How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including regulatory sources and company requirements) about waste recovery organisation in order for accurate demonstrations to occur.
How are activities planned and organised ?	2	Plan detailed waste recovery process.
How can teamwork be applied?	1	Discuss with transport, contractors, and/or work colleagues relevant waste recovery operations.
How can the use of mathematical ideas and techniques be applied?	1	Document mathematical components of the waste recovery process.
How can problem-solving skills be applied?	1	Discuss with contractors and/or colleagues, possible problems and solutions throughout waste recovery processes while observing company requirements.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment such as computer, communication equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate person may include supervisor and team member.

Checking integrity of containment should include:

- checks for containment
- drum expansion
- leaching
- leaks
- seals
- spillage
- unstable form.

Cleaning of area and equipment may include:

- cleaning products/fluids
- seeping out
- shovelling
- vacuuming
- water-hosing.

Client includes all forms of business enterprises in this context including:

- government agencies
- local governments/councils
- private and public companies
- residents/ratepayers.

Company requirements are found in:

- briefing documents
- job sheets
- letters
- quality assurance documents
- tender/contract documents
- verbal or written instructions
- work procedures.

Contamination may include:

- exposure to sunlight

- infestation
- mixing with other waste types
- rot or mould
- waterlogging.

Details of waste recovery typically include:

- amount/volume of waste
- date recovered
- monitoring or maintenance requirements
- relevant environmental protection authority documentation
- safety measures undertaken
- special assistance provided
- waste type.

Emergency and personal protective equipment must include:

- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing
- protective boots.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- isolate and shut down equipment/plant
- evacuate
- First Aid
- make safe
- notify authorities
- use appropriate personal protective equipment.

Equipment includes but is not limited to:

- generator

- hoses
- load shifting equipment
- pumps
- storage containers (e.g. crates)
- tarpaulin
- vacuums
- waste collection vehicles
- waste identification signage.

Hazardous waste may include:

- biological products
- blood products
- broken metal
- chemicals
- electrical wiring
- gases/fumes
- glass
- hospital waste
- leaking containers
- needles/syringes
- oil/petrol.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS regulations and procedures
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be cleaned/maintained, stored, worn/fitted in accordance with equipment specifications, company requirements, manufacturers' specifications, and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control. Risks and hazards may include:

- broken glass/metal
- compaction equipment

- contamination
- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- injuries resulting from manual handling and repetitive work
- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- unguarded conveyor belt
- weather.

Regulated waste identification signage requirements may include:

- classification of dangerous goods
- communications equipment
- eyewash kit
- fire extinguishers
- First Aid kit
- hazardous class
- HAZCHEM codes
- packaging group number.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Waste recovery requirements include:

- access to storage facility and recovery site
- arrival and departure times
- destination
- emergency and personal protective equipment
- environmental conditions
- legislative requirements for recovery
- method of containment
- potential risks and hazards of recovery
- recovery equipment

- recovery method
- security
- signage
- technical analysis
- type/amount of waste to be recovered
- waste compatibilities.

Waste types include:

- solid (non-hazardous) e.g. construction and demolition
- liquid (non-hazardous) e.g. chemical and aqueous
- hazardous - regulated, prescribed, quarantined, medical and clinical
- recoverable resources e.g. recyclable and green waste.
-

Unit Sector(s)

Not Applicable

PRMWM07B Implement waste management plan

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the implementation of a waste management plan. It requires the ability to plan and coordinate activity. These work functions would be carried out under routine supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for implementation of waste management plan

PERFORMANCE CRITERIA

- 1.1 Review *waste management strategy* to determine implementation requirements
- 1.2 Identify *potential risks and hazards* and notify/discuss with designated/*appropriate person*

ELEMENT**PERFORMANCE CRITERIA**

	1.3 Select appropriate <i>equipment</i> , including <i>personal protective equipment</i> and personnel requirements, for implementation of strategy, in accordance with <i>company requirements</i> and OHS procedures
2 Implement waste management plan	2.1 Explain new or changed waste management procedures and processes to all relevant personnel 2.2 Implement new or changed waste management procedures in accordance with waste management plan and company and <i>relevant legislative requirements</i> 2.3 Provide education and training to personnel to ensure full understanding of and commitment to waste management plan including OHS procedures, appropriate personal protective equipment, work procedures, company requirements and relevant legislation
3 Monitor and review outcomes of strategy	3.1 <i>Review implementation of waste management plan</i> to determine safety, feasibility, compliance, efficiency and effectiveness 3.2 Make necessary adjustments to waste management plan to maximise achievement of objectives
4 Document strategy implementation and review	4.1 Document details of waste strategy implementation and review in accordance with <i>company requirements</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- Interpretation of strategy requirements.
- Implementation of new processes and procedures.
- Organisation of education and training.
- Monitoring outcomes of strategy.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste minimisation hierarchy.
- Site waste management processes and procedures.
- Site waste management plan.
- Waste management techniques.
- Quality control measures.
- Waste sampling methods and techniques.
- Company requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- oral communication skills including questioning, listening, giving instructions, giving information, training, signalling
- interpersonal skills
- written communication skills
- reading and interpreting strategy
- change implementation
- waste assessment
- quality control inspection
- methodical organisation of work
- record keeping
- computer skills
- use of emergency and personal protective equipment
- safe and efficient work practices.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM27B Select and obtain waste management plant, equipment and materials
- PRMWM30B Determine waste management services
- PRMWM32B Inform and educate clients on waste management issues
- PRMWM33B Educate public on waste management issues
- BSBCMN413B Implement and monitor environmental policies.

Resources required to assess this unit

The following resources should be available:

- waste management plan
- strategies for plan implementation
- waste management practices and procedures
- relevant environmental protection legislative requirements.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the implementation of a waste management plan under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the implementation of a waste management plan.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Provide education and training opportunities to support personnel throughout waste management plan.

How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including regulatory sources and company requirements) about the implementation of a waste management plan.
How are activities planned and organised ?	2	Plan detailed requirements throughout the implementation of waste management plan.
How can teamwork be applied?	2	Work with relevant personnel issues about the implementation of the waste management plan.
How can the use of mathematical ideas and techniques be applied?	1	Document mathematical components of the waste implementation plan.
How can problem-solving skills be applied?	2	Identify possible problems and solutions which may arise throughout the implementation of waste management plan.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment such as a computer.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate person may include client, supervisor and team member.

Client includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Company requirements are found in job sheet, management strategy, manuals, verbal or written instructions and work procedures.

Contamination may include exposure to sunlight, infestation, mixing with other waste types, rot or mould, and waterlogging.

Equipment includes but is not limited to collection container, load shifting equipment, measurement equipment and tarpaulin.

Emergency and personal protective equipment must include:

- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls
- protective boots
- protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Hazardous waste may include:

- biological products
- blood products
- broken metal
- chemicals
- electrical wiring
- gases/fumes
- glass
- hospital waste
- leaking containers
- needles/syringes
- oil/petrol.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS regulations and procedures
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be cleaned/maintained, stored, worn/fitted in accordance with equipment specifications, company requirements, manufacturers' specifications and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control. Risks and hazards may include:

- broken glass/metal
- compaction equipment
- contamination
- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- injuries resulting from manual handling and repetitive work
- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- unguarded conveyor belt
- weather.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Review of implementation of waste management plan may include but is not limited to:

- achievement of objectives

- analysis of wastes
- audits
- quality control checks
- review of effectiveness of new procedures and processes
- samples
- waste counts.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Waste generator includes all forms of business enterprises in this context, including private and public companies, and local governments/councils.

Waste management strategy may include:

- changes to processes and procedures
- education and resource requirements
- feasibility study of waste management options
- future reviews and audits
- past waste audit information
- prioritisation of waste management strategies
- recycling requirements
- reduction
- re-use
- schedules
- waste management objectives.

Waste types include:

- solid (non-hazardous) e.g. construction and demolition
- liquid (non-hazardous) e.g. chemical and aqueous
- hazardous - regulated, prescribed, quarantined, medical and clinical
- recoverable resources e.g. recyclable and green waste.
-

Unit Sector(s)

Not Applicable

PRMWM101A Prepare for work in the waste management industry

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the skills and knowledge required to understand legal and procedural requirements of the waste management industry. It requires the ability to access industry information, applicable legislative and OHS guidelines. These work functions would be carried out under direct supervision within organisation guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

- 1 Identify and apply industry information

PERFORMANCE CRITERIA

- 1.1 Assess a range of *legislation, procedural requirements and occupational health and safety issues* relevant to employment in the

ELEMENT**PERFORMANCE CRITERIA**

	waste management industry
	1.2 Identify key waste management organisations able to provide information and assist individuals and enterprise
	1.3 Identify various roles and understand <i>rights and responsibilities of employees and employers</i>
	1.4 Demonstrate a commitment to comply with applicable legislative, procedural and occupational health and safety requirements
2 Identify future career opportunities	2.1 Identify key industry sectors and occupations
	2.2 Discuss possible career directions in the waste management industry with <i>appropriate persons</i>
	2.3 Take personal values and attitudes into account regarding work and business when planning future work/career directions
	2.4 Identify <i>opportunities for development</i> in consultation with appropriate persons
3 Raise awareness of environmental issues	3.1 Ensure that <i>waste minimisation hierarchy</i> and reasons for the ordering of waste minimisation strategies is understood
	3.2 Identify opportunities for the minimisation of waste
	3.3 Ensure that the importance of waste management and the impact of waste on the environment is understood

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Accurately interpret organisational information to ensure an effective understanding of various roles and responsibilities and organisational processes and procedures.

- Access, interpret and comply with a range of legislative and procedural requirements relevant to specific assignment procedures.
- Develop effective and person relationships through the application of organisational social, ethical and operational standards and use of appropriate interpersonal styles and techniques.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Legislation, regulations and codes of practice applicable to specific waste management functions.
- Types of waste management situations and responses.
- Organisational structure and reporting channels.
- Terms and conditions of employment.
- Workplace communication channels and procedures.
- Company pricing schedules.
- Principles of effective communication.
- OHS issues and requirements.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communicating in a clear and concise manner in both written and verbal modes
- requesting advice or further information
- clarifying and confirming legal issues associated with job specifications and procedures
- seeking and receiving feedback
- working on an individual basis and within a team in a range of waste management activities
- use of information technology appropriate to specific tasks
- sourcing, organising and recording information
- processing workplace documentation
- estimating time to complete activities and prioritise tasks
- relating to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM05B Identify and segregate waste
- PRMWM11B Respond to waste emergency
- PRMWM44B Identify wastes and hazards
- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN203A Provide effective customer service
- BSBCMN215B Participate in environmental work practices.

Resources required to assess this unit

The following resources should be available:

- access to suitable venue and equipment
- access to relevant guidelines and regulations
- assignment instructions, work plans and schedules, policy documents and duty statements
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the preparation of a detailed tender. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess induction competency.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

1	Collect, interpret and comply with legislative, OHS and procedural requirements applicable to each assignment.
-

How can information be collected, analysed and organised ?	1	Discuss and verify with colleagues or the supervisor own role and responsibilities to ensure compliance with assignment and organisational requirements.
How are activities planned and organised ?	1	Measure and prioritise work tasks to meet operational schedules in an efficient and effective manner.
How can teamwork be applied?	1	Provide support and assistance within the team to complete work tasks within designated timelines.
How can the use of mathematical ideas and techniques be applied?	1	Use mathematics to measure and schedule tasks.
How can problem-solving skills be applied?	1	Clarify contradictory or ambiguous information or instructions with colleagues or the supervisor.
How can the use of technology be applied?	1	Use technology to access, organise and record information.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Applicable legislation, codes and national standards must relate to:

- Australian Standards, quality assurance and certification requirements
- award and enterprise agreements
- licensing arrangements
- relevant codes of practice
- relevant Commonwealth/state/territory legislation which affects organisational operation:
 - anti-discrimination and diversity
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - occupational health and safety.

Appropriate person may include assessor, colleague, supervisor and trainer.

Industry procedures may involve:

- compacting waste
- developing an environmental management strategy
- developing waste management plans
- dispatching processed waste
- educating the public on waste and cleaner production techniques
- identification of waste types:
 - solid (non-hazardous) e.g. construction and demolition
 - liquid (non-hazardous) e.g. chemical aqueous
 - recoverable resources e.g. recyclable and green waste
- maintaining waste processing plant and equipment
- manual sorting of waste
- monitoring and maintaining waste disposal site
- moving waste
- operating waste processing plant
- preparing waste for re-use
- rehabilitating landfill site
- resource recovery
- responding to waste emergency
- segregation of waste
- selling recoverable waste to the public in a tip shop environment
- storage of waste
- waste audit
- waste minimisation
- waste receipt
- waste recovery
- waste recycle and recovery.

Occupational health and safety includes:

- identification of hazardous waste:
 - clinical-related
 - prescribed
 - quarantined
 - regulated
- understanding of company OHS guidelines such as the use of appropriate personal protective equipment:
 - appropriate footwear
 - breathing apparatus
 - communications equipment
 - emergency procedure guides
 - eye protection
 - eyewash kit
 - face shield/mask

- fire extinguishers
- First Aid kit
- gloves
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- overalls and protective clothing
- spill kit.

Opportunities for development may include:

- access and equity policy, principles and practice
- career planning/development
- coaching, mentoring and/or supervision
- formal/informal learning programs
- internal/external training provision
- personal study
- quality assurance assessment and recommendations
- recognition of current competency assessment
- recognition of prior learning assessment
- records and information systems and processes
- work experience/exchange opportunities
- workplace skills assessment.

Rights and responsibilities of employees may relate to confidentiality and privacy rights, knowing the terms and conditions of own employment, protection from discrimination and sexual harassment, safety and care with respect to occupational health and safety requirements and taking direction from supervisors.

Rights and responsibilities of employers may relate to:

- responsibility of providing a safe environment free from discrimination and sexual harassment (see relevant state and Commonwealth anti-discrimination legislation)
- the right to dismiss you if you commit a criminal offence; are negligent, careless or cause an accident; commit acts of disloyalty such as revealing confidential information (see the Commonwealth Workplace Relations Act 1996).

Waste minimisation hierarchy includes, by level weighting of importance: reduce, re-use, recycle and dispose.

Unit Sector(s)

Not Applicable

PRMWM11B Respond to waste emergency

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the response to a range of emergencies which may occur in the management of waste. It requires the ability to act quickly in a methodical, calm manner. These work functions would be carried out under routine supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Identify nature of emergency

PERFORMANCE CRITERIA

1.1 Identify details of the nature, type and severity of the *emergency* including existing and potential hazards and report to *appropriate person*

ELEMENT	PERFORMANCE CRITERIA
2 Respond to emergency	2.1 Identify <i>potential risks and hazards</i> and incorporate into emergency response action 2.2 Follow <i>emergency response procedures</i> in accordance with company requirements and <i>relevant legislation</i> 2.3 Communicate full details of emergency to all <i>relevant parties</i> 2.4 Use <i>emergency and personal protective equipment</i> safely and efficiently in accordance with <i>manufacturers' specifications</i> and company OHS requirements 2.5 <i>Contain and isolate</i> emergency situation, where possible, to minimise danger to surrounding equipment, area, environment, other personnel and general public 2.6 Avoid risks to personnel and follow <i>evacuation procedures</i> in accordance with company requirements 2.7 Take all necessary actions to <i>protect company interests</i> in accordance with company requirements and relevant legislation
3 Review emergency response	3.1 Monitor and evaluate <i>emergency response</i> actions continuously and make modifications to response actions, where appropriate, to reduce the impact of the emergency 3.2 Exercise control of emergency situation until formal relief is notified or received, in accordance with company requirements, OHS and relevant legislation
4 Assist with clean-up	4.1 Conduct <i>clean-up</i> to remove waste, contamination, equipment and hazards from the emergency site, in accordance with company, legislative and OHS requirements
5 Document and report emergency	5.1 <i>Document</i> and report full details of <i>emergency situation and response actions</i> in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Identification and communication of nature and details of emergency.
- Following emergency procedures.
- Implementation of correct emergency response.
- Review and modification of emergency response.
- Documentation of emergency situation and response actions in standardised report template (in accordance with company requirements).

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- HAZCHEM identification systems.
- Waste types and implications in an emergency situation.
- Standard emergency response procedures.
- Basic First Aid appropriate to likely risks and hazards in work environment.
- Methods of containment and isolation of emergencies.
- Confined space procedure.
- Occupational health and safety requirements.
- Duty of care provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant industry standards.
- Relevant environmental regulations.
- Emergency procedures.
- OHS hierarchy of control.
- Location of alarms.
- Location of emergency equipment.
- Identification of areas.
- Location of communication equipment.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- oral communication skills including questioning, listening, following instructions, giving information, signalling, directing traffic
- written communication skills
- identifying regulated waste types
- following emergency procedure guidelines
- using emergency equipment (including fire extinguisher and spill kit)

- area isolation (including bunding and erecting barriers)
- using personal protective equipment (including breathing apparatus)
- clear thinking and working under pressure
- using communications equipment (two-way radio and mobile phone)
- problem-solving
- following MSDS
- safe and efficient work practices.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN301A Contribute to workplace safety arrangements
- BSBCMN215B Participate in environmental work practices.

Resources required to assess this unit

The following resources should be available:

- range of emergency situations
- case studies
- role-play
- emergency equipment and personal protective equipment
- standard emergency procedures
- site safety plan
- MSDS
- OHS requirements.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the response to a waste emergency in a variety of waste environments. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to use simulated emergencies with a variety of waste characteristics to assess competency in waste emergency response.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate concisely, clearly and effectively to relevant personnel.
How can information be collected, analysed and organised ?	2	Gather information from a number of sources (including regulatory sources and company requirements) about the correct response to waste emergency.
How are activities planned and organised ?	1	Plan detailed requirements throughout the response to waste emergency.
How can teamwork be applied?	1	Liaise effectively with relevant personnel to respond to waste emergency.
How can the use of mathematical ideas and techniques be applied?	1	Document mathematical components of the response to waste emergency report/s.
How can problem-solving skills be applied?	2	Identify possible problems and solutions that may occur throughout the process of responding to waste emergency.
How can the use of technology be applied?	2	Demonstrate the use of technology in a prompt and efficient manner to response to waste emergency.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate person includes client, supervisor and team member.

Clean-up includes removal of plant/equipment/vehicle from site, removal/disposal of contaminated soil/liquid, shovelling, sweeping out, use of cleaning products/fluids, use of high pressure water or air-hosing and vacuuming.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Containment and isolation may include:

- bund area
- erect barricades
- move vehicle or equipment away from hazardous area
- seal leaks
- transfer waste
- turn off electricity and gas
- use fire extinguisher
- water-hosing
- cover drains.

Documentation includes but is not limited to:

- authorities notified
- cause or suspected cause of emergency
- damage incurred (including to personnel, vehicle, equipment and general public)
- emergency and personal protective equipment used
- emergency response procedures undertaken
- nature of clean-up
- nature, type, source and severity of emergency
- recommendations for preventing future emergencies
- regulatory authority documents.

Emergency may include chemical reaction, contamination, fire, gas leak, hazardous waste spill, oil spill, powerlines and vehicle accident.

Emergency and personal protective equipment must include:

- containment devices such as booms
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)

- spill kit
- oil absorbent materials.

Emergency response/action procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Evacuation procedures can be found in company requirements, emergency procedures manual and relevant legislation (including occupational health and safety).

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS procedures
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be cleaned/maintained, stored, worn/fitted in accordance with equipment specifications, company requirements, manufacturers' specifications, and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Protection of company interests may include collecting details from witnesses, not admitting liability and not talking to media.

Regulated waste identification signage requirements may include:

- classification of dangerous goods
- communications equipment
- First Aid
- hazardous class
- HAZCHEM codes

- packaging group number.

Relevant legislation and codes cover state and federal:

- Australian Code for the Transport of Dangerous Goods by Road or Rail
- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Relevant parties include emergency services, other affected parties, relevant company personnel and relevant environmental protection agency.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Unit Sector(s)

Not Applicable

PRMWM13B Receive waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the receipt of all waste types (including regulated and unregulated, solid and liquid) for processing and treatment. It requires the ability to organise and coordinate activity.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for receipt of waste

PERFORMANCE CRITERIA

1.1 Review *waste receipt schedule* to identify all job requirements

1.2 Select appropriate personnel and *equipment* for waste receipt

1.3 Identify and manage *potential risks and*

ELEMENT**PERFORMANCE CRITERIA**

hazards to work, in accordance with company requirements, occupational health and safety and other relevant legislation

1.4 Utilise appropriate personnel and/or *equipment to maximise safety, efficiency and effectiveness of unloading waste*

1.5 Pre-check personal protective equipment to ensure it is not damaged

1.6 Select and fit *emergency and personal protective equipment* in accordance with job requirements, *manufacturers' specifications*, company requirements and *relevant legislation*

1.7 Identify and review the suitability of the designated unloading area to ensure adequate storage capacity and ability to meet *unloading requirements*

2 Receive waste

2.1 Screen all waste received to identify *waste type and characteristics*

2.2 Advise waste generator/deliverer of hazardous waste and disposal

2.3 Advise waste generator/deliverer of other more appropriate re-use/recycling/disposal options

2.4 Identify and handle waste non-conformances in accordance with company requirements and relevant legislation

2.5 Measure and record all waste received in accordance with company requirements and relevant legislation

2.6 Calculate fee based on waste type and quantity and charge to waste generator/deliverer, in accordance with company accounting requirements

2.7 Receive, record and issue receipt for correct fee payment in accordance with company accounting requirements

2.8 Take a load sample in accordance with company requirements, manufacturers' specifications and relevant legislation

3 Coordinate unloading of waste

3.1 Give clear *directions to unloading site* to waste generator/deliverer to ensure safety of personnel involved

3.2 Provide waste generator/deliverer with signalling and instructions to ensure safe and

ELEMENT**PERFORMANCE CRITERIA**

effective unloading in designated unloading area

3.3 Provide unloading assistance in accordance with company requirements and OHS regulations/procedures

3.4 Monitor unloading site to ensure compliance with unloading instructions, containment of waste within designated unloading area and adequate storage capacity

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct interpretation of waste receipt schedule and job requirements.
- Efficient organisation of equipment and personnel requirements.
- Identification of potential risks and hazards to waste receipt and unloading.
- Coordination of unloading.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types, streams and characteristics.
- Waste management options.
- Waste contaminants.
- Waste monitoring (sampling and analytical methods).
- Measurements, including weights and volumes.
- Waste sampling procedures.
- Potential risks and hazards.
- Unloading requirements.
- Waste non-conformances handling.
- Signalling techniques.
- Emergency response procedures.
- Company requirements.

- Occupational health and safety requirements.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including customer service and liaison, interpersonal, following instructions, giving information, signalling
- reading and interpreting work schedules
- equipment operation
- waste monitoring and sampling
- measurement of waste
- identifying gross weight and payload of vehicle
- record keeping
- calculating (including determining fees and calculating correct change)
- identifying and handling waste non-conformances
- using communications equipment (two-way radio and mobile phone)
- hazard identification and disposal
- safe and efficient work practices
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM44B Identify wastes and hazards
- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN203A Provide effective client service
- BSATEC303B Maintain computer files
- BSBCMN215B Participate in environmental work practices
- BSBCMN308A Maintain financial records
- BSBRKG304A Maintain business records.

Resources required to assess this unit

The following resources should be available:

- waste receipt schedule
- waste receipt area
- personal protective equipment
- OHS requirements
- wastes for receipt
- measurement, recording and fee calculation equipment
- communications equipment

- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the receipt of waste under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the receipt of waste.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

1	Communicate effectively with waste generator/deliverer

How can **information be collected, analysed and organised**?

1	Gather information from a number of sources (including regulatory sources, relevant personnel and company specifications).

How are **activities planned**

1	Prepare activities for appropriate waste receipt.
-

and organised?

How can teamwork be applied?	1	Work with appropriate personnel to maximise efficiency and effectiveness of waste receipt processes.
How can the use of mathematical ideas and techniques be applied?	1	Calculate fees accurately.
How can problem-solving skills be applied?	2	Identify and manage possible problems and solutions regarding potential waste receipt risks and hazards.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Company requirements are found in briefing papers, job sheets, letters, quality assurance documents, tender/contract documents, verbal or written instructions and work procedures.

Directions to unloading site include maps, signs and arrows, verbal instructions and written directions.

Emergency and personal protective equipment must include:

- communications equipment
- emergency procedure guides
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- headgear
- overalls and protective clothing

- safety boots.

Emergency and personal protective equipment could also include:

- breathing apparatus
- containment devices such as booms
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- oil absorbent materials
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Equipment includes but is not limited to communications equipment, recording equipment, sampling equipment, storage containers, tarpaulin and weighbridge.

Equipment required to assist in unloading may include hoses, load shifting equipment, pumps and vacuums.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Measurement includes number of units, volume and weight.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS procedures
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be cleaned, stored and worn/fitted in accordance with company requirements, manufacturers' specifications, and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control. Risks and hazards may include:

- broken glass/metal
- compaction equipment
- contamination
- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- injuries resulting from manual handling and repetitive work
- motor oil
- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- unguarded conveyor belt
- weather.

Recording may include:

- accident report
- checklists
- emergency report
- environmental protection authority waste transport certificate
- incident report
- maintenance requirements
- non-conformances
- weighbridge docket.

Relevant legislation and codes cover state and federal:

- anti-discrimination
- Australian Code for the Transport of Dangerous Goods by Road or Rail
- consumer protection
- duty of care
- equal opportunity
- freedom of information
- industrial
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation
- road laws

- trade practices.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Unloading requirements include access to site stable ground conditions, capacity of site, manoeuvrability of vehicles, and minimisation of risks and hazards.

Waste characteristics include but are not limited to:

- containment
- density
- hazard
- level of contamination
- quality
- shape
- size
- volume
- weight.

Waste non-conformances include contamination, inferior quality and unacceptable waste streams.

Waste receipt schedule may include:

- characteristics
- classification
- client details and requirements
- emergency and personal protective equipment requirements
- job sequence and delivery times
- measurement and recording requirements
- personnel requirements
- sampling requirements
- site requirements
- unloading requirements
- vehicle and associated equipment requirements
- waste type
- work schedule.

Waste receipt sites include composting facility, landfill site, materials recovery facility, transfer station, treatment site, waste generator's site and waste processing plant.

Waste types include:

- solid (non-hazardous) e.g. construction and demolition
- liquid (non-hazardous) e.g. chemical and aqueous
- hazardous - regulated, prescribed, quarantined, medical and clinical
- recoverable resources e.g. recyclable and green waste.
-

Unit Sector(s)

Not Applicable

PRMWM14B Manually sort waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the manual sorting of waste, which may occur at source or at a transfer station, materials recycling facility or waste processing plant. It requires the ability to plan and coordinate activity.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Determine job requirements

PERFORMANCE CRITERIA

1.1 Review *job sheet* to determine sorting categories

1.2 Identify *potential hazards and risks* and report to *appropriate person* in accordance with *company requirements*, OHS regulations and

ELEMENT**PERFORMANCE CRITERIA**

- relevant legislation
- 1.3 Select and obtain appropriate *equipment* for sorting waste safely and efficiently
- 1.4 Organise and *set up sorting site* to ensure safe, effective and efficient sorting of waste in accordance with company requirements and *relevant legislation*
- 1.5 Select, pre-check and fit *emergency and personal protective equipment* in accordance with job requirements, *manufacturers' specifications*, company requirements and relevant legislation
- 2 Sort and separate waste
- 2.1 Identify and handle hazardous, dangerous and *non-conforming waste* in accordance with company requirements, OHS regulations and relevant legislation
- 2.2 Identify and sort waste by *categories* in accordance with job requirements
- 2.3 Separate and carefully place all sorted waste into correct *waste category* container to prevent litter in surrounding area
- 2.4 Monitor waste containers frequently to ensure available storage capacity and secure containment of waste
- 2.5 Empty and replace full waste containers promptly to minimise disruption to sorting, in accordance with job requirements and company requirements
- 2.6 *Label* sorted waste in accordance with job requirements, company requirements and relevant legislation
- 3 Conduct quality control inspection
- 3.1 Inspect and check sorted waste to ensure compliance with sort requirements
- 3.2 Document *details of quality control inspection* in accordance with job requirements and company requirements
- 4 Clean up area
- 4.1 *Clean* sorting site and equipment to ensure safe and effective future operation in accordance with company requirements
- 4.2 Post-check equipment and its storage, and clean and store equipment according to manufacturers' specifications and company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct interpretation of job sheet.
- Organisation of equipment and sorting site.
- Selection of appropriate emergency and personal protective equipment requirements.
- Identification of potential risks and hazards to waste sorting.
- Identification and handling of hazardous waste and waste non-conformances.
- Clean-up of site and equipment.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types, streams and characteristics.
- Waste contaminants.
- Potential risks and hazards.
- Sorting techniques.
- Waste non-conformance procedures.
- Emergency response procedures.
- Company requirements.
- Occupational health and safety requirements.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- following instructions, signalling, writing
- reading and interpreting work requirements
- equipment operation
- materials handling skills
- identification of waste types
- identifying and handling waste non-conformances

- hazard identification and disposal
- safe and efficient work practices
- use of emergency and personal protective equipment
- following material safety data sheets (MSDS).

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM05B Identify and segregate waste
- PRMWM16B Operate waste processing plant
- PRMWM44B Identify wastes and hazards
- PRCMN201A Participate in workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- OHS requirements
- personal protective equipment
- site safety plan
- sorting facility (e.g. materials recovery facility)
- waste for sorting
- sorting equipment
- job sheet to determine sort requirements.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the manual sorting of waste under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in manual sorting of waste plans.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1 Communicate effectively with personnel in sorting waste.
How can information be collected, analysed and organised ?	1 Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about the sorting of waste.
How are activities planned and organised ?	1 Plan activities to support sorting of waste.
How can teamwork be applied?	1 Working effectively with relevant personnel at the sorting site.
How can the use of mathematical ideas and techniques be applied?	1 Conduct mathematical calculations required to sort waste.
How can problem-solving skills be applied?	1 Discuss possible problems and solutions that may arise throughout the implementation of waste sorting process.
How can the use of technology be applied?	1 Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate person includes client, supervisor and team member.

Cleaning may include cleaning products/fluids, high pressure water or air-hosing, shovelling, sweeping out, use of decontamination products and vacuuming.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Company requirements are found in briefing papers, job sheets, letters, quality assurance documents, tender/contract documents, verbal or written instructions and work procedures.

Details of quality control inspection typically include:

- checklist
- date
- location
- non-conformances
- quality grading
- sign-off by inspector
- time.

Emergency and personal protective equipment may include:

- breathing apparatus
- communications equipment
- emergency procedure guidelines
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- hard hat
- overalls and protective clothing
- protective headgear
- safety boots.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe

- notification of authorities
- use of appropriate personal protective equipment.

Equipment includes but is not limited to compactor, conveyor, generator, load shifting equipment, sorting table and waste containers.

Job sheet typically includes:

- emergency and personal protective equipment requirements
- equipment requirements
- personnel requirements
- site requirements
- sorting categories
- waste type, classification, characteristics
- work schedule.

Label should typically include amount of waste, date, location, sign-off by sorter, type of waste and waste source.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Non-conforming waste includes contamination, inferior quality and unacceptable waste streams.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS procedures
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be cleaned/maintained, stored, worn/fitted in accordance with equipment specifications, company requirements, manufacturers' specifications, and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Risks and hazards may include:

- broken glass/metal
- compaction equipment
- contamination
- dust

- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- injuries resulting from manual handling and repetitive work
- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- unguarded conveyor belt
- weather.

Relevant legislation and codes cover state and federal industry codes of conduct, occupational health and safety, and environmental protection legislation.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area. Safe operating procedures should ensure:

- containment of waste
- equipment is operational
- hosing
- personal protective equipment is clean and undamaged.

Set-up of sorting site may include:

- bunding the area
- clearing area for receipt
- erection of structures to provide protection from wind and weather
- erection of barricades
- erection of sorting table
- locating waste containers in appropriate areas
- setting up conveyors.

Sorting site could be located within:

- composting facility
- landfill site
- materials recovery facility
- transfer station
- treatment site
- waste generator's site.

Waste categories include:

- solid (non-hazardous) e.g. construction and demolition
- liquid (non-hazardous) e.g. chemical and aqueous
- hazardous - regulated, prescribed, quarantined, medical and clinical
- recoverable resources e.g. recyclable and green waste.

Waste characteristics include but are not limited to:

- density
- hazard
- level of contamination
- quality
- shape
- size
- volume
- weight.
-

Unit Sector(s)

Not Applicable

PRMWM15B Move waste using load shifting equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the operation of mobile plant (including loading and unloading) for the purpose of moving waste.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for moving

PERFORMANCE CRITERIA

- 1.1 Review *job sheet and schedule* to identify all job requirements
- 1.2 Identify and manage *potential risks and hazards* to job requirements, in accordance with *company requirements*, OHS and other relevant legislation

ELEMENT**PERFORMANCE CRITERIA**

	1.3 Select appropriate type of <i>load shifting</i> equipment and associated attachments according to job requirements to maximise efficiency and effectiveness of transportation 1.4 Ensure operator holds the appropriate licence in accordance with company requirements and relevant legislation 1.5 Select, check and fit <i>emergency and personal protective equipment</i> in accordance with job requirements, <i>manufacturers' specifications</i>, company requirements and <i>relevant legislation</i>
2 Perform routine checks on load shifting equipment	2.1 Conduct a visual check on equipment to pinpoint damage, leaks, obstructions, component wear or potential hazards 2.2 Test equipment systems in accordance with manufacturers' specifications and company requirements 2.3 Conduct service checks to ensure water, oil, fuel, air pressure and greasing are maintained at appropriate levels in accordance with manufacturers' specifications 2.4 Check emergency and personal protective equipment to ensure it is functioning adequately and provides correct operation 2.5 Check and test associated equipment (e.g. attachments) to ensure it is operational and in accordance with manufacturers' specifications
3 Start and operate load shifting equipment	3.1 Start and operate equipment in accordance with manufacturers' specifications and company requirements 3.2 Operate and drive equipment in a safe and efficient manner, in accordance with company requirements, road and traffic regulations and other relevant legislation 3.3 Maintain continuous observation of surrounding environment to identify and avoid or minimise potential hazards 3.4 Maintain clear communications with other relevant personnel
4 Organise for loading	4.1 Identify waste to be loaded and check to ensure <i>integrity of containment</i> 4.2 Determine appropriate <i>loading method</i> in accordance with waste containment type and

ELEMENT**PERFORMANCE CRITERIA**

	company requirements
	4.3 Identify potential hazards to loading and incorporate into loading method
	4.4 Park or set up equipment in a loading position which ensures efficiency and safety of loading
	4.5 Erect barriers and warning signs at loading/unloading sites to ensure safety of surrounding personnel, in accordance with company requirements and relevant legislation
5 Load and unload waste	5.1 Load/unload waste safely and efficiently in designated area using appropriate loading/unloading method
	5.2 Maintain integrity of load during loading/unloading
	5.3 Regulate liquid flow where waste is vacuumed to ensure maintenance of constant hose pressure
	5.4 Maintain visual checks to identify and remedy potential hazards during loading/unloading
	5.5 Ensure load conforms to equipment capacity requirements, manufacturers' specifications and relevant legislation
	5.6 Stack or house load at destination in accordance with company requirements, manufacturers' specifications and relevant legislation
6 Move waste	6.1 Move waste safely and securely in accordance with company requirements, manufacturers' specifications and relevant legislation
7 Shut down and secure load shifting equipment	7.1 Park and/or store equipment in a safe location to avoid damage to equipment or obstruction of surrounding site activity
	7.2 Complete shut-down procedures in accordance with manufacturers' specifications and company requirements
	7.3 Secure and store equipment to avoid unauthorised access or use
8 Carry out basic housekeeping and maintenance	8.1 <i>Clean equipment</i> to remove debris and contamination and ensure <i>safe and efficient operation</i>
	8.2 Conduct service checks to ensure water, oil, fuel, air pressure and greasing are maintained

ELEMENT**PERFORMANCE CRITERIA**

at appropriate levels in accordance with manufacturers' specifications

8.3 Report any equipment faults or defects to relevant personnel

8.4 *Document* moving activities accurately and promptly and in accordance with company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Effective organisation of equipment operation.
- Safely and efficiently loads and unloads.
- Safely and efficiently operates equipment and moves waste.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Requirements for handling and transportation of waste.
- Waste loading/unloading and moving hazards.
- Road rules.
- Licences required for various equipment.
- Equipment load weight requirements.
- Loading and unloading methods and techniques.
- Emergency response procedures.
- Confined space procedure.
- Company requirements.
- Occupational health and safety requirements.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- writing, following instructions and signalling
- reading and interpreting maps, plans and specifications
- equipment operation and driving
- materials handling skills
- using communications equipment (two-way radio and mobile phone)
- reading graduated device
- hazard identification
- safe and efficient work practices
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM44B Identify wastes and hazards
- BSBCMN215B Participate in environmental work practices
- Transport and distribution units of competency.

Resources required to assess this unit

The following resources should be available:

- OHS requirements
- personal protective equipment
- site safety plan
- waste for loading/unloading
- load shifting equipment
- job sheet to determine load/unload requirements.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the operation of mobile plant to move waste under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in moving waste using load shifting equipment.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Communicate effectively with personnel throughout loading and unloading processes.
How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about the moving of waste using load-shifting equipment.
How are activities planned and organised ?	1	Plan detailed activities to be carried out throughout the moving of waste process.
How can teamwork be applied?	1	Work cooperatively with relevant personnel throughout the waste moving process.
How can the use of mathematical ideas and techniques be applied?	1	Perform mathematical calculations correctly on documentation.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise throughout the implementation of waste moving process.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate person includes client, supervisor and team member.

Checking integrity of containment should include checks for contamination, drum expansion, gases, leaks, seals and spillage.

Cleaning of equipment may include high pressure water or air-hosing, shovelling, sweeping out, use of decontamination products and vacuuming.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Client requirements are found in briefing papers, letters, quality assurance documentation, tender/contract documents and verbal or written instructions.

Documentation includes but is not limited to:

- accident report
- checklists
- emergency report
- equipment used
- incident report
- maintenance requirements
- non-conformances
- run sheet
- vehicle logbook
- weighbridge docket.

Emergency and personal protective equipment must include:

- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing
- safety boots.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides

- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Job sheet and schedule typically includes:

- emergency and personal protective equipment requirements
- job route and sequence
- site contact
- site requirements
- vehicle and associated equipment requirements
- waste type, classification, characteristics and transport requirements
- work schedule.

Load shifting equipment may include:

- dozer
- earthmoving equipment
- forklift
- loaders (tailgate, front-end and rear)
- open-bodied truck
- tankers (vacuum, pump and hook lift)
- trucks (rigid and articulated)
- windrow turners.

Loading methods may include use of Bobcat, front-end loader, high pressure vacuum loading, load by hand, shovelling and use of forklift.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications

- OHS procedures
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, cleaned, worn/fitted in accordance with company requirements, and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control. Risks and hazards may include:

- broken glass/metal
- compaction equipment
- contamination
- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- injuries resulting from manual handling and repetitive work
- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- unguarded conveyor belt
- weather.

Relevant legislation and codes cover state and federal:

- Australian Code for the Transport of Dangerous Goods by Road or Rail
- duty of care
- industrial
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Unit Sector(s)

Not Applicable

PRMWM16B Operate waste processing plant

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the operation of a waste processing plant to prepare waste for disposal. It requires the ability to organise and implement activity.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Organise for plant operation

1.1 Review job specification requirements (*job sheet*) to identify all *plant* operating requirements

1.2 Identify and handle *potential risks and hazards* to work according to job requirements, in accordance with company requirements,

ELEMENT**PERFORMANCE CRITERIA**

	occupational health and safety and other relevant legislation
	1.3 Identify and organise <i>equipment, materials</i> and personnel requirements for <i>safe, effective and efficient plant operation</i>
	1.4 Select and fit <i>emergency and personal protective equipment</i> in accordance with work requirements, <i>manufacturers' specifications, company requirements</i> and <i>relevant legislation</i>
2 Conduct pre-operational checks	2.1 Conduct <i>pre-start visual</i> and <i>basic maintenance checks</i> to confirm correct plant operation in accordance with manufacturers' specifications, company requirements and relevant legislation
	2.2 Test equipment systems for correct functioning in accordance with manufacturers' specifications and company requirements
	2.3 Report equipment <i>non-conformances</i> promptly to <i>appropriate personnel</i> when detected
	2.4 Clean equipment to ensure safe and tidy operation in accordance with company requirements and relevant legislation
	2.5 Check all <i>safety structures and controls</i> to ensure their operational capacity is in accordance with company requirements and relevant legislation
3 Start and operate plant	3.1 Advise appropriate personnel of impending plant operation to ensure safety and readiness for operation
	3.2 Start plant in accordance with manufacturers' specifications and company requirements
	3.3 Screen plant inputs, and identify and handle non-conformances in accordance with company requirements, manufacturers' specifications and relevant legislation
	3.4 Operate plant efficiently and safely in accordance with company requirements, manufacturers' specifications and relevant legislation
	3.5 Monitor plant operation using gauges, warning devices and observation of performance to identify potential faults and hazards and to ensure continuous operation

ELEMENT	PERFORMANCE CRITERIA
	3.6 Maintain communication with other personnel in accordance with company requirements to ensure safe usage of equipment 3.7 Monitor plant inputs, processing and outputs and make adjustments where necessary in accordance with company specifications 3.8 Identify and report on faults that create hazardous operations and suspend operations in accordance with company requirements, manufacturers' specifications and relevant legislation
4 Shut down plant	4.1 Shut down plant in accordance with manufacturers' specifications and company requirements 4.2 Clean plant and associated equipment to remove debris and contamination and ensure safe and efficient operation 4.3 Shut down plant in accordance with manufacturers' specifications and company requirements
5 Carry out basic housekeeping	5.1 Clean plant and associated equipment to remove debris and contamination and ensure safe and efficient operation 5.2 <i>Document all details of plant operations</i> promptly and in accordance with company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct interpretation of job sheet.
- Identification and organisation of plant, equipment, materials and personnel requirements.
- Selection of appropriate emergency and personal protective equipment requirements.
- Correct identification of potential risks and hazards to plant operation.
- Correct identification and handling of equipment non-conformances.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types, streams and characteristics.
- Waste contaminants.
- Potential risks and hazards.
- Waste non-conformance procedures.
- Processing techniques.
- Basic biology and chemistry.
- Computer operation.
- Plant operation.
- Emergency response procedures.
- Company requirements.
- Plant shut-down, lock-out and isolation procedures.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- following instructions, giving information, signalling, writing
- plant and equipment operation
- materials handling skills
- identification of waste types
- materials and handling of waste non-conformances
- reading and interpreting gauges and indicators
- mete out doses of chemicals and additives
- computer and software skills
- methodical organisation of work
- hazard identification
- time management
- safe and efficient work practices
- use of emergency and personal protective equipment
- working in confined spaces
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM14B Manually sort waste
- PRMWM38B Process waste
- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN301A Contribute to workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- waste processing plant
- pre-operational checklist
- appropriate waste for processing
- personal protective equipment
- communications equipment
- OHS requirements
- MSDS
- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the operation of a waste processing plant under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the operation of a waste processing plant.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Communicate effectively with personnel in waste processing plant.
How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including job sheet, manufacturers' specifications and company requirements) about the operation of a waste processing plant.
How are activities planned and organised ?	1	Plan detailed activities for plant operations.
How can teamwork be applied?	1	Work effectively with relevant personnel to facilitate effective plant operational processes.
How can the use of mathematical ideas and techniques be applied?	1	Conduct mathematical calculations required in the documentation of plant operations.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise throughout the operational process especially when non-conformances are detected.
How can the use of technology be applied?	2	Apply technological principles and demonstrate physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate person includes client, supervisor and team member.

Basic maintenance checks may include checks of fuel, hoses, lubrication, oil, seals, tyres and water.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Company requirements are found in briefing papers, letters, quality assurance documentation, tender/contract documentation and verbal or written instructions.

Documentation of details of plant operations may include:

- downtime
- equipment non-conformances
- faults and breakdowns
- hours of operation
- incidents
- stoppages
- type, volume/amount of waste processed
- waste non-conformances.

Emergency and personal protective equipment must include:

- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing
- safety boots.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Equipment includes but is not limited to:

- communications equipment
- compactor
- computer software and hardware
- generators
- hoses
- lifting equipment
- load shifting equipment
- measurement and sampling instruments
- pumps
- sorting table
- vacuums
- waste containers.

Housekeeping may include cleaning products/fluids, high pressure water or air-hosing, shovelling, sweeping out, use of decontamination products, vacuuming and water-hosing.

Job sheet typically includes:

- emergency and personal protective equipment requirements
- equipment requirements
- personnel requirements
- plant operation requirements
- potential risks and hazards
- reporting requirements
- site requirements
- waste types to be processed
- work schedule.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Materials include baling and packaging materials, cleaning agents, grease and oil, stabilising and treatment chemicals and water.

Non-conformances are conditions that are not acceptable by manufacturers' standards, regulatory bodies or company requirements. Non-conformances include damaged equipment or equipment not operating in required condition.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS procedures
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, cleaned, worn/fitted in accordance with company requirements, and occupational health and safety and other legislation.

Plant may include:

- autoclave
- balers
- boilers
- bunded areas
- centrifuge
- chippers
- compactors
- computer hardware and software
- conveyors
- crushers
- hammer mills
- incinerator
- microwave
- pipes
- safety structures and controls
- separators
- shredders
- sorters
- storage tanks
- treatment tanks
- tub grinders.

Plant for waste processing may include:

- autoclaving treatment plant
- biological treatment plant
- chemical treatment plant
- combustion
- composter
- liquid waste treatment plant
- materials recovery facility
- microwave treatment plant
- physical treatment plant
- size reduction processing plant
- transfer station.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control. Risks and hazards may include:

- broken glass/metal
- compaction equipment
- contamination
- conveyor belt
- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- injuries resulting from manual handling and repetitive work
- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- weather.

Pre-start visual checks may include:

- blockages
- checks to pinpoint any damage
- component wear
- leaks
- obstructions
- potential hazards to plant operation and personnel.

Relevant legislation and codes cover state and federal:

- duty of care
- industrial
- industry codes of conduct
- occupational health and safety
- environmental protection legislation.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Safety structures and controls may include:

- alarms
- automatic plant shut-down buttons and cords/lanyards
- barriers
- earth leakage devices
- guards
- isolation, lock-out tag-out procedures.

Waste categories may include:

- solid (non-hazardous) e.g. construction and demolition
- liquid (non-hazardous) e.g. chemical and aqueous
- hazardous - regulated, prescribed, quarantined, medical and clinical
- recoverable resources e.g. recyclable and green waste.

Waste non-conformances may include contamination, hazardous or dangerous waste, inferior quality, unacceptable waste streams and waste not acceptable for plant processing.

Unit Sector(s)

Not Applicable

PRMWM17B Store waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the storage of all waste types prior to transport and further treatment or disposal, and includes the storage of regulated/unregulated and solid/liquid waste types. The unit also covers the long-term storage of wastes that are unable to be disposed of in any other way. This unit requires the ability to organise activity and apply safe work practices. These work functions would be carried out under routine supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Organise for storage of waste

1.1 Identify *waste storage requirements* in accordance with *waste type*, length of storage,

ELEMENT**PERFORMANCE CRITERIA**

company requirements and relevant legislation

1.2 Identify and manage *potential risks and hazards* in accordance with company requirements, job requirements, OHS regulations and relevant legislation and report to appropriate personnel

1.3 Identify compatibilities where *regulated waste types* are to be stored

1.4 Determine amount of waste to be stored to ensure *storage facilities* are adequate to meet the volume of waste to be stored

1.5 Select appropriate *storage equipment* in accordance with waste storage requirements, company requirements and relevant legislation

1.6 Place correct *waste identification signage* on storage facility where waste is regulated, ensuring full visibility in accordance with company requirements and relevant legislation

1.7 Select, pre-check for functionality and cleanliness, and fit *emergency and personal protective equipment* in accordance with job requirements, *manufacturers' specifications*, company requirements and relevant legislation

2 Store waste

2.1 Correctly identify stored waste and *check to ensure integrity of containment*

2.2 Identify and handle *waste non-conformances* in accordance with company requirements and relevant legislation

2.3 Store waste in accordance with storage requirements, company requirements and relevant legislation

2.4 Stow only compatible wastes in the storage facility where several regulated waste types are to be stored

2.5 Stack, place or decant waste in storage facility in a neat and orderly fashion to maximise use of storage space and ensure integrity of form

2.6 Contain, secure and cover stored waste effectively to maintain waste quality and prevent *contamination* or spillage

3 Document waste storage

3.1 Document all *details of waste stored* accurately and promptly and in accordance with company requirements and relevant

ELEMENT**PERFORMANCE CRITERIA**

legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- Accurate determination of waste storage requirements.
- Effective organisation of storage of waste.
- Identification of waste compatibilities.
- Selection of appropriate emergency and personal protective equipment requirements.
- Identification of potential risks and hazards to waste storage.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types and storage requirements.
- Potential risks and hazards in waste storage.
- Waste non-conformance procedures.
- Storage methods.
- Regulated waste compatibilities, storage and signage requirements.
- Emergency response procedures.
- Company requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- following instructions and writing
- storage equipment operation
- materials handling skills

- identifying and handling waste non-conformances
- identification of waste types
- containing waste
- hazard identification
- safe and efficient work practices
- use of emergency and personal protective equipment
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM20B Place and compact waste
- PRMWM25B Monitor contained waste
- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN301A Contribute to workplace safety arrangements
- BSBCMN215B Participate in environmental work practices
- BSBCMN313B Maintain environmental procedures.

Resources required to assess this unit

The following resources should be available:

- waste storage facility
- waste to be stored
- storage requirements
- waste identification signage
- storage equipment
- personal protective equipment
- MSDS
- OHS requirements
- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the storage of waste under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the storage of waste.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Communicating effectively with relevant personnel throughout the storing process.
How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about the storage of waste.
How are activities planned and organised ?	1	Plan activities to store waste in accordance with company requirements and relevant legislation.
How can teamwork be applied?	1	Work effectively with relevant personnel throughout the storage process.
How can the use of mathematical ideas and techniques be applied?	1	Use correct mathematical processes to store waste effectively.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise throughout the implementation of efficient waste storage processes.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Checking integrity of containment should include checks for bunding, contamination, drum expansion, gases, leaching, leaks, seals, spillage and unstable form.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Company requirements are found in contract documentation, tender documentation and verbal or written instructions.

Contamination may include exposure to sunlight, infestation, mixing with other waste types, rot or mould, and waterlogging.

Details of waste stored may include:

- amount of waste
- date stored
- date to be dispatched
- monitoring or maintenance requirements
- remaining storage space available
- safety measures undertaken
- special storage provided
- storage space used
- waste type.

Emergency and personal protective equipment must include:

- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing
- safety boots.

Emergency and personal protective equipment could also include:

- breathing apparatus
- containment devices such as booms
- emergency procedure guides
- face shield/mask

- hard hat
- hearing protection
- material safety data sheets (MSDS)
- oil absorbent materials
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS procedures
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, cleaned, worn/fitted in accordance with company requirements, and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control. Risks and hazards may include:

- broken glass/metal
- compaction equipment
- contamination
- conveyor belt
- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps)
- injuries resulting from manual handling and repetitive work

- narrow driveways
- other vehicles and equipment
- overhanging signs
- projectiles
- spark-producing equipment
- weather.

Regulated (or prescribed) waste types include all waste declared to be so by the relevant environmental protection authority and the Australian Dangerous Goods Code.

Relevant legislation and codes cover state and federal:

- freedom of information
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Storage equipment may include baling materials, compactor and storage containers.

Storage facility may include:

- bunded area
- bunker
- containers
- pit
- stockpile
- tank
- under awning
- warehouse.

Storage facility may be located at materials recovery facility, treatment site and waste generator's site.

Waste identification signage requirements may include:

- classification of dangerous goods
- emergency information
- fire extinguisher indicator sign
- hazardous class
- HAZCHEM codes
- packaging group number.

Waste non-conformances may include contamination, inadequately contained waste mixing, incompatibles waste, inferior quality and unacceptable waste streams.

Waste storage requirements may include:

- access to storage facility

- amount of waste to be stored
- emergency
- environmental conditions
- equipment
- length of storage
- method of storage
- personal protective equipment
- potential risks and hazards of storage
- security
- signage
- waste compatibilities.

Waste types include:

- solid (non-hazardous) e.g. construction and demolition
- liquid (non-hazardous) e.g. chemical and aqueous
- hazardous - regulated, prescribed, quarantined, medical and clinical
- recoverable resources e.g. recyclable and green waste.
-

Unit Sector(s)

Not Applicable

PRMWM18B Dispatch processed waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the dispatch of all types of waste to a waste treatment plant or waste disposal facility. It requires the ability to organise activity and apply safe work practices.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for waste dispatch

PERFORMANCE CRITERIA

- 1.1 Identify *waste dispatch requirements* in accordance with *waste type, company requirements* and *relevant legislation*
- 1.2 Schedule and confirm waste dispatch with waste contractor to ensure maximisation of

ELEMENT	PERFORMANCE CRITERIA
	load 1.3 Communicate and confirm waste dispatch details with appropriate waste disposal facility and other relevant regulatory bodies 1.4 Identify and organise appropriate labour required for dispatch activity in accordance with company requirements, <i>manufacturers' specifications</i>, company requirements and relevant legislation 1.5 Select and fit <i>emergency and personal protective equipment</i> in accordance with job requirements, manufacturers' specification, company requirements and relevant legislation 1.6 Identify and handle <i>potential risks and hazards</i> to work in accordance with company requirements, occupational health and safety and other relevant legislation
2 Coordinate loading of waste	2.1 Organise loading site to ensure the safe and efficient loading of waste 2.2 Identify load to be loaded, specific loading requirements and location of loading site to waste contractor 2.3 Provide waste contractor with signalling and instructions to ensure safe and efficient loading 2.4 Monitor loading site to ensure compliance with loading instructions, containment of waste within designated loading area and availability of space for loading
	2.5 Provide <i>loading assistance</i> in accordance with company requirements 2.6 Measure and record dispatched waste in accordance with company requirements and relevant legislation 2.7 Check load to ensure it is adequately covered, contained and/or secured in accordance with company requirements and relevant legislation
3 Clean up area	3.1 Clear and <i>clean area and equipment</i> to ensure safe and effective future operation in accordance with company requirements
4 Document waste dispatch	4.1 Document all <i>details of dispatch</i> accurately and promptly in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct interpretation of waste dispatch job requirements.
- Organisation of equipment and personnel.
- Liaison with waste disposal facility and relevant regulatory bodies.
- Determining emergency and personal protective equipment requirements.
- Identification of potential risks and hazards to waste loading.
- Coordination of loading.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Measurements, including weights and volumes.
- Potential risks and hazards.
- Loading requirements.
- Types of loading equipment.
- Signalling techniques.
- Emergency response procedures.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including liaison, interpersonal and signalling
- measurement of waste
- materials handling skills
- using communications equipment (two-way radio and mobile phone)
- reading graduated device
- hazard identification

- safe and efficient work practices
- use of emergency and personal protective equipment
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMWM19B Prepare waste for re-use.

Resources required to assess this unit

The following resources should be available:

- waste dispatch requirements
- contact with waste contractor, disposal facility, etc
- personal protective equipment
- MSDS
- communications equipment
- waste measurement and recording equipment
- waste for dispatch
- OHS requirements
- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing dispatch of waste under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the dispatch of waste.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Communicate clearly and effectively with waste contractors throughout the dispatch process.
How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about the dispatch of waste.
How are activities planned and organised ?	2	Plan and organise activities to dispatch waste in accordance with company requirements and relevant legislation.
How can teamwork be applied?	1	Work effectively with relevant personnel throughout the dispatch process.
How can the use of mathematical ideas and techniques be applied?	1	Use correct mathematical processes to dispatch waste effectively.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise throughout the implementation of efficient waste dispatch processes.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Checking integrity of containment should include checks for bunding, contamination, drum expansion, gases, leaching, leaks, seals, spillage and unstable form.

Cleaning of area and equipment may include:

- cleaning products/fluids
- high pressure water or air-hosing
- shovelling
- sweeping out
- use of decontamination products
- vacuuming.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Company requirements are found in environmental management plan, job sheets, OHS plan, verbal or written instructions, waste management plan and work procedures.

Contamination may include exposure to sunlight, infestation, mixing with other waste types, rot or mould, and waterlogging.

Details of dispatch may include:

- amount/volume of waste
- date dispatched
- details of transport
- monitoring or maintenance requirements
- relevant environmental protection authority documentation
- safety measures undertaken
- special loading assistance provided
- storage space freed
- waste type.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- containment devices such as booms
- emergency procedure guides
- face shield/mask

- hard hat
- hearing protection
- material safety data sheets (MSDS)
- oil absorbent materials
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Equipment includes but is not limited to:

- baling materials
- calculator
- chains and dogs
- communications equipment
- compactor
- crane
- earthmoving equipment
- forklift
- generator
- hoses
- lifting equipment
- load binder winches
- loader
- plastic sheeting
- pumps
- recording equipment
- regulated waste identification signage
- rope
- sampling equipment
- scales
- scraper
- shovel
- storage containers (bins, hoppers, containers, skips, crates, drums, garbage bags, mobile garbage bins, garbage bins, freight containers)
- tape
- tarpaulin

- trolley
- vacuums
- weighbridge.

Loading assistance may include cart lifter, high pressure vacuum loading, load by hand, shovelling and use of forklift.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public, damage to plant, vehicles or property, or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Regulated (or prescribed) waste includes all waste declared to be so by the relevant environmental protection authority and the Australian Dangerous Goods Code.

Regulated waste identification signage requirements may include:

- classification of dangerous goods
- emergency information panels
- fire extinguisher indicator sign
- hazardous class
- HAZCHEM codes
- packaging group number.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety legislation
- Australian Standards
- environmental protection legislation.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Storage facility may include:

- bunded area
- bunker
- containers
- pit
- stockpile
- tank
- truck
- under awning
- warehouse.

Waste dispatch requirements may include:

- access to storage facility and loading site
- amount of waste to be dispatched
- arrival and departure times
- destination
- emergency and personal protective equipment
- environmental conditions
- legislative requirements for loading and transport
- loading equipment
- method of containment
- method of loading
- potential risks and hazards of loading
- security
- signage
- transport method
- transportation requirements
- waste compatibilities.

Waste storage and disposal facility may be located at:

- composting facility
- landfill site
- materials recovery facility
- transfer station
- treatment site
- waste generator's site
- waste processing site.

Waste types include:

- solid (non-hazardous) e.g. construction and demolition
- liquid (non-hazardous) e.g. chemical and aqueous
- hazardous - regulated, prescribed, quarantined, medical and clinical
- recoverable resources e.g. recyclable and green waste.

-

Unit Sector(s)

Not Applicable

PRMWM19B Prepare waste for re-use

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the preparation of waste products capable of re-use (scavenging operations). It requires the ability to identify re-usable waste products and organising for this to occur.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Identify waste for re-use

PERFORMANCE CRITERIA

- 1.1 Determine waste products capable of re-use in accordance with client requirements, *company requirements* and *relevant legislation*
- 1.2 Identify and check product to ensure compliance with *client's product quality*

ELEMENT	PERFORMANCE CRITERIA
	<i>requirements</i>
	1.3 Notify client of product availability to promote prompt disposal of product
2 Set aside product for inspection	2.1 Set aside product in a safe, secure and accessible location in accordance with company requirements to await client inspection 2.2 Organise <i>storage</i> to ensure the maintenance of product quality and prevent <i>contamination</i> 2.3 Keep product on hand for a designated period in accordance with company requirements 2.4 Determine fee upon purchase of product and charge the client in accordance with company requirements
3 Dispose of rejected product	3.1 Dispose of products not claimed within designated holding period in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Accurate identification of waste capable of re-use.
- Organisation and appropriate disposal of rejected product.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types able to be re-used.
- Storage methods.
- Causes of product contamination.
- Emergency response procedures.
- Company requirements.
- Occupational health and safety requirements.

- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation and codes.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- following instructions, giving information and writing
- customer service
- materials handling skills
- stacking
- methodical organisation of work
- safe and efficient work practices
- use of emergency and personal protective equipment
- following material safety data sheets (MSDS).

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMWM18B Dispatch processed waste.

Resources required to assess this unit

The following resources should be available:

- waste for re-use
- location for wastes for re-use
- company requirements
- OHS requirements
- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the preparation of waste for re-use under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the preparation of waste for re-use.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Communicate clearly and effectively with clients throughout the re-use of waste process.
How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about the re-use of waste.
How are activities planned and organised ?	2	Plan and organise activities to re-use waste in accordance with company requirements and relevant legislation.
How can teamwork be applied?	1	Work effectively with relevant personnel throughout the re-use of waste process.
How can the use of mathematical ideas and techniques be applied?	1	Calculate client fee accurately and promptly.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise throughout the implementation of efficient waste re-use processes.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Client product quality requirements may include:

- clean
- complete
- good condition
- intact
- not contaminated
- operational
- straight-bodied.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Contamination may include:

- corrosion
- exposure to sunlight
- infestation
- mixing with other waste types
- rot or mould
- rust
- waterlogging or water damage.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Preparation of waste for re-use may occur at:

- composting facility

- landfill site
- materials recovery facility
- transfer station
- treatment site
- waste generator's site.

Relevant legislation and codes cover state and federal:

- consumer protection
- duty of care
- industry codes of conduct
- occupational health and safety
- environmental protection legislation
- second-hand dealer's licensing requirements
- trade practices.

Storage facility may include concreted area, containers, stockpile, truck, under awning and warehouse.

Unit Sector(s)

Not Applicable

PRMWM20B Place and compact waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the placing and compacting of waste to form a batter (including the operation of mobile plant) at a landfill site. It requires the ability to organise and perform compaction activities.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

- 1 Organise for placement and compaction activities

PERFORMANCE CRITERIA

- 1.1 Review *job sheet* and schedule to identify all job requirements
- 1.2 Select appropriate type of *plant* and *associated equipment*, according to job requirement, to maximise efficiency and effectiveness of waste

ELEMENT**PERFORMANCE CRITERIA**

placement and compaction

1.3 Identify and obtain other tools and materials required to meet work requirements

1.4 Select and fit *emergency and personal protective equipment* in accordance with job requirements, *manufacturers' specifications*, *company requirements* and *relevant legislation*

1.5 Ensure operator has the appropriate licence in accordance with company requirements and relevant legislation

1.6 Assess *landfill cell* to determine waste placement requirements and cell capacity

1.7 Identify and manage *potential risks and hazards* to job requirements in accordance with company requirements, OHS and other relevant legislation

1.8 Erect safety barriers and signage at work sites to ensure safety of surrounding personnel and public, in accordance with company requirements and relevant legislation

2 Perform routine checks on plant

2.1 Conduct a visual check of plant to pinpoint damage, leaks, obstruction, component wear or potential hazards

2.2 Test plant systems in accordance with manufacturers' specifications and company requirements

2.3 Conduct *service checks* to ensure water, oil, fuel, air pressure and greasing are maintained at appropriate levels in accordance with manufacturers' specifications and company requirements

2.4 Check emergency and personal protective equipment to ensure correct operation

2.5 Check and test associated equipment to ensure it is operating in accordance with manufacturers' specifications

3 Start and operate plant

3.1 Start and operate plant in accordance with manufacturers' specifications and company requirements

3.2 Operate and drive plant in a safe and efficient manner in accordance with company requirements, road and traffic regulations, and other relevant legislation

ELEMENT	PERFORMANCE CRITERIA
4 Place and compact waste	3.3 Maintain continuous observation of surrounding environment to identify and avoid or minimise potential hazards
	3.4 Monitor plant operation and gauges to determine operational functioning
	3.5 Maintain clear communications with relevant personnel
	4.1 Select <i>waste type</i> to be placed in accordance with stage of batter development, personnel and public safety, company requirements and relevant legislation
	4.2 Place and compact waste safely and efficiently in designated area using appropriate placement and <i>compaction methods</i>
	4.3 Use correct moving and compaction techniques to aid the formation of waste battering angle and tight compaction of waste
	4.4 Maintain visual checks to identify potential hazards during placement and compaction
	4.5 Use moving and compaction techniques to minimise the excessive creation of dust or contamination to surrounding environment
	4.6 Place smaller waste on top of larger waste objects on the batter to ensure even placement and no large waste objects protruding from the batter
5 Shut down and secure plant	4.7 Traverse placed waste to ensure a smooth, tight, compacted surface
	5.1 Complete shut-down procedures in accordance with manufacturers' specifications and company requirements
	5.2 Park or store plant in a safe location to avoid damage to plant, obstruction of surrounding site activity or unauthorised use
	5.3 Carry out housekeeping to ensure <i>cleanliness of plant and associated equipment</i>
	5.4 Conduct service checks to ensure water, oil, fuel, air pressure and greasing are maintained at appropriate levels in accordance with manufacturers' specifications
	5.5 Report any plant or equipment faults or defects to relevant personnel

ELEMENT**PERFORMANCE CRITERIA**

6 Document work activities

6.1 *Document* placement and compaction activities accurately and promptly and in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct interpretation of job sheet and schedule.
- Accurate determination of plant requirements.
- Organisation of plant and equipment.
- Determining waste cover requirements.
- Identification of potential risks and hazards to waste covering.
- Ensuring required barriers and warning signs are erected in work area.
- Conducting visual check of plant and service checks.
- Checking emergency and PPE operation.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types.
- Waste management options.
- Potential risks and hazards to waste placement and compaction.
- Basic plant operation, capability and maintenance (e.g. dozer).
- Waste placement and compaction requirements.
- Placement and compaction techniques.
- Waste batter requirements.
- Emergency response procedures.
- Company requirements.
- Environmental management plan.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.

- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- following instructions and giving information
- reading and interpreting schedules and work requirements
- plant operation (e.g. dozer)
- basic plant cleaning and maintenance (e.g. dozer)
- moving, placing and compacting waste in a landfill cell to create a batter
- using communications equipment (two-way radio and mobile phone)
- reading graduated device
- hazard identification
- record keeping
- safe and efficient work practices
- working in confined spaces
- use of emergency and personal protective equipment
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM44B Identify wastes and hazards
- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN301A Contribute to workplace safety arrangements
- BSBCMN215B Participate in environmental work practices
- BSBCMN313B Maintain environmental procedures.

Resources required to assess this unit

The following resources should be available:

- job sheet and schedule
- plant and equipment for placement and compaction of waste
- waste for placement and compaction
- safety barriers and signage
- communications equipment
- personal protective equipment
- OHS requirements
- housekeeping materials
- MSDS
- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the placement and compaction of waste at a landfill site under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the placement and compaction of waste at a landfill site.

If the compacting of waste process is not representative of industry needs, it will be necessary to assess within a range of sites and with a variety of waste types.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

1	Communicate clearly and effectively with relevant personnel throughout the placing and compacting of waste process.

How can **information be collected, analysed and organised**?

1	Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about the placing and compacting of waste process.
-

How are activities planned and organised ?	2	Plan and organise activities to place and compact waste in accordance with company requirements and relevant legislation.
How can teamwork be applied?	1	Work effectively with relevant personnel throughout the placing and compacting of waste process.
How can the use of mathematical ideas and techniques be applied?	1	Use mathematical calculations on service checks accurately and promptly.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise throughout the placement and compaction of waste process.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Associated equipment may include barriers and warning signs, communications equipment and lifting equipment.

Cleaning of equipment may include high pressure water or air-hosing, shovelling, sweeping out, use of decontamination products and vacuuming.

Compaction methods may include regular traversing of cell and use of roller.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Documentation includes but is not limited to:

- accident report
- checklists
- emergency report
- equipment used
- incident report
- job card
- maintenance requirements

- non-conformances
- vehicle logbook.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Job sheet and schedule may include:

- details of special burials (including waste type, classification, and characteristics)
- emergency and personal protective equipment requirements
- landfill development sequence
- site requirements
- vehicle and associated equipment requirements
- work schedule.

Landfill cell assessment may include accessibility due to weather or ground conditions, stage of landfill development and waste type requirements for batter.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Placement methods may include bulldozing, dumping and pushing.

Plant may include dozer, earthmoving equipment, forklift, trucks (rigid and articulated) and roller.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Relevant legislation and codes cover state and federal:

- Australian Code for the Transport of Dangerous Goods by Road or Rail
- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation
- road laws.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Service checks may include:

- air pressure
- air-conditioner
- fuel
- horn
- lights
- lubrication
- oil
- tyre pressure
- water.

Waste types include:

- solid (non-hazardous) e.g. construction and demolition

- liquid (non-hazardous) e.g. chemical and aqueous
- hazardous - regulated, prescribed, quarantined, medical and clinical
- recoverable resources e.g. recyclable and green waste.
-

Unit Sector(s)

Not Applicable

PRMWM21B Cover waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the covering of a waste batter (including the operation of mobile plant) at a landfill.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Organise for covering activities	1.1 Review <i>job sheet</i> to clearly identify all job requirements
	1.2 Select appropriate type of <i>plant</i> and associated equipment for job requirement in order to maximise efficiency and effectiveness of waste covering

ELEMENT**PERFORMANCE CRITERIA**

	1.3 Identify and obtain other tool and materials required to meet work requirements 1.4 Organise suitable <i>cover material</i> to ensure adequate stockpile is available on site for waste covering activities 1.5 Select and fit <i>emergency and personal protective equipment</i> in accordance with job requirements, <i>manufacturers' specifications</i>, <i>company requirements</i> and <i>relevant legislation</i> 1.6 Ensure operator holds appropriate licence in accordance with company requirements and other relevant legislation 1.7 Assess <i>landfill cell</i> to determine waste cover requirements 1.8 Identify and manage <i>potential risks and hazards</i> to job requirements in accordance with company requirements, OHS and other relevant legislation 1.9 Erect safety barriers and signage at work sites to ensure safety of surrounding personnel and public, in accordance with company requirements and relevant legislation
2 Perform routine checks on plant	2.1 Conduct a visual check of plant to pinpoint damage, leaks, obstructions, component wear or potential hazards 2.2 Test plant systems in accordance with manufacturers' specifications and company requirements
	2.3 Conduct <i>service checks</i> to ensure water, oil, fuel, air pressure and greasing are maintained at appropriate levels in accordance with manufacturers' specifications 2.4 Check emergency and personal protective equipment to ensure correct operation 2.5 Check associated equipment to ensure its operational capacity is in accordance with manufacturers' specifications
3 Start and operate plant	3.1 Start and operate plant in accordance with manufacturers' specifications and company requirements 3.2 Operate or drive plant in a safe and efficient manner in accordance with company requirements, road and traffic regulations and

ELEMENT**PERFORMANCE CRITERIA**

	other relevant legislation 3.3 Maintain continuous observation of surrounding environment to identify and avoid or minimise potential hazards 3.4 Routinely monitor plant operation and gauges to determine operational functioning 3.5 Maintain clear communications with other relevant personnel
4 Cover waste	4.1 Cover waste safely and efficiently in designated area using appropriate <i>covering method</i> 4.2 Place an even and smooth <i>cover over waste batter</i>, in accordance with waste covering method, company requirements and relevant legislation 4.3 Ensure that waste covering method minimises cover erosion 4.4 Ensure that waste cover conforms to depth/thickness required, in accordance with company requirements and relevant legislation 4.5 Handle and place synthetic cover (when required) in accordance with manufacturers' specifications, company requirements and relevant legislation
5 Shut down and secure plant	4.6 Traverse cover repeatedly to ensure a smooth, tight, compacted surface 5.1 Complete shut-down procedures in accordance with manufacturers' specifications and company requirements 5.2 Park and/or store plant in a safe location to avoid damage to plant, obstruction of surrounding site activity, or unauthorised use 5.3 Carry out housekeeping to ensure <i>cleanliness of plant and associated equipment</i> 5.4 Conduct service checks to ensure water, oil, fuel, air pressure and greasing are maintained at appropriate levels in accordance with manufacturers' specifications 5.5 Report any plant or equipment faults or defects to relevant personnel
6 Document work activities	6.1 <i>Document</i> covering activities accurately and promptly and in accordance with company

ELEMENT**PERFORMANCE CRITERIA**

requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct interpretation of job sheet and schedule.
- Determination of plant and equipment requirements.
- Organisation of plant and equipment.
- Organisation of stockpile of waste cover material.
- Selection of appropriate emergency and personal protective equipment requirements.
- Determination of waste cover requirements.
- Identification of potential risks and hazards to waste covering.
- Erection of required barriers and warning signs in work area.
- Visual check of plant and service checks.
- Basic housekeeping and maintenance to plant.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types.
- Types of waste cover materials, their uses and benefits.
- Waste management options.
- Potential risks and hazards to waste covering.
- Basic plant operation, capability and maintenance (e.g. dozer).
- Waste covering requirements.
- Techniques to minimise erosion of waste cover.
- Emergency response procedures.
- Company requirements.
- Environmental management plan.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.

- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including interpersonal, listening, questioning, following instructions, giving information
- reading and interpreting schedules and work requirements
- plant operation (e.g. dozer)
- basic plant cleaning and maintenance (e.g. dozer)
- using communications equipment (two-way radio and mobile phone)
- reading graduated device
- hazard identification
- record keeping
- planning to undertake a routine task
- time management
- safe and efficient work practices
- working in confined spaces
- use of emergency and personal protective equipment
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM20B Place and compact waste
- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN301A Contribute to workplace safety arrangements
- BSBCMN215B Participate in environmental work practices
- BSBCMN313B Maintain environmental procedures.

Resources required to assess this unit

The following resources should be available:

- job sheet and schedule
- plant and equipment for waste covering
- cover materials
- waste for covering
- safety barriers and signage
- communications equipment
- PPE
- OHS requirements
- housekeeping materials
- MSDS
- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the covering of waste at a landfill site under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in covering of waste process.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1 Communicate clearly and effectively with relevant personnel throughout the process of covering waste.

How can information be collected, analysed and organised ?	1 Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about the covering of waste.

How are activities planned and organised ?	2 Plan and organise activities to cover waste in accordance with company requirements and relevant legislation.

How can teamwork be applied?	1	Work effectively with relevant personnel throughout the process of covering waste.
How can the use of mathematical ideas and techniques be applied?	1	Use correct mathematical calculations to conduct service checks.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise throughout the covering of waste process.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Cleaning of equipment may include high pressure water or air-hosing, shovelling, sweeping out, use of decontamination products and vacuuming.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Cover materials include low permeability materials (e.g. clay), soil and synthetic membranes.

Cover types may include daily, intermediate and final.

Covering of the batter occurs upon the completion of placement and compacting operations at the end of each day. During wet weather covering may not be possible.

Covering methods may include bulldozing, dumping, pushing, regular traversing of cell and use of roller.

Documentation includes but is not limited to:

- accident report
- checklists
- emergency report
- equipment used
- incident report
- job card
- maintenance requirements

- non-conformances
- vehicle logbook.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Job sheet and schedule may include:

- cover materials required for covering activities
- details of special burials (including waste type, classification, and characteristics)
- emergency and personal protective equipment requirements
- landfill development sequence
- site requirements
- vehicle and associated equipment requirements
- work schedule.

Landfill cell assessment may include accessibility due to weather or ground conditions, cover material requirements for batter and stage of landfill development.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Plant may include dozer, earthmoving equipment, forklift, trucks (rigid and articulated) and roller.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Relevant legislation and codes cover state and federal:

- Australian Code for the Transport of Dangerous Goods by Road or Rail
- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation
- road laws.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Service checks may include air pressure, air-conditioner, fuel, horn, lights, lubrication, oil, tyre pressure and water.

Wastes may include:

- chemical waste
- construction and demolition
- green waste
- hazardous waste
- municipal waste
- prescribed waste
- putrescibles
- regulated waste
- solid inert.

-

Unit Sector(s)

Not Applicable

PRMWM22B Monitor disposal site

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the monitoring activities undertaken at a waste site (including testing). This may include long-term monitoring (including post-closure management).

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for monitoring

PERFORMANCE CRITERIA

1.1 Identify *monitoring required* to be undertaken on waste site from company requirements and relevant legislation

1.2 Determine *special testing requirements* and incorporate into job requirements

ELEMENT	PERFORMANCE CRITERIA
	1.3 Obtain and check tools, <i>equipment</i> and materials required for work to ensure safe and efficient operation 1.4 Identify and manage <i>potential job requirement risks and hazards</i> in accordance with company requirements, OHS and other <i>relevant legislation</i> 1.5 Select and fit <i>emergency and personal protective equipment</i> in accordance with job requirements, <i>manufacturers' specifications</i>, company requirements and relevant legislation
2 Monitor batters and landfill cells	2.1 Check covered batters and cells to ensure integrity of form and shape and absence of erosion, flooding, leachate or vermin
3 Monitor drainage systems	3.1 Monitor drainage systems and grease traps to detect contamination, blockages and determine drainage flow and characteristics 3.2 Take sample of drainage liquid to determine contamination level and characteristics in accordance with company requirements and relevant legislation
4 Monitor waste and surrounding environment	4.1 Organise for olfactory tests to be conducted to determine level of odour at waste site and surrounding environment, in accordance with company requirements and relevant legislation 4.2 Organise for tests to be conducted to monitor noise levels at waste site, in accordance with company requirements and relevant legislation
	4.3 Organise for tests to be conducted to monitor gases at waste site in accordance with company requirements and relevant legislation 4.4 Monitor condition of fences, roads, signs and other infrastructure to determine maintenance requirements in accordance with company requirements
5 Document monitoring activities	5.1 Complete all required documentation promptly and accurately in accordance with company requirements, <i>manufacturers' specifications</i> and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Accurate identification of monitoring requirements (including special tests required).
- Correct determination of equipment, tools, and materials requirements.
- Selection of appropriate emergency and PPE requirements.
- Identification of potential risks and hazards to monitoring activities.
- Monitoring of landfill cells.
- Monitoring of drainage systems.
- Monitoring of landfill environment.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Potential risks and hazards to monitoring activities.
- Basic tool and equipment operation.
- Waste analytical methods.
- Surface and ground water quality sampling and monitoring.
- Leachate monitoring.
- Leak detection systems.
- Standard landfill site testing procedures and requirements.
- Landfill cover requirements and considerations.
- Basic drainage operation.
- Emergency response procedures.
- Company requirements.
- Environmental management plan.
- Occupational health and safety requirements.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- following instructions and giving information
- reading and interpreting schedules and work requirements
- equipment operation

- use of relevant tools
- use of communications equipment (two-way radio and mobile phone)
- accurate hazard identification
- safe and efficient work practices
- working in confined spaces
- using emergency and personal protective equipment
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM21B Cover waste
- PRMWM23B Maintain disposal site
- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN301A Contribute to workplace safety arrangements
- BSBCMN215B Participate in environmental work practices
- BSBCMN313B Maintain environmental procedures.

Resources required to assess this unit

The following resources should be available:

- waste site for monitoring
- tools, equipment and materials for monitoring
- company monitoring requirements
- company environmental management plan
- company waste management plan
- monitoring and testing equipment
- personal protective equipment
- site safety plan
- OHS requirements
- MSDS.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing monitoring activities at a landfill site under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess within a range of sites and with a variety of waste types.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Communicate clearly and effectively with relevant personnel throughout the monitoring of waste disposal process.
How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about the monitoring of disposal site.
How are activities planned and organised ?	2	Plan and organise activities to monitor waste disposal site in accordance with company requirements and relevant legislation.
How can teamwork be applied?	1	Work effectively with relevant personnel throughout the monitoring of waste disposal process.
How can the use of mathematical ideas and techniques be applied?	1	Use correct mathematical calculations throughout the waste disposal process.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise throughout the monitoring of waste disposal process.

How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Drains may include grease traps, groundwater cut-off drains, leachate collection system drains and silt traps.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency

- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Equipment includes but is not limited to communications equipment, sampling equipment and testing equipment.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Monitoring requirements may include:

- air emissions
- drainage system
- ground water
- landfill cells
- landfill environment (tests for odour, noise and gases)
- monitoring for special requirements.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Potential job requirement risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Special testing requirements may include organising testing with relevant specialists, and sampling requirements.

Waste site may include landfill, materials recovery facility, processing plant, transfer station and treatment plant.

Unit Sector(s)

Not Applicable

PRMWM23B Maintain disposal site

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the various maintenance functions carried out at a waste site.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for maintenance

PERFORMANCE CRITERIA

- 1.1 Identify maintenance work to be undertaken on *waste site* from physical observation of site environment, maintenance schedule and job requirements
- 1.2 Identify, obtain and check *plant and equipment*, tools and *materials* required for

ELEMENT**PERFORMANCE CRITERIA**

- work to ensure safe and efficient operation
- 1.3 Select and fit *emergency and personal protective equipment* in accordance with job requirements, *manufacturers' specifications*, *company requirements* and *relevant legislation*
- 1.4 Identify and manage *potential job requirement risks and hazards* in accordance with company requirements, OHS and other relevant legislation
- 2 Maintain access roads
- 2.1 Maintain condition of roads to ensure public and personnel safety and maximise the efficiency of site operations
- 2.2 Plan and carry out *normal wear and damage* repairs to minimise disruption to site operations
- 2.3 Maintain effective drainage to maximise the removal of excess water
- 2.4 Spread water to maintain a uniform wet surface to suppress dust
- 3 Maintain landfill cells
- 3.1 Create ditches, bunds and slopes to prevent overland flow from entering exposed working face of cell, in accordance with company requirements and relevant legislation
- 3.2 Maintain minimum coverage on landfill cell and batter covers in accordance with company requirements and relevant legislation
- 3.3 Replace eroded cover and take *preventative action to avoid further erosion*
- 3.4 Keep cover smooth and rounded to prevent pitting of surfaces and flooding
- 3.5 Detect any vermin infestations and undertake pest management response in accordance with company requirements
- 3.6 Trim, mow, clear or replace vegetation on landfill site, as appropriate, in accordance with company requirements
- 3.7 Follow required company security procedures to prevent unauthorised scavenging
- 4 Maintain surroundings
- 4.1 Clear *drains* regularly to prevent build-up of silt or blockages
- 4.2 Clear fences, gates and barriers regularly to remove litter and debris and maintain a safe

ELEMENT**PERFORMANCE CRITERIA**

	and clean environment
	4.3 Repair fences, gates and barriers as required to ensure integrity of form and prevent unauthorised entry to waste site or site areas
	4.4 Clear and clean signs of litter and debris to ensure full and clear visibility of all signage
5 Document maintenance activities	5.1 Document all maintenance activities promptly and accurately in accordance with company requirements, manufacturers' specifications and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- Selection of appropriate emergency and personal protective equipment requirements.
- Accurate identification of potential risks and hazards to maintenance activities.
- Appropriate response to pest management.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Potential risks and hazards to maintenance activities.
- Basic plant and equipment operation.
- Basic road maintenance.
- Landfill cover requirements and considerations.
- Erosion prevention.
- Drainage clearing techniques.
- Emergency response procedures.
- Company requirements.
- Environmental management plan.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.

- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- following instructions, giving information
- reading and interpreting schedules and work requirements
- plant and equipment operation
- covering and compacting roads
- basic gardening (including lawn mowing, pruning and clearing)
- maintaining landfill cell covers
- using communications equipment (two-way radio and mobile phone)
- hazard identification
- record keeping
- working in confined spaces
- use of emergency and personal protective equipment
- following MSDS
- correct interpretation of job sheet and schedule
- accurate determination of plant, equipment, tools, and materials requirements.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM21B Cover waste
- PRMCMN201A Participate in workplace safety arrangements
- BSBCMN215B Participate in environmental work practices.

Resources required to assess this unit

The following resources should be available:

- waste site for maintenance
- maintenance materials and equipment
- company maintenance policy
- company environmental management policy
- OHS requirements
- personal protective equipment
- site safety plan
- MSDS.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing maintenance activities at a waste site under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in maintenance activities.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

1	Communicate clearly and effectively with relevant personnel.

How can **information be collected, analysed and organised**?

1	Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about maintaining disposal site.

How are **activities planned and organised**?

2	Plan and organise maintenance activities in accordance with company requirements and relevant legislation.

How can **teamwork** be applied? 1 Work effectively with relevant personnel.

How can the use of mathematical ideas and techniques be applied?	1	Correctly apply mathematical techniques in documentation requirements.
How can problem-solving skills be applied?	1	Maintain processes while identifying possible problems and solutions.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Drains may include grease traps and silt traps.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Materials include cell cover materials, fertiliser, pesticides, plant protection covers, plants and road repairing materials.

Normal wear and damage to roads may include compaction, repairing potholes and resurfacing (gravel/dirt).

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Plant and equipment includes but is not limited to:

- communications equipment
- compactor
- dozer
- grader
- lawnmower
- loader
- roller
- scraper
- signage
- tractor
- truck
- whipper snipper.

Potential job requirement risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Preventative action to avoid further erosion may include drainage systems to prevent water erosion, planting grasses, ground covers, shrubs, tight compaction of cover, use of wind breaks and watering to prevent wind erosion.

Relevant legislation and codes cover state and federal:

- Australian Code for the Transport of Dangerous Goods by Road or Rail
- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation
- road laws.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Waste site may include landfill, materials recovery facility, processing plant, transfer station, treatment plant and waste generator's site.

Unit Sector(s)

Not Applicable

PRMWM25B Monitor contained waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the monitoring of long-term waste containment and storage. Waste types will generally be regulated (prescribed) solid and liquid wastes.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

- 1 Organise for monitoring of contained waste

PERFORMANCE CRITERIA

- 1.1 Identify *contained waste monitoring requirements* in accordance with *waste type, length of storage, company requirements, manufacturers' specifications* and *relevant legislation*
- 1.2 Select *appropriate monitoring equipment* in

ELEMENT**PERFORMANCE CRITERIA**

- accordance with contained waste monitoring requirements, company requirements and relevant legislation
- 1.3 Identify and manage *potential risks and hazards* to job requirements in accordance with company requirements, OHS and other relevant legislation
- 1.4 Select and fit *emergency and personal protective equipment* in accordance with job requirements, manufacturers' specifications, company requirements and relevant legislation
- 2 Check waste containment
- 2.1 *Check integrity of waste containment* to ensure no leakage of waste
- 2.2 Conduct stocktake of waste to confirm recorded stock levels
- 2.3 Organise *testing* of waste containment in accordance with manufacturers' specifications, company requirements and relevant legislation
- 3 Check storage facility
- 3.1 Check *storage facility* to ensure no *contamination* in the area in accordance with company requirements and relevant legislation
- 3.2 Secure storage facility to prohibit unauthorised access in accordance with company requirements and relevant legislation
- 3.3 Organise testing of waste storage facility in accordance with manufacturers' specifications, company requirements and relevant legislation
- 4 Document monitoring activities
- 4.1 Document all details of contained waste monitoring accurately and promptly in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct determination of monitoring requirements.
- Effective organisation and monitoring of contained waste storage.
- Correct determination of monitoring equipment requirements.
- Correct selection of appropriate emergency and personal protective equipment requirements.
- Accurate identification of potential risks and hazards to waste monitoring.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types and long-term storage requirements.
- Potential risks and hazards of waste storage.
- Potential risks and hazards of waste monitoring.
- Monitoring methods and tests.
- Indicators of leakage and contamination.
- Security requirements for waste storage facility.
- Emergency response procedures.
- Company requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- following instructions, giving information and writing
- reading and interpreting work requirements
- use of monitoring equipment
- materials handling skills
- identification of waste types
- hazard identification
- safe and efficient work practices
- use of emergency and personal protective equipment
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN301A Contribute to workplace safety arrangements

- BSBCMN215B Participate in environmental work practices
- BSBCMN313B Maintain environmental procedures.

Resources required to assess this unit

The following resources should be available:

- contained waste for monitoring
- monitoring equipment
- personal protective equipment
- MSDS
- OHS requirements
- monitoring requirements
- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the monitoring of contained waste under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the monitoring of contained waste storage.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Communicate clearly and effectively with relevant personnel aspects of the monitoring of contained waste.
How can information be collected, analysed and organised ?	2	Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about monitoring contained waste.
How are activities planned and organised ?	2	Plan and organise activities to monitor contained waste in accordance with company requirements and relevant legislation.
How can teamwork be applied?	1	Work effectively with relevant personnel throughout the process of covering waste and client contact.
How can the use of mathematical ideas and techniques be applied?	1	Use and document correct mathematical calculations.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise throughout the monitoring of contained waste processes.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate monitoring equipment may include sampling equipment and testing equipment.

Checking integrity of waste containment should include checks for contamination, drum expansion, gases, leaching, leaks, seals, spillage and unstable form.

Company includes all forms of business enterprises in this context including local governments/councils.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Contained waste monitoring requirements may include checks for integrity of containment, compliance with relevant legislative requirements, sampling, security of storage facility and testing.

Contamination may include exposure to sunlight, mixing with other waste types, rot or mould, vermin infestation and waterlogging.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications

- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Regulated (or prescribed) waste includes all waste declared to be so by the relevant environmental protection authority.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Storage facility may include:

- bunded area
- bunker
- compactor
- containers
- hopper
- pit
- tank
- warehouse.

Testing may include visual checks on contamination, gases, humidity, leaks, litter, pressure and temperature.

Waste storage requirements may include:

- access to storage facility
- amount of waste to be stored
- emergency and personal protective equipment
- environmental conditions
- equipment
- length of storage
- method of storage

- potential risks and hazards of storage
- security
- signage
- storage equipment
- waste compatibilities.

Waste types include:

- solid (non-hazardous) e.g. construction and demolition
- liquid (non-hazardous) e.g. chemical and aqueous
- hazardous - regulated, prescribed, quarantined, medical and clinical
- recoverable resources e.g. recyclable and green waste.
-

Unit Sector(s)

Not Applicable

PRMWM27B Select and obtain waste management plant, equipment and materials

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers all types of waste management plant, equipment and materials and associated procurement procedures.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Identify services to be provided	1.1 Identify services from business plan and company marketing strategy 1.2 Prepare and review a classification of types of waste management services to be offered

ELEMENT**PERFORMANCE CRITERIA**

	against <i>plant, equipment and material</i> needs
2 Determine performance characteristics of plant, equipment and materials	2.1 Specify plant, equipment and materials performance against type of services provided 2.2 Obtain performance needs of <i>relevant legislation</i> and applicable standards 2.3 Determine plant, equipment and materials' fitness for purpose based on product specification 2.4 Establish maintenance, repair costs, downtime and life expectancy 2.5 Identify health and safety performance requirements of <i>personal protective equipment</i> from <i>manufacturers' specifications</i>
3 Ensure access to plant equipment and materials	3.1 Maintain mixture of owned, hired and leased plant and equipment to suit budget and usage patterns 3.2 Maintain relationship with supplier on suitable trading terms in accordance with relevant legislation and company requirements 3.3 Maintain sources of supply to optimise stock levels 3.4 Negotiate rights to proprietary plant and equipment with suppliers
4 Maintain up-to-date information on industry plant, equipment and materials	4.1 Maintain business network in order to access regular and useful information 4.2 Maintain knowledge of regulatory and standards authorities and make arrangements for receipt of publications

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- Clear identification of services to be provided from business plan.

- Effective review of waste management services to be provided against plant, equipment and materials needs.
- Correct assessment of performance characteristics of plant, equipment and materials (including fitness for purpose, performance, safety, maintenance, repair costs, downtime and life expectancy, compliance with relevant legislation and environmental policy)
- Ensures availability of plant, equipment and materials.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Plant, equipment and materials used in the waste management industry.
- Regulations and standards affecting plant, equipment and materials.
- Business methods and operations.
- Financing arrangements.
- Sources of information.
- Company requirements.
- Waste management services.
- Occupational health and safety requirements.
- Relevant environmental regulations relating to plant, equipment and materials.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- plant and equipment assessment
- basic technical literacy to read and interpret company procedures manuals, MSDS, notices and posters
- record keeping
- negotiating purchase/finance arrangements
- basic numeracy to compare application claims.

Resources required to assess this unit

The following resources should be available:

- range of waste management plant, equipment and materials
- company business plan
- company marketing strategy
- company asset register/records
- company budget.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the selection of waste management plant, equipment and materials. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the selection of waste management plant, equipment and materials.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Discuss the selection of waste management plant, equipment and materials with colleagues.
How can information be collected, analysed and organised ?	2	Gather and analyse information from a number of sources (including job requirements, manufacturers' specifications and company requirements) about plant, equipment and materials.
How are activities planned and organised ?	2	Plan and organise activities to select and obtain waste management plant, equipment and materials in accordance with company requirements and relevant legislation.
How can teamwork be applied?	1	Work effectively with relevant personnel throughout the process of selecting and obtaining waste management plant, equipment and materials.

How can the use of mathematical ideas and techniques be applied?	1	Check application claims.
How can problem-solving skills be applied?	2	Apply solutions to overcoming issues relating to the availability of waste management plant, equipment and materials.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Equipment includes but is not limited to:

- baling materials
- communications equipment

- compactor
- generator
- hoses
- lifting equipment
- personal protective equipment
- pumps
- recording equipment
- sampling equipment
- scales
- skip
- storage containers
- tools
- trailer
- trolley
- vacuums
- weighbridge.

Manufacturers' specifications and safety data may be found on labels attached to equipment/containers, in company procedures manuals, on MSDS or in notices and posters distributed for display at workplaces or in vehicles.

Materials include:

- cleaning chemicals
- cleaning rags
- consumables
- cover materials
- fuels
- lubricants
- office requisites
- oils
- road maintenance materials
- treatment and processing chemicals
- water.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Plant may include:

- Bobcat

- dozers and associated earthmoving plant
- forklift
- front-end loader
- open-bodied truck
- processing plant
- rear loader
- tailgate loader
- tankers
- treatment plant
- trucks (rigid and articulated).

Relevant legislation and codes cover state and federal:

- industry codes of conduct
- occupational health and safety legislation
- Australian Standards
- environmental protection legislation
- trade practices.
-

Unit Sector(s)

Not Applicable

PRMWM30B Determine waste management services

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the determination of waste management services suitable to satisfy a client's waste management requirements.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Clarify client requirements

1.1 Review information on *client* contact with company

1.2 Establish client needs and waste management requirements through appropriate questioning and discussion

1.3 Organise a site *assessment* to determine and

ELEMENT	PERFORMANCE CRITERIA
	clarify client requirements
2 Undertake site inspection	2.1 Establish types, volume and characteristics of waste 2.2 Conduct waste assessment to clarify client requirements 2.3 Confirm all details relating to access for the provision of waste management services 2.4 Determine client's existing waste management habits and processes from questioning and observation 2.5 Identify potential risks and hazards to waste management services provision
3 Determine waste management service	3.1 Design waste management service to meet client needs and be <i>cost-effective</i> 3.2 Offer service in accordance with <i>company requirements</i> and environmental, OHS and other <i>relevant legislation</i> 3.3 Provide client with accurate and understandable information on waste management issues in order to make an informed decision 3.4 Seek additional advice where doubt exists in relation to compliance with environmental, OHS and other relevant legislation
4 Document assessment as required	4.1 Document information on client requirements and service proposed, in accordance with company requirements 4.2 Provide information on service provision, legal requirements and company requirements to client 4.3 Provide client copy of <i>assessment documentation</i> 4.4 Update company records in accordance with company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Clarification of all client waste management service requirements.
- Thorough organisation of site assessment.
- Obtaining correct information from site assessment including identifying types, volume and characteristics of waste, and conducting waste assessment.
- Identification of client waste management habits.
- Identification of risks and hazards to waste management service provision.
- Correct determination of waste management service that meets client needs, company and legislative requirements and is cost-effective.
- Documents assessment.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste management services.
- Basic requirements for service provision.
- Company pricing schedules.
- Company pricing policy and procedures.
- Proprietary issues.
- Company and client confidentiality requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including liaison, customer service, report writing, consultation, interpersonal, listening, questioning, gaining feedback, giving information
- observation
- analysis
- numerical calculations including time, measurements, quantities
- safe and efficient work practices
- methodical organisation of work
- time management.

Resources required to assess this unit

The following resources should be available:

- role-play
- case studies

- range of client requirements
- access to site to determine service provision
- company policy and procedures

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the determination of waste management requirements. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the determination of waste management services.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Communicate clearly and effectively with relevant personnel and clients about the determination of waste management services available.
How can information be collected, analysed and organised ?	2 Gather information from a number of sources (including job requirements, manufacturers' specifications and company requirements) to determine

		waste management services.
How are activities planned and organised ?	2	Plan and organise activities to cover all aspects of waste management service in accordance with company requirements and relevant legislation.
How can teamwork be applied?	2	Work cooperatively with colleagues and clients to determine waste management services.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations to determine waste management services.
How can problem-solving skills be applied?	2	Apply solutions to possibly problems that may arise throughout the waste management process.
How can the use of technology be applied?	2	Apply technological principles and demonstrate physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Assessment documentation includes but is not limited to company activity records, detailed quotation and written report.

Assessment methods include discussion with client, review of past service records and visual inspection.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies and residents/ratepayers.

Company requirements are found in insurance policy, job sheets, policy and procedures documents, training materials, verbal or written instructions and work procedures.

Cost-effective implies a balance between affordable by the client, achieve effective solution and enable profit to be achieved by operator.

Manufacturers' specifications and safety data include equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Relevant legislation and codes cover state and federal:

- dangerous goods
- duty of care
- industry codes of conduct
- occupational health and safety legislation
- Australian Standards
- environmental protection legislation.
-

Unit Sector(s)

Not Applicable

PRMWM31B Prepare detailed tender

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the process of preparing a detailed tender. It requires the ability to determine system requirements, estimate costs, and document and confirm quotations with clients. Competency also requires a knowledge of communication and problem-solving techniques to promote customer confidence. These work functions would be carried out under limited supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Analyse tender requirements

PERFORMANCE CRITERIA

- 1.1 Identify *client* waste management service requirements including OHS issues
- 1.2 Identify specific *tendering criteria* and

ELEMENT	PERFORMANCE CRITERIA
	<i>conditions</i> to ensure submission conforms to tender requirements
2 Determine ability to meet tender requirements and conditions	2.1 Make <i>assessment of the ability to provide the waste management service</i> in accordance with tender requirements and conditions 2.2 Assess <i>viability</i> of tendering for the provision of the waste management service
3 Estimate costs	3.1 Apply <i>organisation's rate schedules</i> and/or industry-based labour rates and conditions to establish costing where appropriate, according to organisational policy and procedures 3.2 Obtain quotations from external suppliers to ensure fair comparisons between suppliers 3.3 Confirm availability of labour, equipment, materials and other relevant items according to <i>organisational requirements</i> 3.4 Identify factors which may affect meeting client requirements through site inspection and make allowances for <i>contingencies</i> based on findings 3.5 Review all information to ensure accuracy and prepare detailed budget according to organisational and <i>submission requirements</i>
4 Prepare tender submission	4.1 Prepare tender using clear and concise language to explain benefits and rationale for security system/services, in accordance with organisational standards relating to style and format 4.2 Check tender for accuracy to ensure it clearly documents client waste management requirements and reflects submission requirements 4.3 Contact client, where possible prior to submission of tender, to discuss waste management requirements and make any necessary amendments according to organisational policy and procedures 4.4 Lodge tender with client within designated timeframe and store a copy in accordance with organisational requirements
5 Complete tender submission process	5.1 Outline waste management service/benefits in a professional manner that allows the client opportunities for questions, when required

ELEMENT**PERFORMANCE CRITERIA**

- 5.2 Confirm written agreement to tender submission by both parties without delay and in accordance with legal and organisational procedures
- 5.3 Seek details on outcomes of tender submission and review process to identify areas for improvement to support future tendering procedures and processes
- 5.4 Update relevant documentation accurately and promptly and store in accordance with organisational procedures

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correctly identifies all client waste management requirements.
- Correctly identifies all tendering criteria and conditions.
- Correctly assesses ability to provide service and of viability of tendering.
- Accurately determines prices and estimates for service, labour, equipment, materials and other relevant items.
- Ensures availability of equipment/materials.
- Preparation of a detailed budget.
- Makes allowances for contingencies
- Provides full details of service provision
- Discusses service options, where possible, to enable amendments prior to tender submission.
- Presents tender professionally, explains all details and allows questions and discussion.
- Obtains agreement on tender submission, where appropriate.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Basic services offered.
- Basic requirements for service provision.

- Company pricing schedules.
- Presentation standards.
- Legislative and company pricing policy and procedures.
- Relevant industry standards and codes of conduct.
- Problem-solving strategies.
- Organisational and client confidentiality requirements.
- Recording procedures and documentation requirements and processes.
- Duty of care in provision of services.
- Relevant industry standards.
- OHS and other relevant legislation.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including liaison, customer service, negotiating, report writing, consultation, interpersonal, gaining feedback, giving information, presenting to a group
- observation
- coordination
- project management
- numerical calculations including time, measurements, quantities
- personal computer operation
- safe and efficient work practices
- methodical organisation of work
- time management.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM30B Determine waste management services
- PRMWM55B Provide quotation
- BSBMGT503A Prepare budgets and financial plans
- BSBSBM404A Undertake business planning.

Resources required to assess this unit

The following resources should be available:

- tender document and requirements
- client file and requirements for review
- service costs
- unit prices of equipment, materials, labour upon which to make estimate
- standard company quotation pro forma
- case studies
- calculator/computer
- relevant codes of practice.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the preparation of a detailed tender. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the preparation of a detailed tender.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	3	Document waste management service accounts and tender and organise by record or report for analysis.
How can information be collected, analysed and organised ?	2	Gather and analyse waste management services information and alternative options to possibly present to the client for consideration.
How are activities planned and organised ?	2	Plan and organise activities to monitor and provide feedback throughout the tender process to evaluate effectiveness of tender.

How can teamwork be applied?	2	Work effectively with relevant personnel to meet client requirements within designated timeframes.
How can the use of mathematical ideas and techniques be applied?	3	Correctly apply mathematical techniques to estimate resource requirements and plan and schedule work tasks.
How can problem-solving skills be applied?	2	Analyse factors that may affect meeting client requirements and detail contingencies.
How can the use of technology be applied?	2	Use technology to communicate, schedule, source and document information.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Assessment of ability to provide waste management service includes but is not limited to:

- availability of equipment and supplies
- financial considerations
- number of personnel
- other projects
- skills required for provision of service
- tender criteria and conditions
- time constraints.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers

Contingencies typically include:

- building progress
- cash flow
- competencies
- disputes
- insurance
- restricted site access
- time penalties

- transport
- weather and environmental conditions.

Organisational/company requirements are found in:

- access and equity policy, principles and practice
- business and performance plans
- client and company confidentiality requirements
- client service standards
- defined resource parameters
- duty of care, code of conduct, code of ethics
- emergency and evacuation procedures
- induction documentation
- insurance policy agreements
- legal and organisational policy and procedures including personnel practices and guidelines
- OHS policies, procedures and programs
- operations manuals
- organisational goals, objectives, plans, systems and processes
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training materials
- verbal or written instructions.

Organisation's rate schedules include labour rates, standard disposal costs, standard equipment costs, standard materials costs, standard service costs and standard unit costs.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Submission requirements include:

- client requirements
- drawings
- format and layout
- legal compliance
- photographs
- response to all tender clauses
- submission date
- tender conditions and criteria.

Tendering criteria and conditions typically include:

- eligibility for submission of tender
- interview
- listing of client requirements
- meeting or presentation of tender
- special requirements
- submission date
- tender document format.

Viability includes consideration of:

- competition in tendering process
- cost of tender preparation
- likely profit
- prospect of winning the tender
- time constraints.
-

Unit Sector(s)

Not Applicable

PRMWM32B Inform and educate clients on waste management issues

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers all contexts in which information may be provided to clients.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

- 1 Determine requirements for provision of information or advice to client

PERFORMANCE CRITERIA

- 1.1 Determine *need for provision of information* from log of common *client* inquiries, review of client compliance levels, new waste management trends and issues and changes in services provided

ELEMENT**PERFORMANCE CRITERIA**

	1.2 Determine <i>information</i> requirements through discussion with clients and relevant interest groups
	1.3 Identify and incorporate requirements of <i>relevant legislation</i> , industry codes of practice and company requirements in information requirements
2 Provide information and advice to client	2.1 Provide relevant information in a clear and manner
	2.2 Provide client with opportunity to confirm understanding and seek clarification
	2.3 Provide client with reliable documentation and publications suitable to client and nature of waste management services for ongoing reference
	2.4 Ensure information provides client with practical options for the effective management and minimisation of waste
3 Assist client to obtain access to additional information as required	3.1 Provide <i>sources of additional information</i> to ensure client can follow up when required
	3.2 Provide details on company services to assist in future service provision as required
	3.3 Ensure information on community, government and industry services is available and provided to the client where requested

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- Accurate determination of requirements for provision of information or advice to client.
- Communicates clear and accurate information and advice to client.
- Provides client with opportunities to confirm understanding and seek clarification.
- Assists client to obtain access to additional information, including providing sources and resources.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste minimisation strategies.
- Current issues in waste management.
- Legal implications
- Company requirements.
- Sources of waste management information.
- Available government services.
- Dangerous goods in use.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- interpersonal communication
- listening and provision of feedback
- assessing client capacities
- presentation of information
- demonstrating.

Resources required to assess this unit

The following resources should be available:

- range of waste management issues
- identified client target groups
- resources for education
- role play
- case studies.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing information provided to client on waste management issues. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the information provided on waste management issues.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Communicate clearly and effectively with relevant personnel and clients about waste management issues.
How can information be collected, analysed and organised ?	2	Gather information from a number of sources (including regulatory sources, relevant personnel, relevant legislation, personnel training records and company specifications) about waste management issues.
How are activities planned and organised ?	2	Plan and organise activities to impart appropriate information to clients.
How can teamwork be applied?	2	Work effectively with relevant personnel to determine waste management issue.
How can the use of mathematical ideas and techniques be applied?	2	Conduct and document appropriate mathematical calculations.
How can problem-solving skills be applied?	1	Provide appropriate information to solve client's problems.

How can the use of technology be applied?	1 Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Assessment methods include discussion with client, review of past service records and visual inspection.

Client/company includes all forms of business enterprise in this context including government agencies, local governments/councils, private and public companies and residents/ratepayers.

Cost-effective implies a balance between affordable by the client, achieve effective solution and enable profit to be achieved by operator.

Information includes but is not limited to all aspects of waste management, impacts on the environment and health, waste minimisation legislation and controls and waste management services available.

Need for provision of information will typically arise from client waste management needs and requirements, compliance requirements, environmental considerations, health considerations and waste disposal cost considerations.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Relevant legislation and codes cover state and federal:

- consumer protection
- dangerous goods
- duty of care
- industry codes of conduct
- public and other liability

- Australian Standards
- environmental protection legislation.

Responsibilities and capacities may include costs and availability of trained and/or licensed persons and maintenance of site.

Sources of information include company publications, government information documents and industry publications.

Unit Sector(s)

Not Applicable

PRMWM33B Educate public on waste management issues

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the identification of information needs of the general public and the provision of public education to meet those needs.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

- 1 Determine requirements for provision of information to public on waste management issues

PERFORMANCE CRITERIA

- 1.1 Determine *need for provision of information* from review of common public inquiries, public compliance levels and new waste management trends and issues
- 1.2 Determine *information* requirements through discussion with clients, general public, local

ELEMENT**PERFORMANCE CRITERIA**

	government and relevant interest groups
	1.3 Identify requirements of <i>relevant legislation</i> and environmental policy and incorporate into information requirements
	1.4 Determine specific educational objectives from information needs of public
	1.5 Identify specific <i>target groups</i> for education on waste management issues
2 Determine appropriate medium to educate public	2.1 Ensure designated education medium is cost-effective and is easily accessed by target group
	2.2 Ensure designated education medium is designed to produce clear and understandable communication of information to target groups
3 Provide education to public on waste management issues	3.1 Provide accurate information in a clear and relevant manner in accordance with the learning needs of the target group
	3.2 Provide target group with opportunities to confirm understanding and seek clarification
	3.3 Provide reliable documentation and <i>information sources</i> suitable to target group and nature of waste management issues for ongoing reference
	3.4 Provide details on company services to assist in future service provision as required
	3.5 Provide information on community, government and industry services available to the target group
4 Review and evaluate education	4.1 Evaluate education to determine success in meeting educational objectives and overall effectiveness of program outcomes

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE**

Critical aspects of competency

- Accurate determination of requirements for provision of information to public on waste management issues.
- Correct determination of specific educational objectives from public information needs.
- Correct determination of appropriate medium to educate public.
- Reviews and evaluates education to determine success in meeting education objectives.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste minimisation strategies.
- Current issues in waste management.
- Principles for meeting a range of adult/child learning styles.
- Legal implications.
- Company requirements.
- Sources of waste management information.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- interpersonal communication
- public speaking
- verbal communication
- presentation of information
- assessing client capacities
- demonstrating.

Resources required to assess this unit

The following resources should be available:

- range of waste management issues
- identified target groups
- resources for education/training
- role-play
- case studies.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing information provided to the public on waste management issues. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the information provided on waste management issues.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Communicate/clarify public information requirements about waste management issues.

How can information be collected, analysed and organised ?	2 Gather information from a number of sources (including regulatory sources, relevant personnel, relevant legislation, personnel training records and company specifications about waste management issues.

How are activities planned and organised ?	2 Plan and prepare to deliver appropriate information about waste management issues in accordance with company requirements and relevant legislation.

How can teamwork be applied?	2 Work cooperatively with colleagues to prepare appropriate information to the public about waste management issues.

How can the use of mathematical ideas and techniques be applied?	2	Conduct and document appropriate mathematical calculations used for waste management issues.
How can problem-solving skills be applied?	1	Provide appropriate information to public that will assist with waste management problems.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Information includes but is not limited to all aspects of waste management, impacts on the environment and health, waste minimisation legislation and controls and waste management services available.

Information sources include company publications, government information documents and industry publications.

Need for provision of information will typically arise from client waste management needs and requirements, compliance requirements, environmental considerations, health considerations and waste disposal cost considerations.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Relevant legislation and codes cover state and federal:

- consumer protection
- dangerous goods
- duty of care
- industry codes of conduct
- public and other liability

- Australian Standards
- environmental protection legislation.

Responsibilities and capacities include costs and availability of trained and/or licensed persons and maintenance of site.

Target groups could be identified by age group, culture, ethnicity, geographic location and religion.

Unit Sector(s)

Not Applicable

PRMWM34B Maintain an equipment and consumables storage area

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the maintenance of a storage area and the movement and control of stock used in the provision of waste management services.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Maintain area in a clean, tidy and secure condition	1.1 Store equipment in a clean condition in an easily accessible location
	1.2 Clean equipment regularly in accordance with <i>company requirements on equipment</i>

ELEMENT**PERFORMANCE CRITERIA**

	1.3 Keep work space clear and free from obstacles
	1.4 Remove rubbish and litter regularly and dispose of in accordance with <i>relevant legislation</i>
	1.5 Secure area from unauthorised access at all times
	1.6 Maintain <i>storage area</i> to comply with relevant legislation
	1.7 Display or make accessible relevant charts, symbols and/or instructions
2 Control and maintain stocks of consumables	2.1 Identify minimum and maximum stock holding levels of <i>consumables</i> from usage patterns, in accordance with <i>company requirements</i>
	2.2 Check stock holding levels regularly and reorder to maintain required levels
	2.3 Store fuels and chemicals in accordance with relevant legislation and company requirements
	2.4 Issue stocks on a first-in first-out basis to maintain currency
	2.5 Perform decanting and mixing of chemicals in accordance with relevant legislation, company requirements and <i>manufacturers' specifications</i>
	2.6 Label and code all containers in accordance with manufacturers' specifications, relevant legislation and company requirements
	2.7 Keep fuels and chemicals in a secure location in accordance with manufacturers' specifications, relevant legislation and company requirements
	2.8 Dispose of obsolete stock in accordance with relevant legislation and company requirements
3 Respond to emergencies	3.1 Respond to emergencies in accordance with relevant legislation, company requirements and material safety data sheets (MSDS)

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Maintains area and equipment in a clean, tidy and secure condition.
- Controls and maintains stocks of consumables.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Equipment types and functions.
- Chemicals used in industry.
- OHS requirements for chemical storage and decanting.
- Relevant coding systems.
- Hazardous goods.
- Dangerous goods.
- First Aid.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- chemical decanting and mixing
- coding methods
- written and verbal communications
- basic numerical
- relevant First Aid applications
- organisational skills.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM37B Conduct minor maintenance and repairs on waste processing plant/equipment
- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN301A Contribute to workplace safety arrangements
- BSBCMN215B Participate in environmental work practices
- BSBCMN313B Maintain environmental procedures
- Transport and distribution units of competency.

Resources required to assess this unit

The following resources should be available:

- equipment and consumables storage area
- maintenance schedules

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing maintenance of equipment and consumables storage area. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the maintenance of equipment and consumables storage area.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Discuss maintenance issues with relevant personnel.

How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including relevant legislation, manufacturers' specifications and company specifications).

How are activities planned and organised ?	1	Plan method(s) to maintain and replenish stocks of consumables.

How can teamwork be applied?	1	Work cooperatively with colleagues to maintain area in a clean, tidy and secure condition.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise in emergency situations.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Company requirements are found in:

- induction documentation
- job sheets
- OHS plan
- operations manuals
- policy and procedures documents
- training materials
- verbal or written instructions
- work procedures.

Company requirements on equipment may cover inspection procedures, replacement of equipment, requirements for use (including licence, training and supervision), type of use and use for which equipment is designed.

Consumables typically include:

- baling and packaging materials
- cleaning agents
- cleaning rags
- fuel
- grease and oil
- labels and stickers

- stabilising and treatment chemicals
- water.

Information includes but is not limited to:

- chemical manifests
- chemical registers
- clients' specifications and schedules
- colour codes
- communication books
- company procedures and policies
- job descriptions
- manufacturers' instructions
- MSDS
- OHS regulations
- operation manuals
- placards
- safety data check sheets
- time sheets
- work instructions.

Manufacturers' specifications are found attached to equipment, in equipment specifications, operator manuals and printed instruction leaflets.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Relevant legislation and codes cover state and federal industry codes of conduct, occupational health and safety legislation, Australian Standards and environmental protection legislation.

Storage area could be a room or depot isolated from other activities. The area may include equipment storage bays or store.

Unit Sector(s)

Not Applicable

PRMWM35B Undertake process audit

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes conducting a process audit to determine clients' processing and waste management and minimisation practices.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for audit

PERFORMANCE CRITERIA

- 1.1 Determine process *audit requirements* from consultation with *client*, company process audit methodology and review of findings of waste assessment, where available
- 1.2 Obtain written approval for *process audit* from the client in accordance with *company*

ELEMENT**PERFORMANCE CRITERIA**

requirements

1.3 Obtain *equipment* for audit in accordance with audit requirements

1.4 Identify *details relating to access to site and site requirements* and follow in accordance with job requirements

1.5 Identify from process audit requirements locations of plant/equipment to be audited and clarify with client

1.6 Organise audit with client to coincide with specific processes and operations

1.7 Select and fit *personal protective equipment* in accordance with job requirements, *manufacturers' specifications*, company requirements and OHS and other relevant legislation

1.8 Identify *potential risks and hazards* to job requirements and manage in accordance with company requirements, OHS and other relevant legislation

2 Conduct audit

2.1 Conduct process audit in accordance with audit requirements, company requirements, OHS and other relevant legislation

2.2 Document all processes with actual and potential sources of waste in each process clearly identified

2.3 Identify and list all inputs, outputs and material balances of processing

2.4 Observe and assess work processes for efficiency and effectiveness in waste management and minimisation

2.5 Quantify, characterise and source all *waste streams* produced to determine how and why they are generated in accordance with process audit requirements

2.6 Where applicable, identify and record processes for the pre-treatment, storage, handling and disposal of waste

2.7 Interview relevant personnel to determine operational and process characteristics

3 Document audit findings

3.1 Compile and tabulate all collected audit data and provide to relevant personnel

3.2 Document all *details of audit activity*

ELEMENT**PERFORMANCE CRITERIA**

accurately and promptly in accordance with
audit requirements and company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Thoroughly prepares for waste audit including determining audit requirements, obtaining necessary equipment, clarifying details relating to access to site and site requirements, confirming locations of sites/processes to be audited, selecting and fitting necessary PPE, identifying and managing potential risks and hazards to work environment
- Correctly identifies and lists all inputs, outputs and by-products of processes
- Observes work processes for efficiency and effectiveness in waste management and minimisation
- Correctly identifies and quantifies wastes, and sources wastes to determine how and why they were generated

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Common reasons for undertaking a process audit.
- Industry practice for conducting process audits.
- Waste analytical methods.
- Standard audit requirements and procedures.
- Waste types, streams and characteristics.
- Measurements, including weights and volumes.
- Recording techniques.
- Company requirements.
- Potential risks and hazards in waste auditing.
- Emergency response procedures.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.

- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including liaison, interpersonal, listening, questioning, following instructions
- reading and interpreting assessment findings
- methodical organisation of work
- identifying processes
- drawing flowcharts
- calculating materials balances
- identification of waste types, streams and characteristics
- recording information
- accuracy and attention to detail
- computer skills
- using communications equipment (two-way radio and mobile phone)
- report preparation
- estimating
- hazard identification
- basic numeracy skills including measurements and calculations (weights, volumes and quantities)
- following MSDS
- use of emergency and personal protective equipment
- safe and efficient work practices.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example BSBSBM404A Undertake business planning.

Resources required to assess this unit

The following resources should be available:

- process audit requirements
- audit environment
- audit equipment
- site requirements
- personal protective equipment
- measurement and calculation tools (e.g. recording equipment, weight/volume measurement, calculator)
- case studies.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing process audit. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency process audit.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Discuss relevant issues with appropriate personnel about the audit process.
How can information be collected, analysed and organised ?	2 Gather and analyse information from a number of sources (including relevant legislation, manufacturers' specifications, audit requirements, process audit requirements documentation and company specifications) about the audit process.
How are activities planned and organised ?	2 Plan and organise methods to conduct audit in accordance with company requirements.

How can teamwork be applied?	1	Work cooperatively with colleagues to conduct ongoing audit processes.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations used throughout the audit process.
How can problem-solving skills be applied?	1	Discuss potential problems and solutions that may arise throughout the audit process.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Audit requirements include:

- checklist
- company requirements
- compliance with legislation or regulations
- date
- identifying recyclable types
- location
- measurement and recording requirements
- personnel and equipment requirements
- processes to be audited
- public health/safety
- site contacts
- site requirements
- specific functions requiring observation and audit
- time.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Details of audit activity include but are not limited to:

- accidents/injuries
- checklist
- date
- equipment used
- location
- results/findings
- time
- waste disposal.

Details relating to access to site and specific site requirements include but are not limited to:

- access and egress points
- noise control
- occupational health and safety requirements
- personal protective equipment
- security clearance
- time of access
- union requirements
- work permits.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up

- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Equipment includes:

- barriers and warning signs
- camera
- computer
- personal protective equipment (PPE)
- process charts and diagrams
- recording and counting equipment
- reference manuals
- site maps
- software.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Processes to be audited could be behavioural, biological, chemical, computerised, mechanical and physical.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Site may include business premises, landfill site, local government area, plant/factory, private residence and waste processing plant.

Waste streams include various categories of:

- chemical waste
- construction and demolition
- dangerous goods
- green waste
- hazardous waste
- municipal waste
- prescribed waste
- putrescibles
- quarantine
- recyclables liquid
- regulated waste
- solid inert.
-

Unit Sector(s)

Not Applicable

PRMWM36B Develop a waste management plan

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the development of a waste management plan for a client.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

- 1 Review and evaluate waste management strategies to determine possible options

PERFORMANCE CRITERIA

- 1.1 Review *waste management strategies* to determine options for *waste management plan*
- 1.2 Assess *feasibility of waste management strategies* to ensure development of a realistic and achievable plan which conforms to *client* and *relevant legislation* requirements
- 1.3 Consult and involve client where appropriate

ELEMENT	PERFORMANCE CRITERIA
	in the development of waste management plan
2 Develop waste management plan	2.1 Produce waste management plan that details all aspects of implementation, including process changes, education, resource requirements, timelines, schedules and targets 2.2 Produce waste management plan to include client's waste minimisation aims and goals where appropriate
3 Document plan	3.1 Document waste management plan details in accordance with <i>company requirements</i> and relevant legislation
4 Present plan	4.1 Make presentation in a business-like manner using suitable aids, where appropriate 4.2 Explain benefits, rationale and implementation of the plan 4.3 Provide opportunities for client questions and discussion

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Effectively reviews waste management strategies to determine options for plan.
- Accurately undertakes feasibility analysis of strategies.
- Consults with client in plan development where appropriate.
- Presents waste management plan.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Features required for waste management plans.
- Impact of recommendations on client processes.
- Lifecycle assessment.
- Waste analytical methods.

- Waste management strategies available.
- Nature and significance of waste minimisation hierarchy.
- Waste types, streams and characteristics.
- Waste management plans.
- Company requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including liaison and consultation, facilitation, conciliation, report writing, interpersonal, giving information and presentation
- reading and interpreting data and information
- developing strategies
- methodical organisation of work
- brainstorming
- feasibility analysis
- prioritising
- computer skills
- report preparation.

Resources required to assess this unit

The following resources should be available:

- waste assessment data
- waste management strategy options
- client requirements
- relevant environmental protection legislative requirements
- plan documentation tools (e.g. computer, word-processing software)
- case studies.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the development of a waste management plan. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the development of a waste management plan.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Discuss strategies with relevant personnel about development of a waste management plan.
How can information be collected, analysed and organised ?	2	Gather and analyse information from a number of sources (including relevant legislation and company requirements about development of a waste management plan.
How are activities planned and organised ?	2	Develop waste management plan and organise presentation.
How can teamwork be applied?	1	Work cooperatively with colleagues to prepare the waste management plan and conduct a professional presentation.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations.
How can problem-solving skills be applied?	1	Identify and solve risk elements in the waste management plan.

How can the use of technology be applied?	1 Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Client includes manufacturer, local council, private and public companies, and government agency and residents/ratepayers.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Details of waste management plan include but are not limited to feasibility, implementation, plans, recommendations, waste assessment findings and waste management strategies.

Feasibility of waste management strategies involve consideration of:

- commitment
- compliance with relevant legislation
- cost-benefit analysis
- costs
- lead time
- process constraints
- resource requirements (including equipment, personnel)
- resources available.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Relevant legislation and codes cover state and federal:

- duty of care
- freedom of information
- industrial

- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Waste management plan is a plan that places emphasis on waste minimisation and cleaner production practices for sound waste disposal, handling and management.

Waste management strategies may include:

- advertising
- changed disposal methods
- education
- employee participation
- minimisation
- preventative maintenance
- process audit
- process changes
- product and material changes
- product scheduling and planning
- reclamation
- recycling
- re-use
- waste segregation.
-

Unit Sector(s)

Not Applicable

PRMWM37B Conduct minor maintenance and repairs on waste processing plant/equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the provision of minor maintenance and repairs on waste processing plant and equipment.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for maintenance

PERFORMANCE CRITERIA

- 1.1 Review plant *maintenance schedule* to determine maintenance requirements
- 1.2 Schedule *maintenance* to minimise disruption to company operations

ELEMENT	PERFORMANCE CRITERIA
	1.3 Identify and obtain tools and materials required for maintenance
	1.4 Follow lock-out/isolation procedures prior to conducting plant maintenance in accordance with <i>manufacturers' specifications, company requirements</i> and <i>relevant legislation</i>
2 Carry out housekeeping	2.1 Carry out <i>housekeeping to ensure cleanliness of plant</i>
3 Carry out minor maintenance and repairs	3.1 Conduct <i>routine maintenance</i> safely and efficiently in accordance with manufacturers' specifications and company requirements
	3.2 Select and use tools for maintenance and repairs in accordance with manufacturers' specifications
	3.3 Perform visual and operational checks on plant to determine level of operational functioning
	3.4 Apply lubrication to moving parts in accordance with manufacturers' specifications
	3.5 Adjust or replace <i>minor components and accessories</i> in accordance with manufacturers' specifications and company requirements
	3.6 Identify and change or report worn parts in accordance with company requirements to avoid damage to plant and optimise plant operation
	3.7 Identify and schedule major faults and defects for repair in accordance with company requirements
4 Document plant maintenance	4.1 Detail and <i>document</i> all housekeeping, maintenance and repairs in accordance with manufacturers' specifications and company requirements
	4.2 Document and report all major faults and defects in accordance with manufacturers' specifications and company requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

Thorough organisation of maintenance.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste processing plant types.
- Normal operation of waste processing plant.
- Standard maintenance requirements.
- Company requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- following instructions and giving information
- plant operation
- use of relevant hand and power tools
- plant cleaning
- conducting checks on plant components
- methodical organisation of work
- planning to undertake a routine task
- reading graduated device
- problem-solving
- time management
- following MSDS
- safe and efficient work practices
- use of emergency and personal protective equipment.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM16B Operate waste processing plant
- PRMWM34B Maintain an equipment and consumables storage area
- PRMCMN201A Participate in workplace safety arrangements

- PRMCMN301A Contribute to workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- maintenance schedules
- plant/equipment for maintenance
- tools, equipment, materials for maintenance.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the provision of minor maintenance and repairs on waste processing plant and equipment. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the provision of minor maintenance and repairs on waste processing plant and equipment.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

- 1** Discuss strategies with relevant personnel.

How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including relevant legislation and company requirements).
How are activities planned and organised ?	2	Organise maintenance and repairs on waste processing plant and equipment.
How can teamwork be applied?	1	Work cooperatively with colleagues to conduct minor maintenance and repairs.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations.
How can problem-solving skills be applied?	2	Identify solutions to overcome barriers to proposed maintenance, including work disruption minimisation.
How can the use of technology be applied?	2	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Company requirements are found in:

- commitment
- compliance with relevant legislation
- cost-benefit analysis
- costs
- job sheets
- lead time
- process constraints
- resource requirements (including equipment, personnel)
- resources available
- verbal or written instructions
- work procedures.

Documentation includes but is not limited to:

- checks completed
- housekeeping undertaken
- materials used
- repairs and adjustment/replacement of parts
- servicing faults and defects identified.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Housekeeping to ensure cleanliness of plant may include high-pressure water or air-hosing, shovelling, sweeping out, use of decontamination products and vacuuming.

Maintenance will typically include adjustment/repairs, cleaning, lubrication/greasing and pre-start checks (visual, start-up, servicing, pre-start operational and operation) servicing.

Maintenance schedule includes:

- instructions
- nature and scope of task
- occupational health and safety requirements
- resource requirements/allocations

- tools and materials to be used
- vehicle and equipment types
- work schedule.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Minor components and accessories may include fuses, globes, lights and tyres.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Plant includes:

- autoclave
- balers
- boilers
- bunded areas
- centrifuge
- chippers compactors
- computer hardware and software
- conveyors
- hammer mills
- incinerator
- microwave
- safety structures controls
- separators
- sorters crushers
- storage tanks
- treatment tanks pipes
- tub grinders shredders.

Plant for waste processing may include:

- autoclaving treatment plant
- biological treatment plant
- chemical treatment plant
- combustion
- composter

- liquid waste treatment plant
- materials recovery facility
- microwave treatment plant
- physical treatment plant
- size reduction processing plant
- transfer station.

Relevant legislation and codes cover state and federal industry codes of conduct, occupational health and safety legislation, Australian Standards and environmental protection legislation.

Routine checks, services and maintenance will typically include adjustment/repair, cleaning, lubrication/greasing and servicing (oil, water, fuel and coolant).

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Unit Sector(s)

Not Applicable

PRMWM38B Process waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the processing or treatment of waste.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Organise for processing

1.1 Review *job sheet* to identify all waste processing requirements

1.2 Identify and organise *plant, equipment, material* and personnel requirements for safe, efficient waste processing

1.3 Select and fit *emergency and personal protective equipment* in accordance with work

ELEMENT**PERFORMANCE CRITERIA**

requirements, *manufacturers' specifications*, *company requirements* and *relevant legislation*

	1.4 Identify and manage <i>potential risks and hazards</i> to job requirements in accordance with company requirements, OHS and other relevant legislation
2 Process waste	2.1 Identify and check <i>waste types for processing</i> to ensure absence of <i>non-conforming waste streams</i> 2.2 Ensure processing method is appropriate for waste type in accordance with manufacturers' specification and company requirements 2.3 Operate or use processing plant/equipment/<i>materials</i> in accordance with manufacturers' specifications, company requirements, OHS and other relevant legislation 2.4 Make adjustments to processing technique or operation to ensure efficient and effective processing operation
3 Monitor processing	3.1 Maintain visual observation of processing to ensure <i>safe operation</i> and optimal processing 3.2 Conduct checks/tests on waste during processing to determine stage of completion and processing requirements in accordance with manufacturers' specifications and company requirements
	3.3 Monitor flows of waste inputs and processed outputs to ensure smooth, constant flow and maximisation of efficiency and effectiveness of operation
4 Conduct quality control inspection	4.1 Inspect and check processed waste to ensure compliance with processing requirements 4.2 <i>Document all details of quality control</i> promptly and accurately and in accordance with job and company requirements
5 Clean up area	5.1 <i>Clean</i> processed site to ensure safe and effective future operation in accordance with company requirements
6 Document waste processing activities	6.1 Document waste processing activities accurately and promptly in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correctly interprets and follows job sheet.
- Identifies and organises plant, equipment, materials and personnel requirements.
- Selects appropriate emergency and personal protective equipment requirements.
- Identifies potential risks and hazards to work.
- Uses appropriate processing method for waste type.
- Correctly operates/uses plant/equipment/materials.
- Maintains visual observation of processing.
- Conducts checks/tests on waste during processing and determines stage of completion.
- Monitors flow of inputs and outputs and maximises processing operation.
- Makes adjustments to processing technique or operation to maximise processing operation.
- Conducts quality control inspection.
- Carries out basic housekeeping.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types and their appropriate processing methods.
- Waste contaminants.
- Potential risks and hazards.
- Processing techniques.
- Basic biology and chemistry.
- Equipment/plant operation.
- Materials required for processing.
- Emergency response procedures.
- Company requirements.
- Plant shut-down, lock-out and isolation procedures.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.

- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including interpersonal, listening, questioning, following instructions, giving information, signalling, writing
- reading and interpreting job requirements
- plant and equipment operation
- materials handling skills
- identification of waste types
- reading and interpreting gauges and indicators
- mete out doses of chemicals and additives
- computer and software skills
- methodical organisation of work
- planning to undertake a routine task
- hazard identification
- time management
- safe and efficient work practices
- use of emergency and personal protective equipment
- working in confined spaces
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM05B Identify and segregate waste
- PRMWM18B Dispatch processed waste
- PRMWM34B Maintain an equipment and consumables storage area
- PRMWM37B Conduct minor maintenance and repairs on waste processing plant/equipment.

Resources required to assess this unit

The following resources should be available:

- waste for processing
- processing plant and equipment
- job sheet identifying processing requirements
- personal protective equipment
- MSDS
- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the processing or treatment of waste. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the processing or treatment of waste.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1 Discuss with colleagues elements of waste processing.

How can information be collected, analysed and organised?	1 Gather information from a number of sources (including relevant legislation and company requirements) about waste processing.

How are activities planned and organised?	2 Plan activities in the processing, or treatment of waste.

How can teamwork be applied?	1 Work cooperatively with colleagues to process or treat

		waste.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations.
How can problem-solving skills be applied?	1	Identify and solve risk elements in the processing or treatment of waste.
How can the use of technology be applied?	2	Apply understanding of technological principles and demonstrate physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Cleaning may include cleaning products/fluids, high pressure water or air-hosing, shovelling, sweeping out, use of decontamination products, vacuuming and water-hosing.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies and residents/ratepayers.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Details of quality control inspection include:

- checklist
- date
- location
- non-conformances
- quality grading
- sign-off by inspector
- time.

Documentation includes but is not limited to:

- accident report
- checklists
- emergency report

- incident report
- maintenance requirements
- non-conformances
- processing operations
- type/amount waste processed.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- identify emergency
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Equipment includes but is not limited to containers, generator, hoses, load shifting equipment, pumps and vacuums.

Job sheet typically includes:

- emergency and personal protective equipment requirements
- personnel requirements
- plant, equipment and materials requirements
- processing requirements
- site requirements

- waste types
- work schedule.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Materials include baling and packaging materials, cleaning agents, cleaning rags, grease and oil, labels and stickers, stabilising and treatment chemicals, and water.

Non-conforming waste streams include contamination, inferior quality and unacceptable waste streams.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Plant includes but is not limited to:

- autoclave
- balers
- boilers
- bunded areas
- centrifuge
- chippers
- compactors
- computer hardware and software
- conveyors
- crushers
- hammer mills
- incinerator
- microwave
- pipes
- safety structures and controls
- separators
- shredders
- sorters
- storage tanks
- treatment tanks
- tub grinders.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Waste processing could be undertaken at:

- composting facility
- landfill site
- materials recovery facility
- transfer station
- treatment site
- waste generator's site.

Waste types include:

- solid (non-hazardous) e.g. construction and demolition
- liquid (non-hazardous) e.g. chemical and aqueous
- hazardous - regulated, prescribed, quarantined, medical and clinical
- recoverable resources e.g. recyclable and green waste.
-

Unit Sector(s)

Not Applicable

PRMWM42B Follow relevant environmental policies and procedures when transporting waste

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the competencies required to ensure that all required precautions are taken by waste operators to protect the environment in all aspects of waste management operational functions.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Minimise the effects of pollution while driving, operating and maintaining equipment and	1.1 Take precautions to ensure spilt fuel, lubricants and chemicals do not pollute the environment

ELEMENT

vehicles

PERFORMANCE CRITERIA

- 1.2 Operate equipment and drive vehicles efficiently to minimise *pollution* of the air environment through excessive exhaust emissions
- 1.3 Avoid unnecessary running of engine/equipment operation to minimise pollution of the air environment
- 1.4 Securely contain vehicle loads in accordance with company requirements, manufacturers' specifications and *relevant legislation* to ensure no contamination or littering of surrounding environment
- 1.5 Conduct *routine checks* to ensure emission control equipment on vehicle is operating correctly
- 1.6 Take *suitable precautions during the cleaning of vehicles not to pollute the environment*
- 1.7 Deposit waste in designated waste disposal bins

2 Transport environmentally hazardous materials safely

- 2.1 Plan routes for vehicles carrying hazardous loads to minimise the risk to the environment in the event of accident or spillage
- 2.2 Dispose of waste in accordance with company and legislative requirements
- 2.3 Follow material safety data sheets (MSDS) instructions in accordance with government regulations and company requirements

3 Maintain awareness of environmental issues

- 3.1 Ensure that *waste minimisation hierarchy* and reasons for the ordering of waste minimisation strategies are understood by all relevant personnel
- 3.2 Identify and communicate opportunities for the minimisation of waste to relevant personnel
- 3.3 Ensure that the importance of waste management and the impact of waste on the environment is understood by all relevant personnel

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Awareness of types of pollution and how pollution can be minimised.
- Ability to operate vehicle to minimise pollution.
- Complies with company environmental policies.
- Complies with relevant OHS requirements.
- Understands the waste minimisation hierarchy.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Driving techniques for minimising pollution.
- Waste minimisation hierarchy.
- Importance of effective waste management and impact of waste on the environment.
- Common pollutants and strategies for avoidance/minimisation.
- Vehicle/equipment checks for pollution.
- Public health and safety requirements.
- Employee obligations and responsibilities.
- Environmental protection legislative requirements.
- Appropriate waste disposal.
- Areas to avoid when transporting regulated/environmentally hazardous waste.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- safe and efficient driving
- following environmental strategy requirements
- following MSDS
- waste removal and disposal.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRMWM15B Move waste using load shifting equipment
- BSBCMN215B Participate in environmental work practices
- BSBCMN313B Maintain environmental procedures

- Transport and Distribution units of competency.

Resources required to assess this unit

The following resources should be available:

- OHS requirements
- company environmental management plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the adherence to relevant OHS policies and procedures. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the adherence to relevant OHS policies and procedures.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

1	Discuss with colleagues relevant environmental policies and procedures.
-

How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including relevant legislation and company requirements) about environmental policies and procedures.
How are activities planned and organised ?	1	Plan activities to minimise harm to the environment.
How can teamwork be applied?	1	Work cooperatively with colleagues to protect the environment.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations.
How can problem-solving skills be applied?	1	Identify and solve risk elements in the minimisation of environmental damage.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Pollution includes but is not limited to gas, noise, oils, waste and water.

Relevant legislation and codes cover state and federal:

- Australian Code for the Transport of Dangerous Goods by Road or Rail
- duty of care

- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation
- road laws.

Routine checks are conducted as a part of standard maintenance and operational checks prior to and following vehicle use.

Suitable precautions taken during vehicle cleaning to minimise pollution include:

- removing and appropriately disposing of wastes from the vehicle before washing
- use of environmentally friendly cleaning products
- washing in a designated washing bay.

Waste minimisation hierarchy includes, by level weighting of importance: reduce, re-use, recycle and disposal.

Unit Sector(s)

Not Applicable

PRMWM43B Develop an environmental management strategy

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the development of an environmental management strategy.

The unit is from the Local Government National Competency Standards.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Define scope of environmental management strategy

PERFORMANCE CRITERIA

1.1 Identify the needs and expectations for development of an environmental management strategy

1.2 Identify the *constraints* under which the

ELEMENT**PERFORMANCE CRITERIA**

	environmental strategy can be developed to enable a clear and concise direction to be established
	1.3 Prepare a clear and concise statement of environmental objectives to ensure the needs of the strategy can be met
2 Determine environmental strategy development process	2.1 Identify process models applicable to the scope of the environmental management strategy 2.2 Assess and select a process model that will achieve the objectives determined in the scope 2.3 Identify principal <i>stakeholders</i> to maximise stakeholder participation in the development process 2.4 Consult stakeholders to obtain acceptance of the strategy development process
3 Identify resources to undertake environmental strategy development	3.1 Adopt resource requirements of the model/process in an accurate and comprehensive manner 3.2 Prepare accurate detailed financial budgets within the scope of the strategy development 3.3 Identify <i>human resource</i> requirements for strategy developments so that skill requirements can be specified 3.4 Identify facilities and equipment needs for strategy developments to ensure all requirements can be met on time
4 Identify environmental assets, problems and opportunities	4.1 Identify and collate existing <i>data</i> in a comprehensive manner relevant to the scope and models accepted 4.2 Evaluate existing data against the scope and model to identify needs for further data collection 4.3 Obtain additional data to ensure a comprehensive database is available for effective analysis 4.4 Assess available data against scientifically established criteria and community expectations within <i>relevant legislation and codes</i>
5 Determine and prioritise environmental issues	5.1 Group common problems and opportunities to formulate environmental issues that can be actioned by stakeholders

ELEMENT**PERFORMANCE CRITERIA**

	5.2 Establish <i>criteria to enable environmental issues to be prioritised</i>
6 Prepare environmental management strategy	6.1 Determine practical actions that enable a resolution of environmental issues within strategy objectives 6.2 Prepare clear and concise draft documentation for the strategy to obtain feedback from stakeholders 6.3 Evaluate feedback and form a response that assesses impact on a resolution of environmental issues 6.4 Obtain local authority for the environmental management strategy
7 Prepare an environmental management strategy implementation plan	7.1 Prioritise actions to provide the most effective resolution of issues within available resources 7.2 Allocate resources to match action priorities 7.3 Monitor processes to ensure the strategy is achieving objectives and modified as required 7.4 Identify responsible parties who have the capacity to carry out strategy actions 7.5 Establish achievable timelines, schedules and targets which enable strategy objectives to be met within required timeframes
8 Monitor and review effectiveness of the environmental management strategy	8.1 Collect and analyse regular data to provide accurate measures of performance 8.2 Make comparisons with strategy objectives to assess effectiveness 8.3 Make changes to strategy as required in a timely manner to ensure outcomes are achieved 8.4 Use information obtained during monitoring and review to develop new strategies which are based on accumulated knowledge and experience

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Ability to identify environmental management objectives.
- Relevant stakeholders consulted in development of strategy.
- Relevant environmental assets clearly identified.
- Ability to prioritise environmental issues by level of importance and impact.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Features of an environmental management strategy.
- Management strategy options.
- Waste minimisation hierarchy.
- Environmental issues.
- Environmental planning/management.
- Community needs and expectations.
- Resource availability.
- OHS hierarchy of control.
- Relevant environmental protection legislation.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- research
- analysis
- communication skills (including liaising with stakeholders, asking questions, providing information, explaining strategy)
- strategic planning and strategy development
- reading and interpreting data and information
- prioritising
- evaluation
- budgeting.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function.

Resources required to assess this unit

The following resources should be available:

- environmental protection legislation
- company policy and procedure
- range of stakeholders.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the development of an environmental management strategy. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the development of an environmental management strategy.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Discuss all aspects of environmental management strategies with colleagues, clients and relevant personnel.
How can information be collected, analysed and organised ?	3 Gather, analyse and organise information from a number of sources (including relevant legislation and company requirements). Determine priorities utilising existing practices and recommend action.
How are activities planned and organised ?	3 Plan and organise activities in accordance with environmental management strategies.

How can teamwork be applied?	2	Work cooperatively with colleagues or in project teams to determine and implement appropriate environmental management strategies.
How can the use of mathematical ideas and techniques be applied?	1	Prepare accurate budget/s.
How can problem-solving skills be applied?	2	Identify and solve risk elements in environmental management strategies.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Alternative model characteristics include consultative, regional, undertaken by external consultants and unilateral.

Constraints include budgets, knowledge, resources and time.

Criteria to prioritise issues may include budget constraints, community preferences, environmental (including energy efficiency issues) impact/benefit, legislative provisions, resources and timeframes.

Data includes but is not limited to existing reports/programs, questionnaires, references, stakeholder input and surveys.

Human resources include community experts, consultants, government agencies, internal staff, project officers and volunteers.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Relevant legislation and codes cover state and federal industry codes of conduct, occupational health and safety legislation, Australian Standards and environmental protection legislation.

Stakeholders include but are not limited to:

- business
- community
- council
- funding bodies
- government
- industry
- interest groups
- land management agencies
- local authorities
- statutory authorities.
-

Unit Sector(s)

Not Applicable

PRMWM44B Identify wastes and hazards

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the identification of a range of wastes and potential risks and hazards that may be present in the work environment.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Identify wastes

PERFORMANCE CRITERIA

- 1.1 Identify *characteristics of wastes*
- 1.2 Differentiate types of wastes by *waste stream*
- 1.3 Identify dangerous and hazardous wastes
- 1.4 Identify contaminants present in waste
- 1.5 Obtain further information on waste by

ELEMENT**PERFORMANCE CRITERIA**

	questioning appropriate personnel to ensure correct identification
2 Identify hazards	2.1 Identify <i>potential risks and hazards</i> present in work environment

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Ability to correctly identify a range of waste streams, hazardous wastes and waste contaminants.
- Ability to identify a range of potential risks and hazards present in the work environment.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste types, streams and characteristics.
- Waste contaminants.
- Potential risks and hazards.
- Occupational health and safety requirements.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including following instructions
- reading and interpreting work requirements
- identification of waste types
- identification of waste contamination
- hazard identification
- safe and efficient work practices
- use of emergency and personal protective equipment
- following MSDS.

Resources required to assess this unit

The following resources should be available:

- range of waste types/streams for identification
- OHS requirements
- personal protective equipment
- work environment in which to identify range of potential risks and hazards.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the identification of wastes and hazards. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the identification of wastes and hazards.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

1	Discuss with colleagues, clients and relevant personnel all aspects of wastes and hazards.
-

How can information be collected, analysed and organised ?	2	Gather and analyse information from a number of sources (including relevant legislation and company requirements to identify wastes and possible hazards).
How are activities planned and organised ?	2	Plan and organise meetings and communicate opportunities with colleagues to discuss waste identification and hazards.
How can teamwork be applied?	1	Work cooperatively with colleagues to identify wastes and hazards.
How can the use of mathematical ideas and techniques be applied?	1	Use relevant numerical calculations accurately.
How can problem-solving skills be applied?	1	Identify and solve risk elements in the waste and hazard identification process.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Characteristics of wastes include but are not limited to:

- containment
- density
- hazard
- level of contamination
- quality
- shape
- size
- volume
- weight.

Contamination may include inferior quality and unacceptable waste streams.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- containment devices such as booms
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- oil absorbent materials
- spill kit.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Waste streams include:

- construction and demolition

- dangerous goods
- green waste
- hazardous substances
- municipal waste
- oil
- putrescibles
- recyclables
- solid inert.
-

Unit Sector(s)

Not Applicable

PRMWM45B Develop site safety plan

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the development of a site safety plan for a waste management environment.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Review site safety requirements	1.1 Obtain and review all <i>details of site and site requirements</i> to determine specific safety requirements
	1.2 Identify all <i>site safety requirements</i> in accordance with <i>company</i> , OHS and <i>relevant legislative requirements</i>

ELEMENT**PERFORMANCE CRITERIA****2 Develop site safety plan**

- 2.1 Include on-site safety plan all safety information necessary to ensure the safety of all personnel and the general public
- 2.2 Ensure safety plan clearly classifies and identifies all *site areas* (e.g. evacuation area, First Aid, restricted areas and level of danger)
- 2.3 Identify exact locations of all First Aid and emergency facilities (e.g. eye baths, fire extinguishers, breathing apparatus, First Aid kits) on-site safety plan
- 2.4 Ensure that all wastes on site (including dangerous and hazardous wastes) are clearly identified on-site safety plan by location and type
- 2.5 Identify all necessary *personal protective equipment* (PPE) requirements (e.g. hard hat, hearing protection, gloves) for specific site areas in site safety plan

3 Communicate site safety plan to personnel

- 3.1 Communicate site safety plan promptly and clearly to all relevant personnel in accordance with company, OHS and other legislative requirements
- 3.2 Confirm personnel's understanding of all aspects of the site safety plan through questioning and observation
- 3.3 Provide opportunities for personnel to ask questions or obtain clarification on-site safety plan

4 Document site safety plan

- 3.4 Display site safety plan in personnel work areas to ensure availability for immediate referral
- 4.1 Document site safety plan in accordance with company, OHS and other legislative requirements and in a format understandable to all personnel

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct identification of all site safety requirements.
- Accurate classification of all site areas (including evacuation area, First Aid, restricted areas and level of danger).
- Ability to specify all necessary PPE required to undertake work safely in each site area.
- Understanding of all relevant OHS requirement and duty of care to provide safe environment for personnel and general public.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- OHS requirements.
- Site safety plan requirements.
- Components, features and layout of a site safety plan.
- Standard symbols, terms and abbreviations used in site safety plans.
- Company policy and procedures in relation to safety.
- Site environment.
- Personnel work requirements and company site operations.
- Duty of care to personnel and general public.
- Personal protective equipment types and uses.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including listening, questioning, giving clear instructions, answering questions, obtaining feedback
- reading and interpreting work requirements
- preparing a clear, detailed and accurate site safety plan (including drawing simple site maps)
- identification of waste types and level of associated danger
- identification of potential risks and hazards in the work environment
- communicating and explaining site safety plan to personnel.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other competencies relevant to the job function, for example PRMCMN301A Contribute to workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- range of waste types/streams for identification

- OHS requirements
- work environment in which to identify range of potential risks and hazards.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the development of a site safety plan. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the development of a site safety plan.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2 Discuss with colleagues, clients and relevant personnel all aspects of site safety plan.
How can information be collected, analysed and organised ?	3 Gather, analyse and organise information from a number of sources (including relevant legislation and company requirements) to determine priorities utilising existing practices and recommend action.

How are activities planned and organised ?	2	Plan and organise meetings and communicate opportunities with relevant personnel to discuss site safety plan.
How can teamwork be applied?	2	Work cooperatively with colleagues or in project teams to develop site safety plan.
How can the use of mathematical ideas and techniques be applied?	1	Use relevant numerical calculations accurately.
How can problem-solving skills be applied?	2	Identify and solve risk elements in the development of a site safety plan.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Details of site and site requirements will include all necessary detail to ascertain safety requirements. Such information may include:

- areas allowing access to general public
- company and site OHS requirements
- number of personnel on site
- potential risks and hazards/level of risk
- wastes incoming/present at the site
- work schedule.

Emergency and PPE must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers

- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and PPE could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Relevant legislation and codes cover state and federal industry codes of conduct, occupational health and safety legislation, Australian Standards and environmental protection legislation.

Site areas may include evacuation area, First Aid bay, general public access areas and restricted areas.

Site safety requirements will include all necessary requirements to ensure the safety of all personnel, equipment, structures, environment and general public. Site safety requirements could also include:

- awareness of potential risks and hazards
- communications requirement
- confined spaces awareness
- emergency procedure guides
- emergency response equipment (e.g. First Aid kit, fire fighting equipment)
- emergency shut-down and lock-out procedures
- evacuation area
- First Aid
- induction
- PPE requirements
- site security
- training
- warning signs and barriers.
-

Unit Sector(s)

Not Applicable

PRMWM51B Dispose of waste water to sewer

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the batch disposal of wastewater to sewer. Waste water may be the outcome of treatment at a waste processing facility, treatment plant, or industry source.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Organise for waste water disposal	1.1 Obtain waste transport and disposal approvals and obtain and review <i>job sheet</i> to clearly identify all waste disposal requirements
	1.2 Lock and seal all inlets, outlets and hatches to <i>waste water</i> storage facility to prevent contamination of waste water

ELEMENT**PERFORMANCE CRITERIA**

	1.3 Check waste water to be disposed to sewer to ensure it meets all sewer acceptance criteria and take samples for testing and analysis in accordance with disposal requirements and regulations 1.4 Confirm compliance with current trade waste certificate/permit conditions 1.5 Select and fit <i>emergency and personal protective equipment</i> in accordance with work requirements, <i>manufacturers' specifications</i> , <i>company requirements</i> and <i>relevant legislation</i> 1.6 Identify <i>potential risks and hazards</i> to job requirements and manage in accordance with company requirements, OHS and other relevant legislation 1.7 Contact <i>relevant authority</i> and confirm that discharge is received
2 Dispose of waste water to sewer	2.1 Open waste water outlet to allow efficient disposal of waste water to sewer 2.2 Attach flowmeter to record volume discharged 2.3 Check trade waste diversion during operation to ensure satisfactory operating condition in accordance with company requirements and relevant legislation
	2.4 Monitor sewer discharge of waste water to ensure smooth flow, and regulate/divert flow to alleviate system backlogs in accordance with company and environmental requirements 2.5 Shut off valve and lock up system at completion of disposal activities, in accordance with company requirements, to ensure that there is no unauthorised leakage of waste water to sewer 2.6 Organise relevant authority to lock, tag and secure outlet
3 Carry out housekeeping	3.1 Clear and reinstate work area to ensure safe and clean work environment 3.2 Keep drainage system free of waste contamination when not in use to prevent contamination of waste water to sewer 3.3 Check drainage system regularly to ensure it is free from blockages, obstructions and leaks in accordance with company, regulatory and

ELEMENT**PERFORMANCE CRITERIA**

manufacturer requirements

4 Document waste water disposal	4.1 <i>Document</i> waste water disposal activities accurately and promptly in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct interpretation of job sheet.
- Identifies and organises plant, equipment, materials and personnel requirements.
- Complies with all requirements of regulators and the company for the disposal of waste water to sewer.
- Selects appropriate emergency and personal protective equipment requirements.
- Correct identification of potential risks and hazards to work.
- Monitors operation of drainage system during disposal to sewer.
- Monitors discharge to ensure smooth flow.
- Regulates and diverts flow as required to alleviate system backlogs.
- Effectively maintains disposal system to prevent blockages, contamination and leakages.
- Documents all waste water disposal activities in accordance with company requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Requirements of liquid waste for classification as waste water.
- Trade waste certificate/permit conditions and requirements.
- Requirements of relevant regulatory body.
- Emergency and PPE requirements for work.
- Potential risks and hazards to waste water disposal.
- Drainage system capacity.
- Liquid flow regulation systems.
- Equipment/plant operation.
- Emergency response procedures.
- Company requirements.

- Plant shut-down, lock-out and isolation procedures.
- Occupational health and safety requirements.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including listening, questioning, following instructions, signalling, report writing
- reading and interpreting job requirements
- reading and interpreting gauges and indicators (including flowmeter)
- hazard identification
- safe and efficient work practices
- use of emergency and personal protective equipment
- working in confined spaces
- following MSDS.

Resources required to assess this unit

The following resources should be available:

- waste water for disposal
- flowmeter
- possession of trade waste certificate/permit
- access to waste water disposal system
- job sheet identifying disposal requirements
- personal protective equipment
- MSDS
- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the disposal of waste water to sewer. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the disposal of waste water to sewer.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1	Discuss with colleagues, clients and relevant personnel disposal of waste water to sewer.
How can information be collected, analysed and organised ?	1	Gather information from a number of sources (including relevant legislation and company requirements) about disposing of waste water to sewer.
How are activities planned and organised ?	2	Plan and organise meetings and communicate opportunities with relevant personnel to discuss disposal of waste water to sewer.
How can teamwork be applied?	1	Work cooperatively with colleagues.
How can the use of mathematical ideas and techniques be applied?	1	Use relevant numerical calculations accurately.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions that may arise throughout the disposal of waste water to sewer.
How can the use of technology be applied?	2	Apply understanding of technological principles and demonstrate physical skills to use appropriate

equipment such as the flowmeter.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

This unit applies to the batch discharge of waste water to sewer. Such discharges may be controlled by external authority, controlled self-monitoring, or total self-monitoring.

Company includes all forms of business enterprises in this context, including local governments/councils.

Company requirements are found in briefing documents, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Documentation includes but is not limited to:

- accident report
- checklists
- disposal operations
- emergency report
- incident report
- maintenance requirements
- non-conformances
- quantity of waste water disposed.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask

- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Job sheet typically includes:

- disposal requirements
- emergency and personal protective equipment requirements
- personnel requirements
- plant, equipment and material requirements
- quantity of waste water for disposal
- regulatory requirements
- site requirements
- work schedule.

Manufacturers' specifications are found in equipment specifications and operator manuals.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS regulations
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Potential risks and hazards are those risks and hazards identified by the organisation that could lead to injury or illness of employees, contractors, visitors or the public; damage to plant, vehicles or property; or that could cause harm to the environment.

This relates to on-site and off-site activities (whether company owned or occupied premises, customer/client premises or public property) over which it could be expected the organisation had control.

Relevant authority may include local council, relevant environmental protection authority, trade waste inspector and water authorities.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety
- Australian Standards
- environmental protection legislation.

Safe operating procedures include any activity or operation conducted on site to ensure health and safety of personnel/equipment in the area.

Waste water (or trade waste) refers to liquid wastes from any business, industry and trade or manufacturing process approved for sewer disposal other than domestic sewage.

Unit Sector(s)

Not Applicable

PRMWM52A Organise waste management operation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the coordination of waste management operations including the allocation of work to personnel. This unit is applicable where supervision of a small field work team is required.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Identify work requirements

PERFORMANCE CRITERIA

1.1 Review *work site specifications* to identify requirements

1.2 Identify *client needs and expectations*

1.3 Identify site characteristics and special

ELEMENT**PERFORMANCE CRITERIA**

	requirements for waste management
	1.4 Conduct hazard and risk analysis to identify all OHS and personal protective equipment requirements in accordance with company requirements, OHS regulations and other relevant legislation and report to appropriate personnel
2 Organise equipment and materials	2.1 Estimate <i>plant and equipment</i> and <i>materials</i> requirements in line with past usage and present needs 2.2 Ensure the availability of the required equipment and material 2.3 Check plant and equipment to ensure it is in good working order in accordance with <i>manufacturers' specifications, relevant legislation</i> and <i>company requirements</i>
3 Allocate work areas and activities	3.1 Ensure work is scheduled and allocated to be completed within time available 3.2 Allocate work by considering factors such as individuals' <i>competency level and their capacity</i> to complete work requirements within relevant legislation, OHS procedures and company requirements 3.3 Ensure licences appropriate to the work being performed are held in accordance with relevant legislation and company requirements 3.4 Allocate work within approved company budget levels 3.5 Develop <i>site safety plan</i> which identifies all relevant site safety features in accordance with company and OHS requirements
	3.6 <i>Communicate work requirements to personnel</i> in a manner suitable to the situation to ensure instructions are understood, verified and confirmed
4 Provide suitable training and assessment opportunities	4.1 Identify personnel skill gaps 4.2 Provide appropriate on-the-job training to fill identified skill gaps and improve work performance 4.3 Provide opportunities for personnel to ask questions and seek clarification on training and work performance matters 4.4 Provide assistance to personnel to ensure

ELEMENT**PERFORMANCE CRITERIA**

	compliance with work site requirements
	4.5 Undertake relevant work assessments in accordance with industry and company requirements
5 Document waste management organisational plan	5.1 Document all details of waste management organisational plan accurately and promptly, in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Clearly identifies work requirements.
- Clearly communicates all work requirements.
- Organises equipment, supplies and materials.
- Appropriately allocates work and activities to competent personnel.
- Provides suitable training and assessment opportunities.
- Ensures the efficiency and effectiveness of operations.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Leading a team.
- HAZAN and HAZOPS requirements.
- Daily operations at a waste site.
- Landfill site development plan.
- Plant and equipment requirements for site operations.
- Tools and materials requirements for site operations.
- Emergency response procedures.
- Company requirements.
- Environmental management plan.
- Occupational health and safety requirements.
- Duty of care in provision of services.

- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including interpersonal, listening, questioning, following instructions, giving information
- problem-solving
- determining and allocating work requirements
- reading and interpreting technical plans and drawings
- use of communications equipment (two-way radio and mobile phone)
- record keeping
- time management
- safe and efficient work practices
- working in confined spaces
- use of emergency and personal protective equipment
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other units relevant to the job function, for example:

- PRMWM04B Develop waste management strategies
- PRMWM30B Determine waste management services
- PRMWM36B Develop a waste management plan
- PRMWM45B Develop site safety plan
- PRMWM53A Conduct and monitor waste management operation
- PRMWM58A Develop emergency response plan
- PRMCMN401A Manage workplace safety arrangements
- PRMCMN402A Facilitate effective client relationships
- PRMCMN403A Facilitate effective teamwork
- PRMCMN404A Facilitate effective workplace relationships
- BSBCMN413B Implement and monitor environmental policies
- BSBHR401A Administer human resource systems
- BSBMGT503A Prepare budgets and financial plans
- BSBSBM404A Undertake business planning.

Resources required to assess this unit

The following resources should be available:

- waste management operations information
- list of available resources
- communications equipment

- role-play
- OHS requirements
- client requirements
- company requirements
- case studies
- relevant codes of practice.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the organisation of waste management operations under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the organisation of waste management operations.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

-
How can communication of ideas and information be applied?	2 Discuss the organisation waste management operations with clients and personnel.
-

How can information be collected, analysed and organised ?	2	Gather and analyse information from a number of sources (including regulatory sources, relevant personnel, relevant legislation, personnel training records and company specifications) to organise waste management operations.
How are activities planned and organised ?	2	Plan and organise all aspects of waste management operations.
How can teamwork be applied?	2	Work cooperatively with personnel and colleagues throughout the waste management operation/s.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations throughout the waste management operation/s.
How can problem-solving skills be applied?	2	Discuss possible problems and identify solutions that may arise throughout the waste management operations.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies and residents/ratepayers.

Client needs and expectations may be verbal or written and usually checked against work specification requirements. They may be included in briefing papers, correspondence, quality assurance documents and tender/contract documents.

Communication of work requirements may include:

- mobile phone
- other telecommunication
- two-way radio
- verbal instructions

- written instructions
- written job sheet.

Company requirements are found in:

- environmental management plan
- induction documentation
- job sheets
- operations manuals
- policy and procedures documents
- quality assurance documents
- site development plan
- training materials
- verbal or written instructions
- waste management plan
- work procedures.

Competencies and capacity of existing workers is determined from demonstrations, discussion, observations and training records.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- identify emergency
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Estimates for duration of work are made based on an assessment of conditions (weather and site) and past experience with similar services or operations.

Manufacturers' specifications are found in:

- databases
- equipment specifications attached to the equipment
- material safety data sheets (MSDS)
- operator manuals
- printed instruction leaflets
- warranty documents.

Materials include:

- cell cover materials
- cleaning fluids
- cleaning rags
- fertiliser

- fuel
- fuses
- globes
- gravel for wet weather tipping areas
- lawn seed
- lubricants
- oil
- pesticides
- plant protection covers
- plants
- road repairing materials (gravel, sand, dirt and compacted material)
- water.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS regulations
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Personnel may include

- foreperson
- maintenance technician
- plant operator
- supervisor
- waste transporter
- weighbridge officer.

Plant and equipment includes but is not limited to:

- boots
- calculator
- chemically resistant protective clothing
- communications equipment
- compactor
- computer and associated hardware and software
- dozer
- earthmoving equipment

- emergency and personal protective equipment (which may include breathing apparatus, canister mask, self-contained breathing apparatus)
- emergency procedure guides
- eye protection
- eyewash kit
- face mask
- face shield
- fire extinguishers
- First Aid kit
- forklift
- gloves
- grader
- gumboots
- hard hat
- hearing protection
- lawnmower
- lifting equipment
- loader
- MSDS
- overalls and protective clothing
- recording equipment
- register
- roller
- safety barriers and signage
- sampling equipment
- scales
- scraper
- skip
- spill kit
- storage containers
- tools (which may include maintenance tools, rake, secateurs and pruning tools, shovel)
- torch
- tractor
- trucks (rigid and articulated)
- weighbridge
- whipper snipper.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety legislation
- Australian Standards
- environmental protection legislation

- road laws.

Safe operating procedures include:

- awareness of contamination sources
- awareness of fire hazards
- confined spaces procedures
- conforming to dangerous and hazardous goods handling, transport and storage requirements
- emergency procedures
- emergency shut-down procedures
- First Aid
- following MSDS
- hazard recognition
- observing right of way in incline and decline
- observing speed limits
- operating equipment/plant/machinery in accordance with manufacturers' specifications
- safe handling of waste
- wearing seatbelts
- working safely around other machines and personnel
- working safely around tools, plant and equipment.

Safe operating procedures should ensure:

- containment of waste
- equipment is operational
- hosing
- personal protective equipment is clean and undamaged.

Site safety plan may include:

- dangerous/prohibited areas
- evacuation areas
- eye bath
- fire fighting equipment
- First Aid
- personal protective equipment
- shelter.

Work site specifications may be:

- covering batters
- landfill site placement and compaction requirements
- maintenance
- production estimates and schedules
- sampling and testing
- support function requirements
- waste receipt schedule

- waste transportation requirements.
-

Unit Sector(s)

Not Applicable

PRMWM53A Conduct and monitor waste management operation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the conduct and monitoring of waste management operations. This unit is applicable where supervision of a small field work team is required.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Conduct work requirements

1.1 Review waste management organisation plan to identify work allocation and requirements and anticipated OHS procedures in accordance with *company requirements*

1.2 Identify hazards and risks and report to appropriate person

ELEMENT	PERFORMANCE CRITERIA
2 Monitor work activity to meet specifications	1.3 Conduct work requirements in accordance with company requirements and <i>relevant legislation</i> 2.1 Monitor work activity systematically to ensure relevant legislation, industry standards, OHS regulations/procedures and company requirements are met 2.2 Execute prompt follow-up on difficult or known problem areas 2.3 Reallocate work as required to ensure client and company requirements are met safely and effectively
3 Monitor daily operations	3.1 Monitor site operations to ensure compliance with company requirements, relevant industry standards, OHS and other relevant legislation 3.2 Monitor site operations to ensure safety, efficiency and effectiveness of waste management 3.3 In instances of wet weather, organise and prepare a wet weather receival area in accordance with company requirements and relevant legislation
4 Direct site development	4.1 Review landfill development plan to determine site development requirements 4.2 Develop landfill and surrounding site in accordance with development plan, company requirements and relevant legislation
5 Document waste management operations	5.1 Document all details of waste management operations accurately and promptly, in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Clearly communicates all work requirements.
- Clearly identifies work requirements.
- Monitors work activity to ensure legislative requirements, industry standards and company requirements are met.
- Monitors daily operations.
- Ensures the efficiency and effectiveness of operations.
- Reviews landfill site development plan.
- Coordinates development of landfill site in accordance with plan.
- Organises equipment, supplies and materials.
- Ensures the efficiency and effectiveness of operations.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Leading a team.
- HAZAN and HAZOPS requirements.
- Daily operations at a waste site.
- Landfill site development plan.
- Plant and equipment requirements for site operations.
- Tools and materials requirements for site operations.
- Emergency response procedures.
- Company requirements.
- Environmental management plan.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including interpersonal, listening, questioning, following instructions, giving information
- problem-solving
- determining and allocating work requirements
- reading and interpreting technical plans and drawings
- use of communications equipment (two-way radio and mobile phone)
- record keeping
- time management
- safe and efficient work practices
- working in confined spaces

- use of emergency and personal protective equipment
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other units relevant to the job function, for example:

- PRMWM04B Develop waste management strategies
- PRMWM30B Determine waste management services
- PRMWM36B Develop a waste management plan
- PRMWM45B Develop site safety plan
- PRMWM52A Organise waste management operation
- PRMWM58A Develop emergency response plan
- PRMCMN401A Manage workplace safety arrangements
- PRMCMN402A Facilitate effective client relationships
- PRMCMN404A Facilitate effective workplace relationships
- BSBCMN413B Implement and monitor environmental policies
- BSBHR401A Administer human resource systems
- BSBMGT503A Prepare budgets and financial plans
- BSBSBM404A Undertake business planning.

Resources required to assess this unit

The following resources should be available:

- waste management operations information
- list of available resources
- communications equipment
- role-play
- OHS requirements
- client requirements
- company requirements
- case studies
- relevant codes of practice.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the monitoring of waste management operations under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the monitoring of waste management operations.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Discuss with colleagues, clients and relevant personnel the monitoring of waste management operations.
How can information be collected, analysed and organised ?	2	Gather and analyse information from a number of sources (including regulatory sources, relevant personnel, relevant legislation, personnel training records and company specifications) to conduct and monitor waste management operations.
How are activities planned and organised ?	2	Plan and organise activities to tend to all aspects of site development planning.
How can teamwork be applied?	2	Work cooperatively with personnel and colleagues to conduct and monitor waste management operations.
How can the use of mathematical ideas and techniques be applied?	1	Use and document appropriate mathematical calculations throughout waste management operations.
How can problem-solving skills be applied?	2	Discuss possible problems and solutions that may arise throughout the monitoring process.

How can the use of technology be applied?	1 Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies and residents/ratepayers.

Client needs and expectations may be verbal or written and usually checked against work specification requirements. They may be included in briefing papers, correspondence, quality assurance documents and tender/contract documents.

Communication of work requirements may include:

- mobile phone
- other telecommunications
- two-way radio
- verbal instructions
- written job sheet.

Company requirements are found in:

- environmental management plan
- induction documentation
- job sheets
- operations manuals
- policy and procedures documents
- quality assurance documents
- site development plan
- training materials
- verbal or written instructions
- waste management plan
- work procedures.

Competencies and capacity of existing workers is determined from demonstrations, discussion, observations and training records.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- identify emergency
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Estimates for duration of work are made based on an assessment of conditions (weather and site) and past experience with similar services or operations.

Manufacturers' specifications are found in:

- databases
- equipment specifications attached to the equipment
- material safety data sheets (MSDS)
- operator manuals
- printed instruction leaflets
- warranty documents.

Materials include:

- oil
- overalls and protective clothing
- pesticides
- plant protection covers
- plants
- recording equipment
- register
- road repairing materials (compacted material, dirt, gravel and sand)
- roller
- safety barriers and signage
- sampling equipment
- scales
- scraper
- skip
- spill kit
- storage containers
- tools (which may include maintenance tools, rake, secateurs and pruning tools, shovel)
- torch
- tractor
- truck
- trucks (rigid and articulated)
- water

- weighbridge
- whipper snipper.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS procedures
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be stored, maintained and worn/fitted in accordance with company requirements and occupational health and safety and other legislation.

Personnel may include foreperson, maintenance technician, plant operator, supervisor, waste transporter and weighbridge officer.

Plant and equipment includes but is not limited to:

- boots
- calculator
- cell cover materials
- chemically resistant protective clothing
- cleaning fluids
- cleaning rags
- communications equipment
- compactor
- computer and associated hardware and software
- dozer
- earthmoving equipment
- emergency and personal protective equipment (which may include breathing apparatus, canister mask, self-contained breathing apparatus)
- emergency procedure guides
- eye protection
- eyewash kit
- face mask
- face shield
- fertiliser
- fire extinguishers
- First Aid kit
- forklift
- fuel
- fuses

- globes
- gloves
- grader
- gravel for wet weather tipping areas
- gumboots
- hard hat
- hearing protection
- lawn seed
- lawnmower
- lifting equipment
- loader
- lubricants
- MSDS.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety legislation
- Australian Standards
- environmental protection legislation
- road laws.

Safe operating procedures include:

- awareness of contamination sources
- awareness of fire hazards
- confined spaces procedures
- conforming to dangerous and hazardous goods handling, transport and storage requirements
- emergency procedures
- emergency shut-down procedures
- First Aid
- following MSDS
- hazard recognition
- observing right of way in incline and decline
- observing speed limits
- operating equipment/plant/machinery in accordance with manufacturers' specifications
- safe handling of waste
- wearing seatbelts
- working safely around other machines and personnel
- working safely around tools, plant and equipment.

Safe operating procedures should ensure:

- containment of waste
- equipment is operational

- hosing
- personal protective equipment is clean and undamaged.

Site safety plan may include locations of:

- dangerous/prohibited areas
- evacuation areas
- eye bath
- fire fighting equipment
- First Aid
- personal protective equipment
- shelter.

Work specifications may be:

- covering batters
- landfill site placement and compaction requirements
- maintenance
- production estimates and schedules
- sampling and testing
- support function requirements
- waste receipt schedule
- waste transportation requirements.
-

Unit Sector(s)

Not Applicable

PRMWM54A Maintain credit control

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers credit control, which assists in the maintenance of cash flow and financial liquidity. These work functions would be carried out under routine supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Identify overdue accounts

PERFORMANCE CRITERIA

1.1 Monitor the current state of accounts payable regularly

1.2 Identify overdue accounts

1.3 Report overdue accounts to appropriate person in line with *company/organisational*

ELEMENT	PERFORMANCE CRITERIA
2 Notify debtor and negotiate payment	requirements
	2.1 Notify debtor of overdue account and any associated interest charges or fines in accordance with company requirements
	2.2 Conduct discussions and negotiations with debtors firmly and courteously
	2.3 Make arrangements for payment in line with company/organisational requirements, procedures and relevant legislation
	2.4 Monitor compliance with arrangements and take further action if necessary according to company/organisational requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Ability to accurately identify overdue accounts and negotiate arrangements for payment with debtor.
- Continuous monitoring of debtor compliance with payment arrangements, and ensuring further action.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Financial policy and procedures
- Required accounting procedures
- Company accounting and ledger systems
- Record-keeping requirements for accounts receivable
- Invoicing
- Double-entry bookkeeping operation of computer and manual systems
- Relevant industry regulations, standards and codes of conduct
- Sources of credit status information
- Liquidity management

- Debt collection
- Personal computer applications (including accounting software)
- Relevant legislation.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including customer service, interpersonal, negotiation, giving information, conflict resolution, gaining feedback
- assertiveness
- cash handling
- financial processing
- methodical organisation of work
- analysis of financial information
- spreadsheeting
- Personal computer operation.

Resources required to assess this unit

The following resources should be available:

- financial recording system
- calculator
- case studies, if required
- communications equipment
- relevant codes of practice.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the maintenance of credit control. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that the cash flow and financial liquidity plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirement to assess competency in the maintenance of credit control.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Share and discuss with colleagues, supervisor and/or clients information and ideas with regard to developing an understanding of client expectations and requirements.
How can information be collected, analysed and organised ?	2	Collect, analyse and comply with legislative and regulatory information relevant to credit control, as required.
How are activities planned and organised ?	2	Prioritise and coordinate or sequence work tasks as required to meet company needs.
How can teamwork be applied?	2	Provide assistance to team members to maintain credit control.
How can the use of mathematical ideas and techniques be applied?	1	Conduct mathematical calculations to check credit statements.
How can problem-solving skills be applied?	2	Analyse factors that may affect credit control and detail contingencies.
How can the use of technology be applied?	2	Use technology to access client information and conduct credit control (i.e. spreadsheets).

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Client/company/organisation includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies and residents/ratepayers.

Communication could be required to be in writing under company/organisational policy.

Company/organisational requirements are found in:

- access and equity policy, principles and practice
- business and performance plans
- client and company confidentiality requirements
- client service standards
- defined resource parameters
- duty of care, code of conduct, code of ethics
- emergency and evacuation procedures
- induction documentation
- insurance policy agreements
- legal and organisational policy and procedures including personnel practices and guidelines
- OHS policies, procedures and programs
- operations manuals
- organisational goals, objectives, plans, systems and processes
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- training materials
- verbal or written instructions.

Outstanding accounts include accounts issued for provision of goods and services, and fees for service.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Relevant legislation and codes cover state and federal accounting practices and codes, industry codes of conduct, Australian Standards and taxation.

System could be manual or computer-based.

Unit Sector(s)

Not Applicable

PRMWM55A Provide quotation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the process of providing an estimate and quote on waste management services to customers. It requires the ability to identify the needs of customers. Competency also requires a knowledge of calculating labour and material costs. These work functions would be carried out under routine supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Identify customer needs

PERFORMANCE CRITERIA

- 1.1 Undertake waste management assessment in accordance with *company requirements* to determine *client* requirements
- 1.2 Identify and consider customer/client

ELEMENT**PERFORMANCE CRITERIA**

- requirements in accordance with legal and organisational requirements
- 1.3 Interpret OHS standards, statutory requirements, Australian Standards, manufacturers' specifications and organisational requirements
- 1.4 Interpret type and quantity of material and equipment for estimation
- 1.5 Assess ability to provide client waste management service in accordance with client requirements and organisational and legal requirements
- 2 Estimate costs
- 2.1 Identify and apply *company's rate schedules* and/or industry based labour rates and conditions to establish costings according to organisational policy and procedures
- 2.2 Where equipment is obtained from a supplier, obtain quotations to ensure comparison between suppliers
- 2.3 Confirm availability and delivery dates of equipment, materials and other relevant items with supplier, where required
- 2.4 Carry out site inspection to identify waste management service, consider possible problems and make allowances for *contingencies* based on findings
- 2.5 Plan cost estimation to return a profit on provision of waste management services, where appropriate
- 3 Document and confirm quotation with client
- 3.1 Prepare and provide clear and concise *quotation* information including details of waste management service to be provided in accordance with organisational requirements
- 3.2 Ensure quotation reflects client's service requirements
- 3.3 Present quotation promptly to customer/client
- 3.4 Consult client and negotiate any changes and variations to meet client and company requirements
- 3.5 Create client file and update required documentation to include all relevant details in accordance with company policy and procedures

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct determination of waste management requirements.
- Correct determination of prices and estimates for service, disposal, labour, equipment, materials and other relevant items.
- Ensures availability of equipment/materials.
- Ensures estimations return a profit where appropriate.
- Ensures estimates allow for provision of waste management service that meets client requirements.
- Prepares an accurate quote for the client that provides full details of service provision.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Basic waste management services.
- Basic requirements for service.
- Quality procedures.
- Company pricing schedules.
- Duty of care in provision of services.
- Relevant industry standards.
- OHS and other relevant legislation.
- Presentation standards.
- Legislative and company pricing policy and procedures.
- Relevant industry standards and codes of conduct.
- Problem-solving strategies.
- Organisational and client confidentiality requirements.
- Recording procedures and documentation requirements and processes.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including liaison, customer service, report writing, consultation, interpersonal, listening, questioning, gaining feedback, giving information
- observation

- numerical calculations including time, measurements, quantities
- safe and efficient work practices
- personal computer operation
- safe and efficient work practices
- methodical organisation of work
- time management.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other units relevant to the job function, for example PRMWM31B Prepare detailed tender.

Resources required to assess this unit

The following resources should be available:

- client file and requirements for review
- service costs
- unit prices of equipment, materials, labour upon which to make estimate
- standard company quotation pro forma
- case studies
- calculator/computer
- relevant codes of practice.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in this field and reviewing the provision of a quotation. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the provision of a quotation.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Share and discuss with colleagues, supervisor and/or clients information and ideas with regard to developing an understanding of client expectations and requirements.
How can information be collected, analysed and organised ?	2	Collect, analyse and comply with legislative and regulatory information relevant to service delivery, as required.
How are activities planned and organised ?	2	Prioritise, coordinate and sequence work tasks, as required, to meet client requirements.
How can teamwork be applied?	2	Provide assistance among team members to carry out and fulfil assignment to customer's satisfaction and organisation's requirements.
How can the use of mathematical ideas and techniques be applied?	2	Apply mathematics as an aid to measure and schedule customer satisfaction.
How can problem-solving skills be applied?	2	Analyse factors that may affect meeting client requirements and detail contingencies.
How can the use of technology be applied?	2	Use technology to access client information and manage scheduling and completion of assignments.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Assignment instructions may include:

- client identification and information details
- communication channels
- departure, route and arrival details
- documentation requirements
- duty statements
- personal equipment such as clothing or other items to be carried and/or worn
- policies, procedures or instructions applicable to work tasks
- reporting procedures
- resource and equipment requirements
- schedules (cost/time)
- site layout including access points
- verbal or written instructions from supervisor/client
- work tasks and procedures.

Client/company includes all forms of business enterprises in this context including government agencies, local governments/councils, private and public companies, and residents/ratepayers.

Company/organisational requirements are found in:

- access and equity policy, principles and practice
- business and performance plans
- client and company confidentiality requirements
- client service standards
- code of conduct
- code of ethics
- defined resource parameters
- duty of care
- emergency and evacuation procedures
- induction documentation
- insurance policy agreements
- legal and organisational policy and procedures including personnel practices and guidelines
- OHS policies, procedures and programs
- operations manuals
- organisational goals, objectives, plans, systems and processes
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes

- training materials
- verbal or written instructions.

Company rate schedules include:

- labour rates
- standard disposal costs
- standard equipment costs
- standard materials costs
- standard service costs
- standard unit costs.

Contingencies typically include:

- building progress
- cash flow
- competencies
- disputes
- insurance
- restricted site access
- time penalties
- transport
- weather and environmental conditions.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Quotations may also act as an invoice for the work.

Unit Sector(s)

Not Applicable

PRMWM56A Implement landfill rehabilitation plan

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the rehabilitation of a landfill site, including recontouring, profiling soil, constructing drains and berms, and planting flora. This unit would usually be carried out under routine supervision and within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Organise for rehabilitation

PERFORMANCE CRITERIA

1.1 Review *environmental* management and site development plans to clearly identify all job requirements

1.2 Identify and manage potential risks and hazards to job requirements, in accordance

ELEMENT**PERFORMANCE CRITERIA**

with *company requirements*, OHS, and other *relevant legislation*

1.3 Identify and obtain appropriate *plant and equipment* required for work in accordance with company requirements

1.4 Identify and obtain appropriate tools and *materials* required for work, in accordance with company requirements

1.5 Select and fit *emergency and personal protective equipment* in accordance with job requirements, *manufacturers' specifications*, company requirements and relevant legislation

1.6 Erect safety barriers and signage at work sites to ensure safety of surrounding personnel and public, in accordance with company requirements and relevant legislation

2 Recontour rehabilitation area

2.1 Ensure recontouring blends into the surrounding environment or as specified in the closure/rehabilitation plan

2.2 Minimise creation of dust using appropriate earthmoving techniques

2.3 Ensure final landform replicates surrounding environment or as specified by closure/rehabilitation plan and environmental guidelines

2.4 Determine *catchment* construction by site and weather conditions according to closure/rehabilitation plan and environmental guidelines

2.5 Carry out recontouring activities in accordance with closure/rehabilitation plan *and environmental guidelines*

3 Profile soil

3.1 Construct the *soil profile* in accordance with environmental guidelines, which are designed to stabilise contamination of materials and present contamination of soil and surrounding areas

3.2 Choose appropriate selection of materials for sub-soil, taking into account vegetation requirements

3.3 Ensure that construction of soil profile horizons emulate the surrounding environment or are in accordance with closure/rehabilitation

ELEMENT**PERFORMANCE CRITERIA**

	plan
	3.4 Check landform construction for completion prior to placement of final soil layer
	3.5 Ensure that soil horizon construction follows land contour to reduce water flow down slope and increase water storage capabilities
	3.6 Add nutrients to soil in accordance with closure/rehabilitation plan and environmental guidelines
4 Construct drains and berms	4.1 Peg and construct <i>drain</i> locations in appropriate locations and angles to ensure the control of water flow, in accordance with closure/rehabilitation plan
	4.2 Place <i>drain mechanisms</i> at required dimensions and provide appropriate <i>catchment</i> locations for sediment in accordance with closure/rehabilitation plan
	4.3 Construct berms to ensure water flows into designated areas in accordance with closure/rehabilitation plan
	4.4 Control <i>erosion</i> of drain edges through the placement of appropriate drain mechanisms to reduce the speed of water flow
	4.5 Reduce erosion by placing berms and intervals in accordance with closure/rehabilitation plan
5 Plant flora	5.1 Ensure planting activities are undertaken within appropriate season and growing conditions
	5.2 Plant, protect and maintain seeds, ground covering, plants and trees in accordance with planting requirements and specifications
	5.3 Apply fertiliser according to plant type, soil quality, manufacturers' specifications, company requirements and rehabilitation plan
	5.4 Ensure planting arrangement conforms to contour of site and pattern specification as detailed in closure/rehabilitation plan
6 Document rehabilitation activities	6.1 Document all details of landfill site rehabilitation accurately and promptly in accordance with company requirements and relevant legislation

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct determination of rehabilitation work required (including reviews closure/rehabilitation plan and job requirements).
- Accurate determination of plant, equipment, tools, and materials requirements.
- Correct selection of appropriate emergency and personal protective equipment requirements.
- Accurate identification of potential risks and hazards to rehabilitation activities.
- Rehabilitation of site in accordance with closure/rehabilitation plan.
- Recontours rehabilitation area in accordance with closure/rehabilitation plan.
- Profiles soil in accordance with closure/rehabilitation plan.
- Constructs drains and berms in accordance with closure/rehabilitation plan.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Closure/rehabilitation plan.
- Material placement procedures.
- Recontouring characteristics.
- Recontouring procedures.
- Catchment systems.
- Principles of erosion and water run-off.
- Dust suppression procedures.
- Soil profiling methods.
- Soil horizon construction methods.
- Flora, soil and nutrient requirements.
- Draining methods.
- Seed and plant varieties.
- Seed and plant planting methods.
- Watering principles.
- Soil dynamics.
- Fertiliser characteristics and application methods.
- Company requirements.
- Occupational health and safety requirements.

- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including liaison, report writing, interpersonal, listening, questioning, following instructions
- use of personal protective equipment
- interpretation of ground conditions
- interpretation of plans, reports, maps, specifications
- driving techniques
- dumping techniques
- pushing techniques
- use of relevant hand tools
- directing
- monitoring
- construction skills
- planting seedlings (machine or hand)
- mixing and applying fertiliser
- watering
- applying diagnostic techniques
- organising work tasks
- use of communications equipment (two-way radio and mobile phone)
- hazard identification
- time management
- safe and efficient work practices
- following MSDS.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other units relevant to the job function, for example all the units covering landfill maintenance at a similar level may be able to be assessed in conjunction.

Where assessment covering a cluster of units is to be conducted, it may be useful to assess the units together as far as practicable. This may be most useful when an experienced applicant is being assessed for the purpose of recognition of current competency.

Resources required to assess this unit

The following resources should be available:

- company environmental management strategy
- plant and equipment for rehabilitation

- safety barriers and signage
- materials for rehabilitation
- PPE
- OHS requirements
- environmental protection legislative requirements
- site safety plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the rehabilitation of a landfill site under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the rehabilitation of a landfill site.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can **communication of ideas and information** be applied?

1	Discuss aspects of rehabilitation with clients and colleagues.
-

How can information be collected, analysed and organised ?	2	Gather and analyse information from a number of sources (including regulatory sources, relevant personnel and company specifications).
How are activities planned and organised ?	2	Prepare appropriately for rehabilitation of landfill site.
How can teamwork be applied?	1	Conduct discussions with clients and/or colleagues during client contact.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations.
How can problem-solving skills be applied?	1	Discuss possible problems and solutions throughout the rehabilitation of landfill site process.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Catchment devices may include diversion channels, holding structures (banks, drains and dams) and sediment dams.

Company includes all forms of business enterprises in this context including local governments/councils.

Company requirements are found in briefing papers, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Contamination may include:

- exposure to sunlight
- infestation
- mixing with other waste types
- rot or mould
- waterlogging.

Drain and berm may be concrete, plastic, rock and soil.

Drain mechanisms may include berm, flora coverage (grasses and small bushes) and netting.

Emergency and personal protective equipment must include:

- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing
- protective boots.

Emergency and personal protective equipment could also include:

- breathing apparatus
- emergency procedure guides
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit.

Emergency response action/procedures include but are not limited to:

- clean up
- contain emergency
- equipment/plant isolation and shut-down
- evacuation
- First Aid
- make safe
- notification of authorities
- use of appropriate personal protective equipment.

Environmental issues may include:

- environmental incidents
- minimisation of waste
- recycling
- reduction in use of non-renewable resources
- relevant environmental protection legislation
- resource efficiency
- voluntary environmental agreements entered into with external organisations.

Erosion may be water run-off and wind.

Manufacturers' specifications are found in equipment operators' manuals.

Materials include:

- drainage materials

- fertiliser
- gravel
- ground covers
- lawn seed
- netting
- pesticides
- plant protection covers
- plants
- seedlings
- seeds
- shrubs
- stakes
- topsoil
- water.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS regulations and procedures
- organisational procedures
- relevant state/territory regulations.

Personal protective equipment required will be cleaned, stored, worn/fitted in accordance with company requirements, equipment specifications, and occupational health and safety and other legislation.

Plant and equipment includes but is not limited to:

- communications equipment
- compactor
- dozer
- grader
- lawnmower
- loader
- planting equipment
- roller
- scraper
- signage
- tractor
- truck
- whipper snipper.

Relevant legislation and codes cover state and federal:

- duty of care
- industry codes of conduct
- occupational health and safety legislation
- Australian Standards
- environmental protection legislation
- road laws.

Safe operating procedures include any activity or operation, conducted on site to ensure health and safety of personnel/equipment in the area.

Soil profile may include gravel, topsoil and various grades and types of materials.

Unit Sector(s)

Not Applicable

PRMWM57A Develop landfill rehabilitation plan

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the development of a landfill rehabilitation plan within local provenance guidelines for a client. Those who work or who expect to work in a supervisory capacity would be advised to undertake this unit. It could also be useful for small business.

This unit is related to PRMWM56A Implement landfill rehabilitation plan.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

- 1 Review and evaluate landfill rehabilitation strategies to

PERFORMANCE CRITERIA

- 1.1 Review *landfill rehabilitation* strategies to determine all site development options, including *catchment devices, drain and berm*

ELEMENT**PERFORMANCE CRITERIA**

- determine possible options
- mechanisms to minimise erosion*
- 1.2 Assess *feasibility of landfill rehabilitation* strategies to ensure development of a realistic and achievable plan which conforms to *client, OHS* and *relevant legislative* requirements
- 1.3 Consult and involve *client* where appropriate in the development of a *landfill rehabilitation plan* with impacting environmental, legislative and OHS issues
- 2 Develop landfill rehabilitation plan
- 2.1 Consult local government authorities regarding the *local provenance guidelines* pertaining to the development of a *landfill rehabilitation plan*
- 2.2 Produce a landfill rehabilitation plan that fully addresses the construction of *soil profile* to ensure that the *contaminated* material is stabilised in accordance with OHS, legislative and environmental guidelines
- 2.3 Produce a landfill rehabilitation plan that details all aspects of implementation, including OHS, environmental and legislative requirements, process changes, education, resource requirements, timelines, schedules and targets
- 2.4 Ensure that landfill rehabilitation plan includes all aspects of client's environmental aims, where appropriate
- 3 Document plan
- 3.1 Document landfill rehabilitation plan in accordance with *company requirements* and relevant legislation
- 4 Present plan
- 4.1 Present landfill rehabilitation plan to client in businesslike manner, in accordance with company requirements using suitable aids where appropriate
- 4.2 Explain benefits, rationale and implementation of the landfill rehabilitation plan
- 4.3 Provide opportunities for client questions and discussion

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Effectively reviews landfill rehabilitation strategies to determine options.
- Accurately undertakes feasibility analysis of strategies.
- Consults with client in plan development where appropriate.
- Presents landfill rehabilitation plan.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Features for landfill rehabilitation plan.
- Impact of recommendation on client processes.
- Lifecycle assessment.
- Landfill analytical methods.
- Landfill rehabilitation strategies available.
- Nature and the significance of waste minimisation hierarchy.
- Company requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication including liaison, consultation, facilitation, conciliation, report writing, interpersonal, giving information and presentation
- reading and interpreting data and information
- development of strategies
- methodical organisation of work
- brainstorming
- feasibility analysis
- prioritising
- computer skills
- report preparation.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other units relevant to the job function, for example all the units covering development of waste management plans and environmental policies at a similar level may be able to be assessed in conjunction.

Where assessment covering a cluster of units is to be conducted, it may be useful to assess the units together as far as practicable. This may be most useful when an experienced applicant is being assessed for the purpose of recognition of current competency.

Resources required to assess this unit

The following resources should be available:

- landfill rehabilitation assessment data
- landfill rehabilitation strategy options
- client requirements
- relevant environmental protection legislative requirements
- plan documentation tools (e.g. computer, word-processing software)
- case studies.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the field and reviewing the development of a landfill rehabilitation plan under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the development of a landfill rehabilitation plan.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written assessment, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

- 1 Perform the process 2 Perform and administer the process 3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Discuss strategies with relevant personnel.
How can information be collected, analysed and organised ?	2	Gather and analyse information from a number of sources (including regulatory sources, relevant personnel and company specifications).
How are activities planned and organised ?	2	Develop landfill rehabilitation plan and organise presentation.
How can teamwork be applied?	2	Work cooperatively with colleagues to prepare the waste management plan and conduct a professional presentation.
How can the use of mathematical ideas and techniques be applied?	1	Conduct and document appropriate mathematical calculations.
How can problem-solving skills be applied?	2	Identify and solve risk elements in the landfill rehabilitation plan.
How can the use of technology be applied?	1	Demonstrate understanding of technological principles and physical skills to use appropriate equipment.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Catchment devices may include diversion channels, holding structures (banks, drains and dams) and sediment dams.

Client includes government agency, local council, manufacturer, private and public companies, and residents/ratepayers.

Company requirements are found in briefing papers, letters, quality assurance documents, tender/contract documents and verbal or written instructions.

Contamination may include:

- exposure to sunlight
- infestation
- mixing with other waste types
- rot or mould
- waterlogging.

Details of landfill rehabilitation plan include but are not limited to:

- feasibility
- implementation
- landfill rehabilitation finding
- landfill rehabilitation strategies
- plans
- recommendations.

Drain and berm may be concrete, plastic, rock and soil.

Drain mechanisms may include berm, flora coverage (grasses and small bushes) and netting.

Environmental issues may include:

- environmental incidents
- minimisation of waste
- recycling
- reduction in use of non-renewable resources
- relevant environmental protection legislation
- resource efficiency
- voluntary environmental agreements entered into with external organisations.

Erosion may be water run-off and wind.

Feasibility of strategies involve consideration of:

- catchment systems
- commitment
- company requirements
- compliance with relevant legislation
- cost-benefit analysis
- costs
- draining methods
- dust suppression procedures
- fertiliser characteristics and application methods
- flora soil and nutrient requirements
- lead time
- material placement procedures

- principles of erosion and water run-off
- process constraints
- recontouring characteristics
- recontouring procedures
- resource requirements (including equipment, personnel)
- resources available
- seed and plant planting methods
- seed and plant varieties
- soil dynamics
- soil horizon construction methods
- soil profiling methods
- watering principles.

Landfill rehabilitation plan includes but is not limited to:

- advertising
- constructing drains and berms
- education
- employee participation
- planting flora
- process audit
- profiling soil
- recontouring.

Local provenance guidelines include:

- flora planting - what types and where
- issues pertaining to local area
- requirements to work under the guidance of local government officers.

OHS issues may include:

- emergency procedures
- emergency procedure guides
- material safety data sheets (MSDS)
- personal protective equipment
- relevant OHS legislation
- spill kit.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS regulations and procedures
- organisational procedures

- relevant state/territory regulations.

Relevant legislation and codes cover state and federal:

- duty of care
- freedom of information
- industrial
- industry codes of conduct
- occupational health and safety legislation
- Australian Standards
- environmental protection legislation
- road laws.

Soil profile may include gravel, topsoil and various grades and types of materials.

Unit Sector(s)

Not Applicable

PRMWM58A Develop emergency response plan

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the development of an emergency response plan for a waste management environment. Those who work or who expect to work in a supervisory capacity would be advised to undertake this unit. It could also be useful for small business.

This unit is related to PRMWM11B Respond to waste emergency and PRMWM63A Apply safe operational practices to vehicle contact with overhead wires.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Review internal and external emergency response

PERFORMANCE CRITERIA

1.1 Identify details of the nature, type and severity of *internal* and *external* emergencies,

ELEMENT**PERFORMANCE CRITERIA**

requirements

including existing and *potential hazards*

1.2 Determine *appropriate personnel* to be responsible for and undertake workplace hazard audit

1.3 Identify all emergency requirements in accordance with *company, OHS and legislative requirements*

1.4 Account for existing site safety plan and *emergency systems/equipment* in developing emergency response requirements

2 Develop emergency response plan

2.1 Formulate *emergency response plan* in consultation with appropriate personnel, *emergency service specialists* and in line with company, OHS and legislative requirements

2.2 Ensure all information necessary to provide for the safety of all *relevant stakeholders* is included in the emergency response plan

2.3 Include all *emergency escape details* in emergency response plan

2.4 Include *response procedures for vehicle contact with overhead wires*

2.5 Ensure precise information of the chain of command, emergency response teams and emergency communication system is clearly identified within the plan

2.6 Include personnel training plans in emergency response procedures

2.7 Specify all actions necessary to *protect company interests*, in accordance with company and legislative requirements

2.8 Provide for emergency response *report documentation* within the emergency response plan

3 Communicate emergency response plan to personnel and emergency services

3.1 Communicate the emergency response plan clearly to all personnel, in accordance with company policy, OHS and relevant legislative requirements

3.2 Provide initial training, and review *personnel training plans* on all aspects of the emergency response plan

3.3 Confirm personnel understanding of the emergency response plan through questioning and observation

ELEMENT**PERFORMANCE CRITERIA**

	3.4 Provide regular opportunities for personnel to ask questions or obtain clarification on the emergency response plan as necessary
	3.5 Supply a complete emergency response plan to relevant <i>emergency service specialists</i>
4 Document emergency response plan	4.1 Document emergency response plan in a format understandable to all personnel
	4.2 Ensure emergency response plan is documented clearly and accurately in accordance with company, OHS and legislative requirements
	4.3 Display and house emergency response plan in personnel work areas to ensure availability for immediate referral
5 Review emergency response plan	5.1 Monitor and evaluate emergency response plan continuously and make modifications to the plan, where appropriate, to reduce the impact of an emergency and to ensure compliance with company, OHS and legislative requirements

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- All risks are continually monitored in order to minimise the potential of an emergency.
- Emergency response plans are formulated and reviewed in consultation with personnel, emergency service specialists, and in line with statutory requirements.
- Plans are simple yet effective to implement.
- All personnel, including key emergency response personnel, are regularly trained in their appointed duties and appropriate emergency response procedures.
- Documentation of emergency situation and response actions is in standardised report template (in accordance with company requirements).

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- OHS requirements.
- Standard emergency response requirements.
- Components, features and layout of an emergency response plan.
- Company policy and procedures in relation to emergency response.
- Personnel work requirements and company site operations.
- Duty of care to personnel and general public.
- Personal protective equipment types and uses.
- Emergency communication systems.
- Relevant industry standards.
- Relevant legislation.
- Relevant industry standards.
- Relevant environmental regulations.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communication skills including liaison with stakeholders, asking questions, providing information, explaining strategy and objectives
- reading and interpreting data, information and legislation
- prioritising
- evaluation.

Resources required to assess this unit

The following resources should be available:

- range of emergency situations
- case studies
- simulated evacuation/emergency response exercise in workplace environment
- emergency response plan
- emergency equipment and personal protective equipment.

Consistency in performance

Assessment requires that the emergency response plan meets the needs of the workplace and complies with industry standards and legislative requirements.

It is important the plan's procedural elements reflect the emergency response requirements identified at the initial review stage. The plan needs to show a broad level of consultation with all relevant stakeholders. Equally, the plan is required to be clearly and accurately written to ensure concise understanding by all stakeholders.

Context of assessment

Valid and reliable assessment of this unit can be obtained through the presentation of a documented emergency response plan.

Further evidence of competency can be achieved through observing the management processes within a simulated emergency response/evacuation in the workplace and a variety of waste environments.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	2	Formulate and document the plan in a clear and accurate format and communicate the plan concisely, clearly and effectively to relevant personnel and other stakeholders.
How can information be collected, analysed and organised ?	2	Gather information from a number of sources (including regulatory sources and company requirements) about the standard requirements, procedures and principles to be incorporated within an emergency response plan.
How are activities planned and organised ?	3	Undertake detailed planning at a management level to develop the emergency response plan.
How can teamwork be applied?	2	Incorporate overall management procedures for the chain of command, communication and training functions within the emergency response plan.
How can the use of mathematical ideas and techniques be applied?	1	Document mathematical components of the response and reporting mechanisms within the emergency response plan.
How can problem-solving skills be applied?	3	Apply problem-solving skills throughout the process of determining emergency response requirements and effective management of the emergency response within the plan.
How can the use of technology be applied?	2	Incorporate the use of technology-based systems and equipment within the management plan for emergency response.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Appropriate personnel may include:

- all employees
- department head or manager
- emergency response teams
- employees' safety representative
- health and safety committee
- responsible officer
- supervisors or leading hands.

Clean-up includes but is not limited to:

- removal of plant/equipment/vehicle from site
- removal/disposal of contaminated soil/liquid
- shovelling
- sweeping out
- use of cleaning products/fluids
- use of high-pressure water or air-hosing
- vacuuming.

Client/company includes all forms of business enterprises in this context, including:

- general public
- government agencies
- local governments
- private and public companies
- residents/ratepayers.

Company requirements may include company policy, contractual arrangements and organisational procedures.

Containment and isolation may include:

- bund area
- erect barricades
- move vehicle or equipment away from hazardous area
- seal leaks
- transfer waste
- use fire extinguisher.

Emergency and personal protective equipment must include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit
- gloves
- overalls and protective clothing.

Emergency escape details include but are not limited to:

- all-clear procedures
- clean-up procedures
- procedure and route
- procedures for all critical plant operator personnel
- procedures to account for all personnel after emergency evacuation complete.

Emergency response plan includes but is not limited to:

- a chain of command or supervision in an emergency
- emergency communication system and central control
- emergency evacuation procedures including emergency escape route
- emergency response teams
- names or regular job titles of person or department to be contacted for further information or explanation of duties under the plan
- personal protective equipment (PPE)
- procedure for accounting for personnel
- procedures to account for all employees after emergency evacuation has been completed
- procedures to be followed by personnel who remain to perform or shut down critical plant operations before site is evacuated
- rescue and medical duties for those employees who are to perform them
- security measures
- the preferred means for reporting fires and other emergencies
- training
- vehicle contact with overhead wires.

Emergency response procedures include but are not limited to:

- assembly points
- controller and wardens
- emergency contacts
- evacuation points
- First Aid
- floor plans
- personnel checklists
- raising the alarm
- site safety plan

- standard orders
- the alarm system
- training of emergency response teams
- training of employees.

Emergency service specialists include ambulance service, fire brigade, medical service and police department.

Emergency systems/equipment may include:

- communication systems
- emergency lighting
- exit doors
- fire escape/stairwells
- fire protection equipment.

Evacuation procedures can be found in company requirements and relevant legislation (including occupational health and safety).

External emergencies may include:

- airplane crash
- bushfires
- civil disturbance
- explosion
- flood
- hazardous material/toxic emissions
- motor vehicle accident
- storm
- terrorism.

Internal emergencies may include:

- bomb threat/suspect package
- explosion
- fire
- hazardous material spill/toxic emissions
- machinery/equipment malfunction
- medical emergency
- other hazards specific to the organisation
- powerlines
- security breach/civil disturbance
- vehicle accident.

OHS requirements may include:

- company OHS reporting and audit systems
- company policy
- duty of care
- PPE

- safe work procedures.

Personnel training plans include but are not limited to:

- alarm systems
- containment and isolation procedures
- evacuation plans
- readiness for various types of potential emergencies
- reporting and shut-down procedures
- storage, selection and use of PPE.

Potential hazards include but are not limited to those potential hazards identified by the organisation that may cause harm, injury or illness to its employees, contractors, visitors and general public; and damage to plant, vehicles, property or the environment.

This relates to on-site or off-site activities (whether company-owned or occupied premises customer/client premises or public property), over which it could be expected the organisation had control.

Protection of company interest may include collecting details from witnesses, not admitting liability and not talking to media.

Relevant stakeholders include:

- client/customers
- company personnel
- emergency services
- emergency services
- general public
- government agencies
- local governments
- neighbouring people/premises
- other affected parties
- relevant environmental protection agency
- residents/ratepayers.

Report documentation includes but is not limited to:

- authorities notified
- cause or suspected cause of emergency
- damage incurred (including to personnel, vehicle, equipment and general public)
- emergency response procedures undertaken
- nature of clean-up
- nature, type, source and severity of emergency
- recommendations for preventing future emergencies
- regulatory authority documents.

Response to vehicle contact with overhead wires may include:

- ensure vehicle involved in incident has been thoroughly inspected prior to reintroduction to service

- liaise with relevant parties to ensure remedial action is implemented
- notify relevant statutory authority(s)
- notify wire owner and other parties who may be affected by incident
- response team attending incident scene and conducting preliminary investigation of the incident in accordance with company procedures
- review incident report form completed by operator
- review response team investigation findings and propose remedial/preventative actions with parties involved.

State and federal legislative requirements may include:

- Australian Code for the Transport of Dangerous Goods by Road or Rail
- duty of care
- industry codes of conduct
- occupational health and safety
- relevant Australian Standards
- relevant environmental protection legislation.
-

Unit Sector(s)

Not Applicable

PRMWM59A Carry out waste assessment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the skills and knowledge required to plan for and conduct a waste assessment of a generator's waste stream (which includes recycling streams).

It requires the ability to visually assess the composition and quantity of the waste stream under assessment, review relevant waste management documentation and to identify opportunities to improve resource management. The assessment process should be conducted in accordance with health and safety principles.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Determine assessment objectives	1.1 Advise client on <i>benefits</i> and <i>limitations</i> of the

ELEMENT	PERFORMANCE CRITERIA
and scope	process 1.2 Clearly define boundaries of the project in terms of <i>waste streams</i> assessed, time period, processes, sites 1.3 Consult with the <i>client</i> to agree on project outcomes and objectives 1.4 Ensure the project scope will encompass applicable occupational health and safety, legislative and corporate responsibilities 1.5 Identify necessary <i>resources</i> 1.6 Identify the responsibilities of the client and assessor and communicate these responsibilities to them
2 Prepare for waste assessment	2.1 Review waste assessment outcomes and objectives to determine project requirements 2.2 Obtain <i>necessary resources</i> 2.3 Conduct project risk assessment encompassing corporate and legislative requirements 2.4 Develop and implement risk management strategy 2.5 Identify all <i>variables</i> impacting on waste generation such as types and quantities 2.6 Develop waste assessment action plan and communicate to all stakeholders 2.7 Train personnel as appropriate
3 Conduct waste assessment	3.1 Conduct assessment in accordance with <i>waste assessment objectives</i>, OHS and relevant company and legislative requirements 3.2 Visually assess waste/recycling containers to determine composition and quantity of waste components in line with the assessment scope and objectives 3.3 Record visual findings by waste type and quantity observed, by department or process 3.4 Conduct a <i>site review</i> to obtain further data on rationale for waste generation, impacts associated with waste generated and barriers for implementation of improved resource recovery systems 3.5 Undertake a review of waste documentation to enable assessment of annual quantities to be determined, by waste stream and/or type

ELEMENT	PERFORMANCE CRITERIA
4 Document and analyse waste assessment findings	3.6 Conduct interviews with staff and/or stakeholders on waste management issues
	4.1 Compile and validate all collected data and information
	4.2 Conduct consultations with stakeholders to determine opportunities for resource recovery and necessary resource requirements to implement those opportunities
	4.3 Analyse data and identify opportunities to improve resource management
	4.4 Review opportunities in terms of feasibility of implementation
	4.5 Present outcomes of the feasibility review together with all data in a format consistent with the objectives of the project
	4.6 Prepare implementation and review strategy
	4.7 Present a documented report containing data, analysis, recommendations and implementation program to client

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Identify different waste/material types.
- Visually estimate waste volumes.
- Understanding of material flows and organisational processes.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Possible benefits and outcomes from conducting a waste assessment
- Visual assessment procedures.
- Available reprocessing options.

- Waste types.
- Waste streams and characteristics.
- Material densities.
- Sampling techniques.
- Recording techniques.
- Company requirements.
- Potential risks and hazards.
- Emergency response procedures.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards and codes.
- Relevant legislation.
- Relevant environmental regulations.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- oral communication skills including questioning, listening, following instructions
- visual quantity estimates
- reading and interpreting skills
- written communication skills for documentation and report writing
- methodical organisation of work
- identification of waste types
- using photographic equipment
- accuracy and attention to detail
- computer skills
- estimating
- hazard identification
- use of emergency and personal protective equipment
- safe and efficient work practices.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other units relevant to the job function for example:

- PRMWM04B Develop waste management strategies
- PRMWM05B Identify and segregate waste
- PRMCMN201A Participate in workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- MSDS
- client waste profile
- market opportunities.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by observing activities in the relevant environment and by carrying out a waste assessment under normal industry operating conditions. If this is not practicable, observations in realistic simulated environments may be substituted.

Consistency in performance

Assessment requires that strategies meet the objectives of clients and comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it will be necessary to assess the unit within a variety of waste management environments or different client needs to assess competency in the development of waste management strategies.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral and written questions, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety, environmental and other regulations e.g. health regulations, relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process
How can communication of ideas and information be applied?	2 Discuss assessment plans with clients and colleagues. Discuss alternative options with contractors, re-processors and other stakeholders, such as environmental protection agencies.	
How can information be collected, analysed and organised ?	3 Gather, analyse and organise information from a number of sources (including regulatory sources, client organisation, relevant personnel and company specifications).	
How are activities planned and organised ?	3 Prepare detailed action plan and methodology for the waste assessment. Clearly define responsibilities.	

How can teamwork be applied?	2	Discuss the process and activities with on-site client personnel and colleagues.
How can the use of mathematical ideas and techniques be applied?	3	Analyse the waste assessment data and conduct data validation processes and extrapolations of the data.
How can problem-solving skills be applied?	2	Apply problem-solving skills during planning and conduct of the waste assessment to overcome operational and site constraints and ensure objectives are met. If necessary, develop alternative strategies for resource recovery together with implementation programs.
How can the use of technology be applied?	1	Manage and analyse data and demonstrate understanding of technology and its capability to meet resource recovery objectives.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Benefits of process may include but are not limited to:

- compliance with legislative and corporate requirements
- cost reductions
- improved product quality
- improvements in workplace safety
- reductions in waste.

Client includes all forms of business enterprises in this context including government agencies and private and public companies.

Emergency and personal protective equipment may include:

- appropriate footwear
- communications equipment
- eye protection
- eyewash kit
- fire extinguishers
- First Aid kit

- gloves
- overalls and protective clothing
- safety vests.

Emergency and personal protective equipment may also include:

- breathing apparatus
- face shield/mask
- hard hat
- hearing protection
- material safety data sheets (MSDS)
- spill kit
- emergency procedure guides.

Limitations of the process may include but are not limited to:

- historical data and other relevant information
- results are volume-based
- timeframe in which waste assessment occurs
- type of containment may hinder ability to identify all waste issues
- visual assessment does not provide exact data on waste stream.

Measurement of waste may include:

- number
- proportion/percentage
- review of documentation such as EPA transport certificates, contractor contracts and invoices, and corporate procedures and records
- volume.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- industry standards, codes of practice and associated publications
- manufacturers' specifications
- organisational procedures
- relevant state/territory legislation, policies and regulations.

Potential risks and hazards include but are not limited to:

- dust
- fire
- gases and fumes
- hazardous waste (e.g. sharps and chemicals)
- inadequately contained waste
- maintenance activities
- processing plant
- site vehicles and equipment
- weather.

Resource management includes the following processes:

- waste avoidance, re-use, recycling, energy recovery, composting
- those that could occur on or off site.

Resources may include:

- camera
- clean-up/decontamination equipment
- personnel
- personal protective equipment (PPE)
- recording equipment
- reference manuals
- safety barriers and warning signs.

Site may include:

- any other site where business activities occur
- business premises
- landfill site
- plant/factory
- resource recovery facility
- waste processing plant.

Site review may involve but is not limited to:

- constraints to further segregation of waste
- discussions with employees about waste management
- review of placement, size and design of waste containers
- review of production process and flow of materials through the site.

Variables impacting on the waste may include but are not limited to:

- maintenance downtime
- product changeovers
- production flows
- quality control procedures
- seasonal activity variations
- shift times
- start-up processes
- waste collection routines
- waste collection systems.

Waste assessment objectives may include but are not limited to:

- compliance with company or legislative requirement
- determining components of a resource recovery implementation program
- determining waste profile including type and quantity of waste
- establishment of resource recovery goals and targets
- identifying barriers to implementation of opportunities

- identifying cost of waste and cost reduction opportunities
- identifying improvements in management of waste on site
- identifying opportunities to reduce or divert waste from landfill.

Waste streams refers to solid waste only and may include:

- general waste stream
- other resource recovery streams
- prescribed waste stream (i.e. legislative wastes)
- recycling streams
- reprocessed (on-site) material stream
- re-used product stream.
-

Unit Sector(s)

Not Applicable

PRMWM60A Apply cleaner production techniques

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the skills and knowledge required to apply cleaner production techniques to avoid and/or reduce waste generation. It requires the ability to first identify the opportunities for cleaner production techniques to be applied, analyse those opportunities to established criteria, and then develop an implementation program.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

- 1 Determine the effectiveness of current resource management practices

PERFORMANCE CRITERIA

- 1.1 Obtain management support for the development and implementation of a cleaner production program
- 1.2 Establish in-house cleaner production working

ELEMENT	PERFORMANCE CRITERIA
	group 1.3 Measure current <i>waste streams</i> in total in regard to source(s), types, quantities and materials, with waste generation rates linked to <i>key waste indicators</i> or benchmarks 1.4 Assess existing waste management practices against legislation, industry standards, best practice and company requirements and expectations 1.5 Discuss practices and processes with operators and other stakeholders to gain in depth information on why waste is generated 1.6 Conduct a cost analysis to identify the <i>real cost of waste</i> per production process and/or waste stream
2 Determine strategies to reduce/avoid waste	2.1 Identify barriers to implementation and develop appropriate strategies to counter these 2.2 Establish goals and targets for the cleaner production program 2.3 Undertake an identification of all potential changes to <i>practices, products or processes</i> that would reduce waste generation 2.4 Prioritise potential cleaner production opportunities
	2.5 Hold discussions with <i>interested parties</i> to investigate viability of identified changes
	2.6 <i>Conduct feasibility</i> analysis of options Feasibility to include full cost-benefit analysis, as well as technical, environmental, OHS aspects
	2.7 Resource requirements are identified and costed 2.8 Identified opportunities are ranked in regard to implementation schedules 2.9 Findings are documented accurately and promptly for full review by appropriate authority level
3 Develop implementation program	3.1 Allocate specific tasks and develop a timetable for implementation 3.2 Conduct specific implementation activities and/or install equipment 3.3 Communicate change to all relevant

ELEMENT**PERFORMANCE CRITERIA**

- employees and other stakeholders. Conducted in conjunction with a specific education program
- 3.4 Establish monitoring and review programs to determine effectiveness and amendments instituted as required
- 3.5 Establish reporting mechanisms to provide feedback to management on progress in respect to the cleaner production initiatives
- 3.6 Implement a company cleaner production promotion program in conjunction with a staff awareness program

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- Identification of waste - stream and materials.
- Understanding of impacts and drivers of waste.
- Understanding of material flows and organisational processes.
- Ability to recognise cleaner production opportunities and to evaluate their feasibility against internal and external criteria.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste streams.
- Waste classifications.
- Company procedures and practices.
- Company standards and requirements.
- Product safety and integrity requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards and codes.
- Relevant legislation.

- Relevant environmental regulations.
- Energy efficiency systems.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- oral communication skills including questioning, listening, following instructions
- mediating skills
- capacity to motivate
- visual quantity estimates
- reading and interpreting skills
- research skills
- written communication skills for documentation and report writing
- analytical capability
- accuracy and attention to detail
- computer skills
- investigative abilities
- hazard identification
- safe and efficient work practices.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other units relevant to the job function for example:

- PRMWM01B Plan waste audit
- PRMWM05B Identify and segregate waste
- PRMWM59B Carry out waste assessment
- PRMCMN201A Participate in workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- MSDS
- client waste history
- specific information related to cleaner production opportunities such as alternative actions and associated cost-benefit information.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor. The competency is to be demonstrated in a range of situations, which may include logical progression of information gathering, analysis of development and evaluation of cleaner production opportunities, together with a specific implementation program.

Evidence of competency is best obtained by reviewing developed cleaner production opportunities, together with supporting information, to ascertain the validity of the opportunity and its feasibility. Workplace examples could be developed and used to assess process and understanding of key issues.

Consistency in performance

Cleaner production programs require that strategies meet the waste reduction goals and targets of the business, and are feasible. It may be necessary to assess the unit within a variety of waste management environments or different organisational needs to assess competency in the development of cleaner production opportunities and specific implementation programs.

Oral questioning or written hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In situations where the candidate is offered a preference between oral or written questioning, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety and environmental regulations relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	3	Discuss cleaner production options with clients and employees. Discuss alternative options with other interested parties.
How can information be collected, analysed and organised ?	3	Gather and analyse information from a number of sources (including regulatory sources, client organisation, relevant personnel and company specifications).
How are activities planned and organised ?	3	Prepare action plan of key priority areas after reviewing waste quantities and other relevant information/data by department/process.
How can teamwork be applied?	2	Discuss the process and activities with interested parties.
How can the use of mathematical ideas and techniques be applied?	3	Conduct feasibility analysis of alternative processes.
How can problem-solving skills be applied?	3	Utilise problem-solving skills when reviewing processes or practices that generate waste and in

	developing preferred cleaner production options.
How can the use of technology be applied?	2 Manage and analyse data. Demonstrate understanding of technology and its impacts on the waste stream in terms of achieving organisational goals and targets.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Feasibility of options should include but is not limited to:

- cost-benefit analysis
- employee impacts - workflow, training, redundancy, workload and upskilling
- environmental impacts
- energy efficiency policies
- logistical impacts
- OHS issues
- technical capability
- time constraints.

Interested parties may include but are not limited to:

- customers
- employees - direct, purchasing, quality, safety and maintenance
- legislators
- machine manufacturers
- related businesses
- similar businesses
- suppliers
- technology suppliers
- waste and recycling contractors.

Key waste indicators may include but are not limited to:

- dollar sales
- employee hours
- output units
- percentage waste per unit of product
- productive hours

- square metres occupied.

Measurement of waste may include:

- number
- proportion/percentage
- source
- volume
- weight.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- relevant state/territory regulations.
- environmental regulations
- manufacturers' specifications
- Australian Standards
- legislative requirements
- organisational procedures
- industry standards and best practice examples.

Real cost of waste may include but is not limited to:

- cost of transport and disposal
- cost price of product/items disposed
- site overhead costs of managing the waste system
- infrastructure and capital costs
- OHS costs associated with waste-related incidents
- consumables such as bins, bin liners
- staff costs.

Review of alternative options for resource improvement may include:

- housekeeping
- purchasing practices
- quality of materials supplied
- product packaging
- handling and storage practices
- machine suitability
- technology improvements
- employee training and competence
- correct application of work procedures
- changes in product or process
- customer standards
- quality standards
- material specification - quantity, portion control, quality
- energy efficiency systems/action plans and procedures.

Site may include:

- plant/factory
- business premises
- landfill site
- waste processing plant
- resource recovery facility
- any other site where business activities occur.

Waste streams may include:

- general waste stream
- recycling streams
- reprocessed (on-site) material stream
- re-used product stream
- liquid waste stream
- gaseous waste stream
- prescribed waste stream (i.e. legislative wastes).
-

Unit Sector(s)

Not Applicable

PRMWM61A Plan resource recovery

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the fundamental planning requirements for resource recovery. This competency may be expected to apply to a worker who has significant team-leading responsibilities. This unit would usually be carried out under managerial supervision, within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Identify range of materials within the waste stream available for recovery	1.1 Undertake audit of the waste stream including <i>identification</i> of source, frequency of disposal, method of transportation, and manner in which loads are delivered for disposal

ELEMENT	PERFORMANCE CRITERIA
2 Undertake a feasibility study to assess the financial viability of a resource recovery operation	2.1 Determine material recovery, storage, transport and sales processes which comply with relevant legislative and company <i>requirements</i> 2.2 Undertake market research to assess demand for recovered material/products and current market values 2.3 Liaise with all relevant stakeholders to identify existing or potential recovery facilities 2.4 Ascertain the level of commitment from stakeholders to developing <i>resource recovery</i> facilities where required
3 Develop a resource recovery strategy	3.1 Establish the goals and targets to divert components of the waste stream based upon audit/assessment and feasibility study outcomes 3.2 Ensure all relevant legislative and company requirements are incorporated in the strategy 3.3 Consult with stakeholders to identify opportunities and risks for consideration in the strategy
4 Determine operational requirements	4.1 Assess site requirements including infrastructure requirements, zoning, environmental aspects and energy efficiency systems 4.2 Develop budgets for plant, equipment and materials 4.3 Identify service requirements that may include education, customer service, and point of sale activities
5 Determine strategy implementation	4.4 Identify human resources required to support strategy 4.5 Develop product marketing strategies 5.1 Establish the measures and methods to be utilised in monitoring the <i>strategy development and implementation</i> and outcomes
6 Document the resource recovery strategy	6.1 Document resource recovery strategy with relevant stakeholder input 6.2 Integrate all components of the strategy to meet goals and targets 6.3 Include all relevant information and analysis in documentation 6.4 Document the strategy in a logical and concise

ELEMENT**PERFORMANCE CRITERIA**

manner

6.5 Communicate strategy to relevant stakeholders

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide**EVIDENCE GUIDE****Critical aspects of competency**

- Ability to scope projects.
- Ability to classify waste streams and materials to type and source.
- Accurate data analysis in regard to resource recovery potential and setting of goals and targets.
- Capacity to validate information.
- Ability to identify sources of information and analyse data in those sources.
- Ability to develop and compare resource recovery options for clients.
- Ability to synthesise technical, legislative, economic, environmental and OHS issues in relation to resource recovery options.
- Ability to prepare strategies.
- Communicating instructions and information to all stakeholders.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste audit techniques.
- Waste assessment techniques.
- Sampling techniques.
- Waste stream/material composition.
- Legislative requirements and industry sector standards.
- Material recovery opportunities and market availability.
- Stakeholder identification.
- Marketing principles.
- Planning and related approvals processes.
- Resource recovery infrastructure needs.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- data analysis
- research and planning
- market development
- presentation of information
- communication - both written and interpersonal
- consultation
- computer skills.

Resources required to assess this unit

The following resources should be available:

- sample waste audit data
- education needs analysis results
- information on available resource recovery options
- costings of options.

Consistency in performance

The assessment requires that the developed resource recovery options relate to the waste stream/material information provided and that recommendations relate to the feasibility for presented options for resource recovery. Implementation programs should take into account the need to ensure employees are fully aware of requirements and that the infrastructure needed will actually assist in meeting goals/targets without compromising OHS and environmental performance. Options should also be costed in regard to an acceptable payback period. Validation of all information should occur.

It is necessary to assess the unit in context of the waste streams and materials generated at a specific industry site.

Context of assessment

Evidence of competency can be obtained by the presentation of a documented set of recommendations that encompass the establishment of goals/targets for resource recovery based on the data provided and the feasibility for any options.

Recommendations should also address barriers and provide a detailed implementation program to ensure acceptability by a broad range of identified stakeholders. The evidence can be presented in the field by observing the development of a site-specific resource recovery program.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	3	Collect, interpret and comply with legislative, OHS and procedural requirements applicable to each assignment.
How can information be collected, analysed and organised ?	3	Discuss and verify with colleagues or supervisor own role and responsibilities to ensure compliance with assignment and organisational requirements.
How are activities planned and organised ?	2	Measure and prioritise work tasks to meet operational schedules in an efficient and effective manner.
How can teamwork be applied?	2	Provide support and assistance within team to complete work tasks within designated timelines.
How can the use of mathematical ideas and techniques be applied?	2	Use mathematics to measure and schedule tasks.
How can problem-solving skills be applied?	1	Clarify contradictory or ambiguous information or instructions with colleagues or supervisor.
How can the use of technology be applied?	1	Use technology to access, organise and record information.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Feasibility of options should involve consideration of:

- analysing data and information to determine targets and goals specific to each stream/material
- communicating with government agencies and businesses to determine appropriate strategies and infrastructure availability
- cost-benefit analysis
- identification of barriers
- identification of resources available and required
- prioritisation of options.

Identification may include but is not limited to:

- barriers for the implementation of resource recovery options
- conducting waste audits or assessments of all waste/resource recovery streams and types of materials in those streams
- infrastructure requirements for resource recovery requirements on site
- market research to determine on- or off-site needs for materials
- process review
- related company requirements
- review of client and stakeholders' needs
- review of legislative and other relevant requirements.

Implementation may include but is not limited to:

- contract negotiation
- development of resourcing requirements including budgets
- educational/training programs
- market development
- material segregation processes
- monitoring and review of options
- preparation of procedures and associated documents
- programs to monitor contamination levels
- promotional strategies.

Requirements can be found in legislation, policies, publications and verbal or written communications.

Resource recovery may include but is not limited to:

- re-use or recycling of materials on and off site
- composting
- energy recovery
- material changes
- supply chain management.

Site operations should include but are not limited to:

- business premises
- identification of sources of information/data
- production processes and methods
- purchasing procedures
- quality assurance protocols
- raw material requirements
- waste handling, storage and disposal processes.

Source of waste may include but is not limited to commercial and industrial processes, construction and demolition sites and municipal waste.

Stakeholders may include but are not limited to:

- government agencies

- processors
- product buyers
- waste and recycling contractors
- waste generator.

Strategy development and implementation may include but is not limited to:

- determining systems and infrastructure needs
- developing marketing plans
- education needs analysis and programs
- material-specific resource recovery goals and dedicated programs to achieve them.
-

Unit Sector(s)

Not Applicable

PRMWM62A Apply waste avoidance techniques

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes the skills and knowledge required to identify and apply waste avoidance techniques. This competency may be expected to apply to a worker who has significant team-leading responsibilities. This unit would usually be carried out under managerial supervision, within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

1 Identify waste drivers

PERFORMANCE CRITERIA

1.1 Identify main waste types within *workplace*

1.2 Investigate why the waste is being generated to identify the real cause or driver of waste

ELEMENT**PERFORMANCE CRITERIA**

2 Identify opportunities to avoid waste at source or reduce the quantity of waste generated	2.1 Discuss <i>waste driver</i> and environmental and energy efficiency policies and procedures with interested parties to determine possible alternative processes, products or practices 2.2 Discuss impacts on waste with suppliers and customers to determine their input 2.3 Develop a list of actions or alternatives that could be implemented to avoid waste for each waste identified and to avoid unnecessary energy consumption 2.4 Apply the waste/resource management hierarchy in the evaluation of alternative options 2.5 Discuss alternatives with internal support personnel such as quality assurance, OHS, engineering, sales and marketing and purchasing 2.6 Ensure alternatives comply with corporate regulations and policies and applicable legislation
3 Evaluate alternatives identified	3.1 Prioritise alternatives in order of greatest waste avoidance potential and most appropriate <i>environmental energy efficiency methods</i> 3.2 Undertake cost-benefit and feasibility analyses of alternatives 3.3 Identify any alternative with associated increased environmental impacts e.g. increased energy use
	3.4 Determine resource or any other issues associated with implementation of alternatives 3.5 Rank alternatives based on consultation with stakeholders, feasibility analysis and resource requirements
4 Submit alternatives for approval	4.1 Document the findings from the waste avoidance review including cost-benefit analysis, and submit for approval

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Identification of waste stream and materials.
- Understanding of impacts and drivers of waste.
- Understanding of energy efficiency issues
- Understanding of waste flows and organisational processes within work area.
- Capacity to develop alternatives based on the waste/resource management hierarchy.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Waste streams.
- Waste classifications.
- Company procedures and practices.
- Company standards and requirements.
- Product safety and integrity requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards and codes.
- Relevant legislation.
- Relevant environmental regulations.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- oral communication skills including questioning, listening, following instructions
- negotiation skills
- reading and interpreting skills
- research skills
- written communication skills for documentation and report writing
- analytical capability
- accuracy and attention to detail
- computer skills
- investigative abilities
- hazard identification
- safe and efficient work practices.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other units relevant to the job function for example:

- PRMWM05B Identify and segregate waste

- PRMCMN201A Participate in workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- MSDS
- client waste history
- company procedures manual
- information on alternative opportunities.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor. The competency is to be demonstrated in a range of situations, which may include the logical progression of information gathering, analysis to development and evaluation of waste avoidance/reduction opportunities.

Evidence of competency is best obtained by reviewing identified waste avoidance/reduction opportunities, together with supporting information, to ascertain the validity of the opportunity and its feasibility. Workplace examples could be developed and used to assess process and understanding of key issues.

Consistency in performance

Waste avoidance programs require that strategies meet the waste reduction goals and targets of the business and are feasible. It may be necessary to assess the unit within a variety of waste management environments or different organisational needs to assess competency in the development of waste avoidance opportunities.

Oral questioning or written hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In situations where the candidate is offered a preference between oral and written questioning, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety, environmental and other regulations e.g. health regulations, relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

-
How can communication of ideas and information be	3 Discuss waste avoidance options with interested parties and employees.
-

applied?

How can information be collected, analysed and organised ?	1	Gather, analyse and organise information from a number of sources (including regulatory sources, relevant personnel and company specifications).
How are activities planned and organised ?	2	Prepare action plan of key priority areas after reviewing waste and other relevant information/data by department/process.
How can teamwork be applied?	2	Discuss the process and activities with interested parties.
How can the use of mathematical ideas and techniques be applied?	2	Conduct cost-benefit analysis of alternatives.
How can problem-solving skills be applied?	2	Apply problem-solving skills when reviewing processes or practices that generate waste and identify alternatives.
How can the use of technology be applied?	2	Manage and analyse data and demonstrate understanding of technology and its impacts on the waste stream in terms of achieving organisational goals and targets.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Energy consumption may include stationary and non-stationary (transport).

Energy efficiency methods may include:

- preventing and minimising the production of pollution (e.g. discharges to air, land and water, hazardous waste)
- applying energy efficiency systems, action plans, surveys and audits
- improving the company's operational energy consumption
- improving housekeeping (e.g. using a broom instead of a hose, using old rags for cleaning instead of toxic cleaners or water)

- changing processes (e.g. mechanical cleaning, redesign of products/procedures so that materials are used more efficiently).

Environmental and energy efficiency policies and procedures may include:

- determining company's most appropriate waste treatment including waste to landfill, recycling and wastewater treatment.
- initiating and/or maintaining appropriate company procedures for operational energy consumption
- initiating and/or maintaining appropriate company policy for energy efficiency and environmental initiatives, for example Environmental Management Systems, action plans, surveys and audits
- developing energy use and waste management options/action plan to reduce energy consumption and improve waste management
- monitoring energy usage and waste treatment via progress reports on energy use and waste treatment and/or Key Performance Indicators that measure performance (e.g. energy usage or waste minimization achievements)
- delivering policies and procedures appropriately, for example: through internal resources, service providers and/or consultancies.

Interested parties may include but are not limited to:

- customers
- employees - direct, purchasing, quality, safety, maintenance
- industry associations
- legislators
- machine manufacturers
- related businesses
- similar businesses
- suppliers
- technology suppliers
- waste and recycling contractors.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- industry standards and best practice examples
- legislative requirements
- manufacturers' specifications
- organisational procedures
- relevant state/territory regulations.

Review of alternative options for waste avoidance/reduction may include:

- changes in product or process
- correct application of work procedures
- customer standards

- employee training and competence
- handling and storage practices
- housekeeping
- machine suitability
- material specification - quantity, portion control and quality
- product packaging
- purchasing practices
- quality of materials supplied
- quality standards
- technology improvements.

Waste drivers may include but are not limited to:

- corporate standards
- customer requirements
- employee attitudes and awareness
- employee work practices
- excess packaging
- inappropriate machinery/tooling/work area
- industry codes
- lack of suitable systems
- poorly maintained machinery
- quality of raw materials
- quality standards
- training provided.

Waste streams may include:

- general waste stream
- liquid waste stream
- recycling streams
- reprocessed (on-site) material stream
- re-used product stream.

Workplace may include business premises, plant/factory, resource recovery facility and any other site where business activities occur.

Unit Sector(s)

Not Applicable

PRMWM63A Apply safe operational practices to vehicle contact with overhead wires

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency describes appropriate actions to take to ensure health and safety of the operator and public in the event of vehicle contact with overhead wires, and to ensure appropriate reporting, investigation and notification of any wire contact incidents that may occur.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1	Stop operation if vehicle contacts overhead wires	1.1	Stop operation of lifter/vehicle immediately, stop the engine and apply vehicle brakes

ELEMENT

PERFORMANCE CRITERIA

	1.2 Assess the situation from inside the cab of the vehicle to ascertain the nature of the <i>electrical event</i>
	1.3 If there is a <i>potential threat</i> evacuate the vehicle (see element 3)
2 Remain in vehicle if there is no potential threat	2.1 Remain in the vehicle and direct people in close proximity to stay clear until the area is <i>electrically safe</i> and the situation is resolved in accordance with <i>company requirements</i> and <i>relevant legislation</i>
	2.2 Contact relevant company personnel to inform them of the exact location of the incident and the <i>nature of the incident</i> in accordance with company requirements and relevant legislation
3 Evacuate the vehicle if there is a potential threat	3.1 Assess the location of possible fallen wires and treat all parts of the vehicle as live
	3.2 Identify which side of the vehicle can be exited safely
	3.3 Do not touch the ground and the vehicle at the same time
	3.4 Exit the vehicle by jumping clear of the vehicle and landing on your feet. When jumping clear you must remain standing, and land with your feet close together
	3.5 Keeping your feet close together, use a series of small hops to make your way to a position that is well clear of the vehicle and other potentially energised items
4 Report the incident	4.1 Return to depot in accordance with company requirements
	4.2 Complete incident report in accordance with company <i>requirements</i> and <i>relevant legislation</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

Critical aspects of competency

- Correct identification of potential risks and hazards.
- Safe response action upon vehicle contact of overhead wires.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Overhead wire infrastructure knowledge.
- Dangerous electrical events.
- Emergency response procedures.
- Company requirements.
- Occupational health and safety requirements.
- Duty of care in provision of services.
- Relevant industry standards.
- Relevant legislation.
- Relevant environmental regulations.
- OHS hierarchy of control.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- following instructions, giving information, signalling and writing
- reading and interpreting gauges and indicators
- electrical safety identification
- safe and efficient work practices
- completing incident reports.

Other units of competency that could be assessed with this unit

This unit could be assessed on its own or in combination with other units relevant to the job function for example:

- PRMCMN201A Participate in workplace safety arrangements
- PRMCMN301A Contribute to workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- pre-operational checklist
- communications equipment
- OHS requirements
- relevant legislation
- emergency response plan.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor (or assessment team working together to conduct the assessment). The competency is to be demonstrated in a range of situations, which may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Evidence of competency is best obtained by learning from reports of previous vehicle contact with overhead wires and studying the emergency response plan in this regard.

Consistency in performance

Assessment requires that the plan meets the objectives of the client and that it complies with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies of a variety of waste requirements to assess competency in the incidence of vehicle contact with overhead wires.

Oral questioning or written assessment and hypothetical situations (scenarios) may be used to assess underpinning knowledge. (In assessment situations where the candidate is offered a preference between oral questioning and written audit, questions are to be identical.)

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Note: All practical demonstrations must adhere to the safety, environmental and other regulations e.g. health regulations, relevant to each state or territory.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this competency standard.

1 Perform the process	2 Perform and administer the process	3 Perform, administer and design the process

How can communication of ideas and information be applied?	1 Communicate effectively with personnel and members of the public.
How can information be collected, analysed and organised ?	1 Gather information from a number of sources (including company requirements and company emergency response plan) about the potential danger of vehicle contact with overhead wires.
How are activities planned and organised ?	1 Plan detailed activities for emergency situation.
How can teamwork be applied?	1 Work effectively with relevant personnel to apply safe

		practices following an electrical event.
How can the use of mathematical ideas and techniques be applied?	1	Conduct mathematical calculations required in the documentation of plant operations.
How can problem-solving skills be applied?	2	Take quick, calm immediate action to alleviate danger once contact is made with overhead wires.
How can the use of technology be applied?	1	Apply technological principles, such as use of a two-way radio, in an emergency situation.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit.

Client/company includes:

- all forms of business enterprises in this context including government agencies
- local governments/councils
- private and public companies
- residents/ratepayers.

Company requirements are found in:

- briefing papers
- letters
- quality assurance documentation
- tender/contract documentation
- verbal or written instructions.

Electrical event includes:

- the coming into existence of circumstances in which a person is not electrically safe if:
 - the circumstances involve high voltage electrical equipment
 - despite the coming into existence of the circumstances the person does not receive a shock or injury
- the coming into existence of the following circumstances:
 - if a person had been at a particular place at a particular time, the person would not have been electrically safe

- the person would not have been electrically safe because of circumstances involving high voltage electrical equipment
- an event that involves electrical equipment and in which significant property damage is caused directly by electricity or originates from electricity
- electrical contact that does not comply with state/territory legislation.

Electrically safe means personnel and members of the public are free from risk of death, shock or injury caused directly by electricity or originating from electricity.

Nature of the incident may include the vehicle, part of the vehicle, or object in contact with the vehicle (e.g. a bin):

- has brought down overhead wires
- has contacted overhead wires and remains in contact with overhead wires
- is entangled in overhead wires
- temporarily contacts overhead wires and causes no apparent damage.

Overhead wires are any wires or structures that, if contact is made with any component of the vehicle or load, may create a health and safety risk to the vehicle or load, may create a health and safety risk to the vehicle operator and/or members of the public, or a disruption of service. Examples include powerlines, service lines, telecommunication wires, pay TV, catenary wires, streetlight power supply lines and power company wire that may be:

- high voltage wire - wires carrying a voltage above low voltage in accordance with state regulations
- low voltage wire - any wire carrying a voltage greater than extra low voltage, but not more than 1000V AC RMS or 1500V ripple-free DC. This includes service lines or feeders (i.e. 240V or 415V), street lighting wires (240V) and telecommunications cabling (i.e. 90V)
- low wires - wire or similar structure that has been erected or is suspended at a height that would permit contact with vehicle or load during normal collection operations.

Performance of this unit is carried out in accordance with relevant requirements of the following:

- Australian Standards
- environmental regulations
- legislative requirements
- manufacturers' specifications
- OHS procedures
- organisational procedures
- relevant state/territory regulations.

Potential threat includes an event involving imminent risk of explosion, fire or serious bodily injury or death.

Relevant legislation and codes cover state and federal:

- duty of care
- industrial legislation
- industry codes of conduct
- occupational health and safety

- environmental protection legislation.
-

Unit Sector(s)

Not Applicable

BCCCM2002B Use small plant and equipment

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to use a range of small plant and equipment commonly employed in civil construction activities and sites. It includes the minimum criteria for competency assessment.

The unit covers the selection of the most appropriate equipment, the planning and preparation for work, the conduct of checks, the use of the plant or equipment and the post operational maintenance and clean up.

This unit specifies the competency required to use a range of small plant and equipment commonly employed in civil construction activities and sites. It includes the minimum criteria for competency assessment.

The unit covers the selection of the most appropriate equipment, the planning and preparation for work, the conduct of checks, the use of the plant or equipment and the post operational maintenance and clean up.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan and prepare	1.1 Work instructions, including plans, specifications, quality requirements and operational details are obtained, confirmed and applied to the allotted task 1.2 Safety requirements are obtained from the site safety plan and organisational policies and procedures, confirmed and applied to the allotted task 1.3 Plant, tools and equipment selected to carry out tasks are consistent with the requirements of the job 1.4 Environmental protection requirements are identified from the project environmental management plan, confirmed and applied to the allotted task
2 Conduct pre-operational checks	2.1 Fuel and lubricants are selected according to manufacturers' specifications 2.2 Fuel, oil, hydraulic fluid and water levels are checked and adjusted according to manufacturers' manual 2.3 Bolts, nuts, guards and attachment couplings are secured/tightened and maintained in accordance with manufacturers' instructions 2.4 Function of controls and gauges are checked and adjusted where necessary to comply with manufacturers' manual 2.5 Standard start-up and shut down procedures are conducted according to requirements of operators' manual
3 Use small plant and equipment	3.1 Site hazards associated with small plant and equipment operations are identified and appropriate controls established in accordance with the requirements of the site safety plan 3.2 Operating techniques for small plant and equipment are identified and applied to achieve

- optimum output in accordance with manufactures' design specifications while maintaining specified tolerances
- 3.3 Machine is operated to produce results within design specifications to meet specified tolerances
 - 3.4 Plant and equipment are safely located when not in immediate use
 - 3.5 Responsibility of self direction to achieve finished product to job/design specifications is assumed
- 4 Carry out operator maintenance
- 4.1 Plant/equipment is shut down and prepared for maintenance as per manufacturers' manual and organisational requirements
 - 4.2 Inspection and fault finding are conducted in accordance with manufactures' specifications and/or organisational requirements
 - 4.3 Defective parts are removed and replaced safely and effectively according to manufacturers' manual and organisational requirements
 - 4.4 Regular programmed maintenances tasks are carried out in accordance with manufacturers' and/or organisational requirements
- 5 Clean up
- 5.1 Work area is cleared and materials disposed of or recycled in accordance with project environmental management plan
 - 5.2 Plant, equipment and tools are cleaned, checked, maintained and stored in accordance with manufacturers' recommendations and standard work practices

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Performance Criteria, the Range Statement, and the Assessment Guidelines of the Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

Location, interpretation and application of relevant information, standards and specifications

Compliance with site safety plan, OH&S regulations and State/Territory legislation applicable to workplace operations

Compliance with organisational policies and procedures including quality requirements

The completion of realistic site based tasks using the mandatory small plant and equipment listed in the unit scope

The application of emergency procedures

The conduct of authorised operator maintenance

Communication and working effectively and safely with others

Relationship to other units

Pre-requisite units are:

BCCCM1001B - Follow OH&S policies and procedures

Competency in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.

Specific knowledge required to achieve the performance criteria

A knowledge of:

Small plant and equipment types, characteristics, technical capabilities and limitations

Basic soil types and characteristics

Site and equipment safety requirements

Small plant and equipment operating techniques related to essential tasks

Processes for interpreting engineering drawings and sketches

Operational, maintenance and basic diagnostic procedures

Site isolation and traffic control responsibilities and authorities

Materials Safety Data Sheets and materials handling methods

Project quality requirements

Civil construction terminology

Processes for compaction of concrete, soils and granular materials

JSA's/Safe work method statement

Specific key competencies, underpinning and employability skills required to achieve the performance criteria

These include a number of processes that are learned throughout work and life, which are required in most jobs. Some of these are covered by the national key competencies, although others may be added. The details below highlight how these competencies are to be applied in the attainment of this unit.

Application of the key competencies in this unit are to satisfy the nominated level in which:

Level 1 - relates to working effectively within set conditions and processes;

Level 2 - relates to the management or facilitation of conditions or processes; and

Level 3 - relates to the design, development and evaluation of conditions or process.

How will the candidate apply the following key competency in this unit? **The candidate will need to:**

Collect, analyse and organise information

Collect, organise, interpret and understand the information required for the conduct of small plant and equipment operations, including work instructions, plans/sketches/diagrams, safety instructions, signage, gauges, labels, quality assurance procedures, manufacturers' instructions, material safety data sheets and equipment instructions **Level 1**

Communicate ideas and information

Communicate ideas and information orally and in writing in simple English to enable confirmation of work requirements, passage of information and requests to other workers during operations and the reporting and recording of work outcomes **Level 1**

Plan and organise activities

Conduct activities associated with the preparation of small plant and equipment operations, including the coordination and use of equipment, materials and tools to avoid backtracking and rework **Level 1**

Work with others and in a team

Work with others and in a team by recognising dependencies and using co-operative approaches to optimise satisfaction and productivity **Level 1**

Solve problems

Establish safe and effective work processes which anticipate likely problems and blockages and systematically work around these to avoid or minimise reworking and avoid wastage **Level 1**

Use mathematical ideas and techniques

Use mathematical ideas and techniques to correctly calculate time to complete tasks, estimate measurements, distances, calculate material requirements and establish quality checks **Level 1**

Use technology

Use workplace technology related to small plant and equipment operations, including the use of monitoring systems, the use of communication systems and the reporting/recording of results **Level 1**

The context of assessment

The application of competency is to be assessed in the workplace or realistically simulated construction site

Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints

Assessment of essential underpinning knowledge, other than confirmatory questions, will usually be conducted in an off-site context

Assessment is to comply with relevant regulatory or Australian Standards requirements

Methods of assessment

Assessment must satisfy the endorsed assessment guidelines of the Building and Construction industry's Civil Construction Training Package

Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge

Assessment must be by direct observation of tasks, with questioning on underpinning knowledge and it must also reinforce the integration of key competencies

Assessment methods must confirm the ability to access and correctly interpret and apply the essential underpinning knowledge

Assessment may be applied under project related conditions (real or simulated) and require evidence of process

Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances

Assessment may be in conjunction with assessment of other units of competency, including those listed above

Specific resource requirements for this unit

The following resources should be made available:

- workplace location or simulated workplace
- operational small plant and equipment with appropriate support materials
- realistic tasks covering the mandatory task requirements
- maintenance materials appropriate to the small plant and equipment
- specifications and work instructions

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Performance Criteria, the Range Statement, and the Assessment Guidelines of the Training Package.

Critical aspects of evidence required to demonstrate competency in this unit

Location, interpretation and application of relevant information, standards and specifications

Compliance with site safety plan, OH&S regulations and State/Territory legislation applicable to workplace operations

Compliance with organisational policies and procedures including quality requirements

The completion of realistic site based tasks using the mandatory small plant and equipment listed in the unit scope

The application of emergency procedures

The conduct of authorised operator maintenance

Communication and working effectively and safely with others

Relationship to other units

Pre-requisite units are:

BCCCM1001B - Follow OH&S policies and procedures

Competency in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.

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A knowledge of:

Small plant and equipment types, characteristics, technical capabilities and limitations

Basic soil types and characteristics

Site and equipment safety requirements

Small plant and equipment operating techniques related to essential tasks

Processes for interpreting engineering drawings and sketches

Operational, maintenance and basic diagnostic procedures

Site isolation and traffic control responsibilities and authorities

Materials Safety Data Sheets and materials handling methods

Project quality requirements

Civil construction terminology

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Level 2 - relates to the management or facilitation of conditions or processes; and

Level 3 - relates to the design, development and evaluation of conditions or process.

How will the candidate apply the following key competency in this unit? **The candidate will need to:**

Collect, analyse and organise information

Collect, organise, interpret and understand the information required for the conduct of small plant and equipment operations, including work instructions, plans/sketches/diagrams, safety instructions, signage, gauges, labels, quality assurance procedures, manufacturers' instructions, material safety data sheets and equipment instructions **Level 1**

Communicate ideas and information

Communicate ideas and information orally and in writing in simple English to enable confirmation of work requirements, passage of information and requests to other workers during operations and the reporting and recording of work outcomes **Level 1**

Plan and organise activities

Conduct activities associated with the preparation of small plant and equipment operations, including the coordination and use of equipment, materials and tools to avoid backtracking and rework **Level 1**

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Use mathematical ideas and techniques to correctly calculate time to complete tasks, estimate measurements, distances, calculate material requirements and establish quality checks **Level 1**

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Use workplace technology related to small plant and equipment operations, including the use of monitoring systems, the use of communication systems and the reporting/recording of results **Level 1**

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Assessment may be in conjunction with assessment of other units of competency, including those listed above

Specific resource requirements for this unit

The following resources should be made available:

workplace location or simulated workplace

operational small plant and equipment with appropriate support materials

realistic tasks covering the mandatory task requirements

maintenance materials appropriate to the small plant and equipment

specifications and work instructions

Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competency allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables relate to this particular unit:

Unit scope

Small plant and equipment are to include compressors, concrete mixers, pedestrian rollers, water pumps, brick/masonry saws, jack hammers, kanga hammers, generator sets, lighting sets, vibrating plates, plate compactors, quick cut saws, concrete vibrators, pedestrian rollers, concrete saws and generators

Small plant and equipment may include industrial wet and dry vacuum cleaners, pallet trolleys, terrazzo grinders, hoists, brush-cutters and mowers

Power sources may include 240 volt electricity, compressed air and petrol/diesel motors and hydraulics

Operator maintenance is to include cleaning, authorised servicing and the monitoring, recording and reporting of faults. It may also include the conduct of authorised minor replacements

Safety (OH&S)

OH&S requirements are to be in accordance with State or Territory legislation and regulations, organisational safety policies and procedures, and project safety plan. This may include protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of first aid equipment, hazard control and hazardous materials and substances

Personal protective equipment is to include that prescribed under legislation, regulation and workplace policies and practices

Safe operating procedures are to include but not be limited to recognising and preventing hazards associated with underground and overhead services, other machines, personnel restricted access barriers, traffic control, working at heights, working in proximity to others, worksite visitors and the public

Hazards and risks may include but not be limited to uneven/unstable terrain, trees, fires, overhead and underground services, bridges, buildings, excavations, traffic, embankments, cuttings, structures and hazardous materials

Emergency procedures related to equipment operation are to include but may not be limited to emergency shutdown and stopping, extinguishing equipment fires, organisational first aid requirements and evacuation

Environmental requirements

Environmental requirements are to include but are not limited to organisational/project environmental management plan, waste management, water quality protection, noise, vibration, dust and clean-up management.

Quality requirements

Quality requirements may include but not be limited to dimensions, tolerances, standards of work and material standards as detailed in the project drawings, specifications and project documentation to meet client satisfaction.

Statutory/regulatory authorities

State/Regulatory Authorities may include Federal, State and Local Authorities.

Materials

Materials associated with the use of small plant and equipment may include but are not limited to water, clays, silts, stone, gravel, mud, rock, sand, topsoil, bituminous mixes, timber, fuels and oils, power leads, replacement parts and consumables.

Communications

Communications are to include but not be limited to verbal instructions and fault reporting and may include two way radio, hand signals, mobile phone, site specific instructions, written instructions or instructions related to job/task

On site meeting processes may include notification/ scheduling (time, place, purpose), task discussions and local coordination of procedural and operational issues

Information

Information sources may include but not be limited to verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, charts and hand drawings, memos, material safety data sheets (MSDS) and diagrams or sketches

Safe work procedures related to the operation of small plant and equipment on construction sites

Regulatory/legislative requirements pertaining to small plant and equipment operations and the environment

Manufacturers' specifications and instructions

Organisation work specifications and requirements.

Instructions issued by authorised organisational or external personnel

Relevant Australian Standards

The Range Statement provides advice to interpret the scope and context of this unit of competency allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables relate to this particular unit:

Unit scope

Small plant and equipment are to include compressors, concrete mixers, pedestrian rollers, water pumps, brick/masonry saws, jack hammers, kanga hammers, generator sets, lighting sets, vibrating plates, plate compactors, quick cut saws, concrete vibrators, pedestrian rollers, concrete saws and generators

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Operator maintenance is to include cleaning, authorised servicing and the monitoring, recording and reporting of faults. It may also include the conduct of authorised minor replacements

Safety (OH&S)

OH&S requirements are to be in accordance with State or Territory legislation and regulations, organisational safety policies and procedures, and project safety plan. This may include protective clothing and equipment, use of tools and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, use of first aid equipment, hazard control and hazardous materials and substances

Personal protective equipment is to include that prescribed under legislation, regulation and workplace policies and practices

Safe operating procedures are to include but not be limited to recognising and preventing hazards associated with underground and overhead services, other machines, personnel restricted access barriers, traffic control, working at heights, working in proximity to others, worksite visitors and the public

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Quality requirements may include but not be limited to dimensions, tolerances, standards of work and material standards as detailed in the project drawings, specifications and project documentation to meet client satisfaction.

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Materials associated with the use of small plant and equipment may include but are not limited to water, clays, silts, stone, gravel, mud, rock, sand, topsoil, bituminous mixes, timber, fuels and oils, power leads, replacement parts and consumables.

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Safe work procedures related to the operation of small plant and equipment on construction sites

Regulatory/legislative requirements pertaining to small plant and equipment operations and the environment

Manufacturers' specifications and instructions

Organisation work specifications and requirements.

Instructions issued by authorised organisational or external personnel

Relevant Australian Standards

Unit Sector(s)

Not applicable.

BSBADM504B Plan or review administrative systems

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to plan or review the requirements of effective administration systems and procedures for implementing, monitoring and reviewing the system. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments who are required to plan or review administrative systems. They may work as senior administrative staff or may have been delegated responsibility for planning or reviewing administrative systems.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan or review administration systems	1.1. Identify <i>requirements</i> of, or modifications to, <i>administration system</i> through consultation with <i>system users</i> and other stakeholders in accordance with organisational and budgetary requirements 1.2. Obtain quotations from <i>suppliers/developers</i> of system in accordance with organisational policy and procedures 1.3. Make selection of supplier or developer in accordance with organisational policy and procedures
2. Implement new or modified administration system	2.1. Identify and develop <i>implementation strategies</i> in consultation with staff 2.2. Encourage staff to participate in all stages of the implementation process 2.3. Implement system in accordance with organisational requirements 2.4. Define and <i>communicate</i> procedures for using the system to staff 2.5. Provide <i>training and support for staff</i> on the use of the new or modified system 2.6. Deal with <i>contingencies</i> to ensure minimal impact on users
3. Monitor	3.1. <i>Monitor</i> system for usage, <i>security</i> and output in

ELEMENT	PERFORMANCE CRITERIA
administration system	accordance with organisational requirements 3.2. Modify system to meet <i>changing needs</i> in accordance with organisational requirements 3.3. Clearly identify <i>further modifications</i> and notify users 3.4. <i>Monitor staff training needs</i> and train new staff on administration system

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to recommend alternative ways of completing tasks, to discuss changes in routines and procedures, and to monitor and define objectives
- literacy skills to write detailed procedural text, including alternative courses of action
- planning and organising skills to implement system smoothly with a minimum of disruption, to anticipate modifications, to plan system overhauls and to allow sufficient time for training
- problem-solving skills to choose appropriate solutions from a range of possible solutions, to use processes flexibly and interchangeably, and to anticipate problems and modify systems accordingly
- research skills to assemble evidence and to evaluate information for accuracy and relevance.

Required knowledge

- key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - copyright
 - occupational health and safety
- organisational policies and procedures relating to the tasks required.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - documenting requirements or modifications to administration system - developing appropriate activities to support system implementation - working with staff to identify system improvements.
Context of and specific resources for assessment	Assessment must ensure: access to organisational policy and procedure manuals, reference materials and appropriate equipment.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate - review of authenticated documents from the workplace or training environment - demonstration of techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: other general administration units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work

RANGE STATEMENT	
situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
System requirements may include:	• components of the system • number and type of users • organisation/staff requirements • purpose and nature of system • purpose and nature of organisation • size of system • skills of existing staff • staff training needs • type of system • work practices
Administration system may include:	• electronic system • paper-based system
System users may include:	• casual personnel • external clients • organisation's personnel
Suppliers/developers may include:	• administration system consultants • computer/software suppliers • efficiency consultants • equipment suppliers • information technology technicians • information technology trainers • internal staff/clients • office equipment suppliers
Implementation strategies may include:	• boosting staff confidence • change management strategies • changing team/organisational culture • ensuring system functions correctly • external consultants • informing relevant persons • modifying system • providing staff training/information sessions • re-defining staff roles • re-distributing office tasks • team goal setting • temporary reduction of workload • testing • trialling

RANGE STATEMENT	
Communicating procedures may include:	• email messages • facsimile messages • internal newsletter • meetings • office memorandum • photocopied instructions • professional development time • training days
Training and support for staff may include:	• coach, mentor and/or buddy systems • online tutorials • on-the-job trainers • professional development • skills assessment • training handbooks • videos
Contingencies may include:	• loss of staff confidence • need for additional training • need to modify system • temporary reduction of work output
Monitoring of system may include:	• extra administrative support and back-up • feedback from internal/external client/s • observation by trained technician/s • utilising monitoring tools and processes
Security may include:	• confidentiality agreements • passwords • safeguards against computer viruses
Changing needs may include:	• change in the nature and purpose of the system/organisation • change in user requirements • growth or decline in system size • technological advances in administration systems
Further modifications may relate to:	• additional equipment, training • negotiation of timeframes for system implementation • redefinition of administrative roles and duties • specialised software
Monitoring staff training needs may include:	• ongoing assessment of staff skills • ongoing feedback opportunities

RANGE STATEMENT

	• providing professional development opportunities

Unit Sector(s)

Unit sector	

Competency field

Competency field	Administration - General Administration

Co-requisite units

Co-requisite units		

BSBFIA301A Maintain financial records

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain financial records for a business. It includes maintaining daily financial records such as reconciling debtors' and creditors' systems, preparing and maintaining a general ledger, and preparing a trial balance. It also includes activities associated with monitoring cash control for accounting purposes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of financial records to provide technical advice and support to a team.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Maintain daily financial records	1.1. Correctly maintain daily financial records and in accordance with <i>organisational requirements</i> for accounting purposes 1.2. Identify and rectify or refer <i>discrepancies</i> or errors in <i>documentation</i> or transactions to <i>designated persons</i> in accordance with organisational requirements 1.3. Accurately credit and debit transactions and promptly enter into <i>journals</i> in accordance with organisational requirements
2. Maintain general ledger	2.1. Maintain general ledger in accordance with organisational requirements 2.2. Post <i>transactions</i> into general ledger in accordance with organisational reporting requirements 2.3. <i>Reconcile systems for accounts payable and receivable</i> with general ledger 2.4. Accurately prepare trial balance from general ledger in accordance with organisational requirements
3. Monitor cash control	3.1. Ensure cash flow is accurately accounted for in accordance with organisational requirements 3.2. Make and receive <i>payments</i> in accordance with

ELEMENT	PERFORMANCE CRITERIA
	organisational requirements 3.3. Collect or follow-up outstanding accounts within designated time lines 3.4. Check payment documentation for accuracy of information and despatch to creditors within <i>designated time line</i>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- literacy skills to identify financial information; to read and understand the organisation's accounting procedures; and to edit and proofread documents to ensure conformity and consistency of information
- communication skills to clarify information and to refer errors or discrepancies to appropriate people
- numeracy skills to read and interpret financial data and to prepare cash analysis sheets
- problem-solving skills to reconcile figures.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - financial legislation
 - occupational health and safety (OHS)
- organisational policies and procedures relating to maintaining financial records
- definition of credits/creditors and debits/debtors
- principles of double entry bookkeeping and accrual accounting
- methods of presenting financial data.

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - identifying and responding to discrepancies and errors - transferring and recording financial data accurately - reconciling expenditures and revenue - knowledge of organisational policies and procedures relating to maintaining financial records.
Context of and specific resources for assessment	Assessment must ensure: - access to an actual workplace or simulated environment - access to office equipment and resources - examples of source documents relating to financial record keeping.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate - review of identification and rectification or referral of discrepancies or errors in documentation or transactions - analysis of responses to case studies and scenarios - demonstration of techniques - oral or written questioning to assess knowledge of financial record keeping - examples of financial documentation.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: - general administration units - other financial administration units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Organisational requirements may include:	- designated time lines - guidelines for reconciling journals - legal and organisational policies, guidelines and requirements - OHS policies, procedures and programs - procedures for totalling adjusted journals - quality assurance and/or procedures manuals - resolution procedures - security procedures
Discrepancies may relate to:	- bank charges - dishonoured cheques - errors in transposing between source documents and journals - interest
Documentation may include:	- purchase credit notes - purchase invoices - sales credit notes - sales invoices
Designated persons may include:	- bank - line management - organisation's authorisations department - statutory body - supervisor
Journals may include:	- cash payments - cash receipts - purchases and purchase returns - sales and sales returns
Transactions may include:	- commencing business entries - correction of posting errors - interest expense

RANGE STATEMENT	
	• interest receivable • non-cash transactions (e.g. writing-off depreciation, stock losses) • purchase of a fixed asset on credit • sale of a fixed asset on credit • withdrawal of stock/assets by owner • write-off a bad debt
<i>Reconciling systems for accounts payable and receivable</i> may include:	• checking accuracy of creditor account balances (e.g. cash payments journal, purchases journal, purchases returns journal, general journal) • checking accuracy of debtor account balances (e.g. cash receipts journal, sales return journal, general journal) • checking cash payments and receipt journals against bank statement • checking the total of the creditor's schedule equals the balance of the creditor's control account • checking the total of the debtor's schedule equals the balance of the debtor's control account
<i>Payments</i> may include:	• cash • cheque • credit card • direct debit
<i>Designated time lines</i> may include:	• by month end • monthly • within agreed period • within organisational deadline

Unit Sector(s)

Unit sector	

Competency field

Competency field	Finance - Financial Administration

Co-requisite units

Co-requisite units		

BSBFIA302A Process payroll

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to process payroll from provided data using manual and computerised payroll systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments who are responsible for payroll functions within an organisation. They may work as individuals providing administrative support within an enterprise, or may be other members of staff who have been delegated payroll responsibilities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Record payroll data	1.1. Check payroll data and clarify discrepancies with <i>designated persons</i> 1.2. Enter employee <i>pay period details</i> and any <i>deductions and allowances in payroll system</i> in accordance with <i>source documents</i> 1.3. Calculate payment due to individual employees to reflect standard pay and <i>variations</i> in accordance with employee source data
2. Prepare payroll	2.1. <i>Prepare payroll</i> within designated time lines in accordance with organisational policy and procedures 2.2. Reconcile total wages for pay period, check or correct irregularities or refer to designated persons for resolution 2.3. Make arrangements for payment in accordance with organisational and individual requirements 2.4. Obtain authorisation of payroll and individual pay advice in accordance with organisational requirements 2.5. Produce, check and store <i>payroll records</i> in accordance with organisational policy and security procedures 2.6. Follow security procedures for processing payroll and for maintaining payroll records

ELEMENT	PERFORMANCE CRITERIA
3. Handle payroll enquiries	3.1. Respond to payroll enquiries in accordance with organisational and legislative requirements 3.2. Provide information in accordance with organisational and legislative requirements 3.3. Ensure all enquiries outside area of responsibility and knowledge are referred to designated persons for resolution 3.4. Complete additional information or follow-up action within designated time lines in accordance with organisational policy and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to:
 - read and understand organisation's financial policies and procedures, and any procedures based on legislative requirements
 - write cheque or salary authorisations
 - prepare pay advice slips
 - maintain records
- numeracy skills to perform calculations and to reconcile figures
- problem-solving skills to reconcile figures and to resolve employee enquiries within scope of own responsibility.

Required knowledge

- key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - financial legislation
 - privacy laws
 - occupational health and safety

REQUIRED SKILLS AND KNOWLEDGE

- organisational policy and procedures
- types of payroll systems.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- performing payroll calculations
- applying knowledge of organisational guidelines relating to security and confidentiality of information.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- access to computer equipment, relevant software and payroll data (samples or actual).

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of authenticated documents from the workplace or training environment
- analysis of responses to case studies and scenarios
- demonstration of techniques.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other financial administration units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Designated persons</i> may include:	• immediate supervisor • those who have the authority to approve payroll decisions
<i>Pay period details</i> may include:	• bonus • casual wage • commission • contract • piecework • salary • wage
<i>Deductions and allowances</i> may include:	• car allowance • health insurance • income tax • meal allowance • superannuation contributions • travel allowance • union dues
<i>Payroll system</i> may include:	• manual • computerised
<i>Source documents</i> may include:	• employee earnings and payroll register • employee records or history • employee timesheets
<i>Variations</i> may include:	• holiday loading • long service leave • overtime • paid leave • rates of pay • sick leave • taxation • unpaid leave

RANGE STATEMENT	
<i>Preparing payroll</i> may include:	• calculation of gross pay • cash analysis • electronic funds transfer • net pay • preparing cheques • preparing pay advice slips • taxation and other deductions
<i>Payroll records</i> may include:	• cash analysis sheets • electronic funds transfer • employee summary report • end of month reports • end of year reports • group certificates • pay advice slips • taxation reports
<i>Enquiries</i> may include:	• email • face-to-face • fax • telephone
<i>Legislative requirements</i> may include:	• Australian Tax Office regulations e.g. Australian Business Number, Employment Declaration Forms • confidentiality and security of records • Higher Education Contribution Scheme (HECS) • Higher Education Loan Programme (HELP) • Medicare levy • PAYE tax • payroll tax

Unit Sector(s)

Unit sector	

Competency field

Competency field	Finance - Financial Administration

Co-requisite units

Co-requisite units		

BSBFIA303A Process accounts payable and receivable

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain accounts payable and accounts receivable records, including processing payments to creditors and handling overdue accounts receivable. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments supporting the accounting functions and aspects of an enterprise. They may provide administrative support within an enterprise, or may be members of staff who have been delegated accounting responsibilities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Maintain financial journal systems	1.1. Check <i>source documents</i> for accuracy and appropriate authorisation 1.2. Refer errors and discrepancies in source documents for resolution, in accordance with organisational policy and procedures 1.3. Enter <i>transactions</i> into cash and credit <i>journal system</i> in accordance with organisational policy and procedures, and <i>relevant legislation and compliance requirements</i> 1.4. Total credit journals in accordance with organisational policy and procedures
2. Prepare bank reconciliations	2.1. Check cash journals against bank statements to identify differences 2.2. Update cash journals with relevant data from bank statement/s 2.3. Identify <i>discrepancies</i> and refer to appropriate staff member, organisation or agency 2.4. Total cash journals in accordance with organisational policy and procedures 2.5. Prepare regular reconciliation reports within designated time lines

ELEMENT	PERFORMANCE CRITERIA
3. Maintain accounts payable and accounts receivable systems	3.1. Enter transactions into individual accounts payable and accounts receivable, in accordance with organisational policy and procedures, and accounting requirements 3.2. Prepare schedules of accounts payable and accounts receivable for reconciliation purposes, in accordance with organisational requirements 3.3. Reconcile schedules accounts payable and accounts receivable with journal data or general ledger, in accordance with organisational requirements
4. Process payments for accounts payable	4.1. Reconcile accounts payable statements with accounting records, in accordance with organisational policy and procedures 4.2. Check payment documentation for accuracy of information and discrepancies and rectify errors, in accordance with organisational requirements
5. Prepare statements for accounts receivable	5.1. Produce and check accounts receivable statements for accuracy of content in accordance with organisational policy and procedures 5.2. Rectify discrepancies and statements despatched within designated time lines
6. Follow up outstanding accounts	6.1. Maintain accounts receivable ledger system, in accordance with organisational requirements, to reflect current credit situation 6.2. Conduct aged analysis of accounts receivable to identify outstanding accounts and to determine collection procedures, in accordance with organisational requirements 6.3. Report or follow-up outstanding accounts in accordance with organisational policy and procedures 6.4. Monitor and review credit terms in accordance with credit policy and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED SKILLS AND KNOWLEDGE

Required skills

- literacy skills to read and understand financial procedures
- numeracy skills to:
 - use knowledge of mathematical concepts
 - interpret, compare and calculate with whole numbers and money
 - use decimal fractions and percentages
- problem-solving skills to use approximation to check for discrepancies and ensure calculations are correct.

Required knowledge

- key provisions of relevant legislation and regulations from all forms of government, standards and codes that may affect aspects of business operations, such as:
 - Australian Taxation Office regulations
 - Goods and Services Tax (GST) regulations
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - finance legislation
 - privacy laws
 - occupational health and safety
- limit of scope of own responsibility
- organisational accounting systems and procedures.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- maintaining journals and subsidiary ledger systems
- accurately entering data into journal and subsidiary ledger system
- reconciling subsidiary ledger system with journal or

EVIDENCE GUIDE	
	general ledger data.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources, such as: • calculator • computer equipment and relevant software • access to examples of cash journals, credit journals, accounts payable and accounts receivable subsidiary ledgers • access to workplace reference materials such as procedural manuals and company policy.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • demonstration of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment • oral or written questioning to assess knowledge of accounting procedures and techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other financial administration units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

RANGE STATEMENT	
Source documents may include:	• adjustment notes issued • adjustment notes received • cheque butts • credit notes issued • credit notes received • invoices issued • invoices received • receipts • tax invoices issued • tax invoices received
Transactions may include:	• capital contributions in cash by owner • cash purchases • cash sales • commission • credit purchases • credit sales • day-to-day expenses • electronic funds transfer • interest charges and bank fees • interest revenue • payments received from debtors • payments to creditors • petty cash transactions • purchases paid by cheque • returns • withdrawal of cash by owner
Journal system may include:	• cash payments journal • cash receipts journal • purchases journal • purchases returns journal • sales journal • sales returns journal
Systems may include:	• computerised • manual
Relevant legislation and compliance requirements may include:	• consumer: • codes of practice • Australian Consumer Credit Code • privacy laws • secrecy laws

RANGE STATEMENT	
	• competition: • Australian Competition and Consumer Commission (ACCC), National Competition Policy • prudential: • commonwealth Bills of Exchange Act 1909 • commonwealth Cheques and Payment Orders Act 1986 • commonwealth Financial Transaction Reports Act 1988 • commonwealth Land Tax Assessment Act 2002 • commercial tenancies laws • corporate law • Credit Reference Association of Australia (CRAA) • Electronic Funds Transfer (EFT) Code of Conduct • Financial Institutions (FI) Code • payroll tax assessment laws and regulations • prescribed payments laws and regulations • stamp duties laws • taxation assessment laws
Discrepancies may include:	• bank charges • direct deposits • direct payments • dishonoured cheques • interest
Accounts payable and accounts receivable systems may include:	• accounts payable schedule • accounts payable subsidiary ledger • accounts receivable schedule • accounts receivable subsidiary ledger
Journal data may include:	• accounts payable data from cash payments journal • accounts receivable data from cash receipts journal • purchases journal total • purchases returns journal total • sales journal total • sales returns journal total

RANGE STATEMENT	
<i>Checking payment documentation</i> may include:	• attachment of supporting invoices, statements • calculation of discount • cheque data • remittance advice data
<i>Accounts receivable statements</i> may include:	• any payments received allocated on an invoice by invoice basis • computerised system • discount policy • final balance with overdue details if appropriate • information about any sales, sales returns, credit, forward orders and payments, which have occurred throughout the month • manual system • month to which statement is applicable • name and address of client or accounts receivable • name and address of supplier • opening balance if applicable
<i>Credit terms</i> may include:	• arrangements for settlement • cancellation of agreed credit arrangements • cash on delivery

Unit Sector(s)

Unit sector	

Competency field

Competency field	Finance - Financial Administration

Co-requisite units

Co-requisite units	

Co-requisite units		

BSBFIA304A Maintain a general ledger

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain a general ledger within an organisation including processing journal entries and preparing a trial balance. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments with responsibility for simple accounting functions within an organisation. They may work as individuals providing administrative support within an enterprise, or may be other members of staff with delegated responsibilities relating to general ledger maintenance.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Process journal entries	1.1. Prepare <i>general journal entries</i> from <i>source journals</i> in accordance with accounting requirements, organisational policy, procedures and accounting standards 1.2. Post journal entries into <i>general ledger system</i> in accordance with organisational policy, procedures and accounting standards 1.3. <i>Reconcile accounts payable and accounts receivable</i> subsidiary ledger systems with general ledger 1.4. Ensure processing maintains the accounting equation and is completed within designated time lines
2. Prepare a trial balance	2.1. <i>Prepare trial balance</i> of general ledger system in accordance with organisational requirements and accounting standards, and ensure it is checked for accuracy 2.2. Identify and rectify irregularities or refer them for resolution when trial balance does not balance, in accordance with organisational policy and procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- literacy skills to read and understand financial procedures
- numeracy skills to:
 - use knowledge of mathematical concepts
 - interpret, compare and calculate with whole numbers and money
 - use decimal fractions and percentages
- problem-solving skills to use approximation to check for discrepancies and ensure calculations are correct.

Required knowledge

- key provisions of relevant legislation and regulations from all forms of government, standards and codes that may affect aspects of business operations such as:
 - Australian Taxation Office regulations
 - Goods and Services Tax (GST) regulations
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - finance legislation
 - privacy laws
 - occupational health and safety
- limit of scope of own responsibility
- organisational accounting systems and procedures.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate

Evidence of the following is essential:

EVIDENCE GUIDE	
competency in this unit	• accurately entering data • applying understanding of general journal entries and knowledge of the relationship between journals and general ledger • implementation of double-entry principles • systematic tracing of errors.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources, such as: • calculator • computer equipment and relevant software • examples of source journals.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • demonstration of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of authenticated documents from the workplace or training environment • oral or written questioning to assess knowledge of accounting procedures and techniques.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other financial administration units.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and

RANGE STATEMENT

regional contexts) may also be included.

General journal entries may include:	• bad debts written off • correction of posting errors • interest expense • interest receivable • opening entries • purchase of a non-current asset on credit • sale of a non-current asset on credit • transfer of funds between bank accounts • withdrawal of stock and assets by owner
Source journals for general ledger may include:	• cash payments journal • cash receipts journal • general journal • purchases journal • purchases returns journal • sales journal • sales return journal
General ledger system may include:	• computerised • manual
Reconciling accounts payable and accounts receivable may include:	• checking accuracy of accounts payable balances with general ledger control account • checking accuracy of accounts receivable balances with general ledger control account
Preparing trial balance may include:	• checking total debits equal total credits • listing ledger account balances from general ledger • tracing of errors

Unit Sector(s)

Unit sector	

Competency field

Competency field	Finance - Financial Administration

Co-requisite units

Co-requisite units		

BSBFIA402A Report on financial activity

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to report financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals with a broad knowledge of financial activities who contribute financial skills and knowledge to address reporting requirements of clients and legal authorities. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Compile financial information and data	1.1. Collect, evaluate and code current <i>financial data</i> to ensure consistency, quality and accuracy in accordance with <i>organisational requirements</i> 1.2. Use <i>conversion and consolidation procedures</i> to compile analysis in accordance with organisational requirements 1.3. Make, record and disclose asset and liability valuations in accordance with organisational requirements 1.4. Ensure that <i>discrepancies</i>, unusual features or queries are identified, resolved or referred to the appropriate authority
2. Prepare statutory requirement reports	2.1. Correctly record income and expenditure to ensure compliance with <i>statutory requirements</i> 2.2. Calculate liabilities for tax in accordance with current legislation and <i>revenue gathering practices</i> 2.3. Correctly identify relevant receipts, <i>revenue documentation</i> and payments 2.4. Ensure that statements and claims take full advantage of <i>available benefits and allowances</i> in accordance with statutory requirements 2.5. Submit statutory requirement reports to appropriate authorities within <i>stated deadlines</i>

ELEMENT	PERFORMANCE CRITERIA
3. Provide financial business recommendations	3.1. Ensure that recommendations are logically derived and supported by evidence in report 3.2. Provide recommendations to propose constructive actions to enhance the effectiveness and efficacy of functions and services 3.3. Ensure recommendations are concise and facilitate direction and control of organisation's operations 3.4. Identify and prioritise significant issues in statements including comparative financial performances for review and decision making 3.5. Ensure structure and format of reports are clear and conform to organisational and statutory requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- literacy skills to identify financial information and the organisation's accounting procedures, and to create financial reports
- problem-solving skills to deal with a defined range of predictable problems
- decision making skills to make routine decisions
- numeracy skills to calculate data and to reconcile figures.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - financial legislation
 - occupational health and safety (OHS)
- principles of double entry bookkeeping and accrual accounting
- techniques for forecasting and analysis
- Federal government taxes and charges

REQUIRED SKILLS AND KNOWLEDGE

- options, methods and practices for deductions, benefits and depreciations.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- organising financial data to highlight relevant features
- presenting financial data in comprehensive format
- completing Business Activity Statements
- knowledge of relevant legislation.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of financial data, reports and documents.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of income and expenditure records
- analysis of responses to case studies and scenarios
- demonstration of techniques
- review of tax liabilities calculations
- oral or written questioning to assess knowledge of principles of double entry bookkeeping and accrual accounting
- assessment of recommendations provided proposing constructive actions to enhance the effectiveness and efficacy of functions and services.

EVIDENCE GUIDE**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- general administration units
- other financial administration units.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Financial data may include:

- Australian Bureau of Statistics (ABS) economic data
- budget variances
- budgets and forecasts
- cash flow/profit reports
- financial markets monitoring services (e.g. Reuters)
- financial/operational statements and reports (e.g. expenditures and receipts, profit and loss statements)
- market valuations

Organisational requirements may include:

- financial analysis assessments
- financial management manuals
- legal and organisational policies, guidelines and requirements
- OHS policies, procedures and programs
- price and exchange parameters
- quality assurance and/or procedures manuals
- recording and filing systems
- reporting requirements
- standard financial analysis techniques

Conversion and consolidation procedures may include:

- moving averages
- spreadsheets

RANGE STATEMENT	
	• standardised variables • trend analysis • unit costs
Discrepancies may include:	• absence of auditable trail • expenditure report mismatches • inappropriate authorisations • incorrect payments • incorrect report formats • unreconciled cash flows and operating statements • variances from budget and phasings
Statutory requirements may include:	• delegated authorities • internal control procedures • reporting periods • taxation payment timings
Revenue gathering practices may include:	• billing schedules • fees and charges • investments • leasing • lending and financing • sales
Revenue documentation may include:	• bills • cash received • debit notes • declarations • invoices • sales proceeds
Available benefits and allowances may include:	• depreciation • donations • interest payments • sales tax deductions
Stated deadlines may include:	• annual reports • lodgement dates • monthly returns • payment schedules
Recommendations may include:	• cash flow • consolidation • expenses • loss

RANGE STATEMENT	
	• profit • write-offs
Evidence may include:	• budgetary analysis • forecasts and estimates • order and supplier documentation • returns on investments • taxation and statutory returns
Significant issues may include:	• cost structures • internal controls • losses and returns • profitability • statutory obligations • suppliers
Format of reports may include:	• balance sheets • cash flow statements • electronic forms • financial year reports • operating statements • spreadsheets • statutory forms

Unit Sector(s)

Unit sector	

Competency field

Competency field	Finance - Financial Administration

Co-requisite units

Co-requisite units	

Co-requisite units		

BSBFIM501A Manage budgets and financial plans

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to undertake financial management within a work team in an organisation. This includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances, and reviewing and evaluating effectiveness of financial management processes in line with the financial objectives of the work team and the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit addresses the requirement for managers to ensure that financial resources are used effectively. This is done by ensuring access to budget/s and ongoing monitoring expenditure against the budget/s. The unit applies to managers working in small and large business environments and not for profit organisations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan financial management approaches	1.1. Access <i>budget/financial plans</i> for the work team 1.2. Clarify budget/financial plans with <i>relevant personnel</i> within the organisation to ensure that documented outcomes are achievable, accurate and comprehensible 1.3. Negotiate any changes required to be made to budget/financial plans with relevant personnel within the organisation 1.4. Prepare <i>contingency plans</i> in the event that initial plans need to be varied
2. Implement financial management approaches	2.1. Disseminate relevant details of the agreed budget/financial plans to team members 2.2. Provide <i>support</i> to ensure that team members can competently perform <i>required roles</i> associated with the management of finances 2.3. Determine and access <i>resources and systems</i> to manage financial management processes within the

ELEMENT	PERFORMANCE CRITERIA
	work team
3. Monitor and control finances	3.1. Implement processes to monitor actual expenditure and to control costs across the work team 3.2. Monitor expenditure and costs on an agreed cyclical basis to identify cost variations and expenditure overruns 3.3. Implement, monitor and modify contingency plans as required to maintain financial objectives 3.4. Report on budget and expenditure in accordance with organisational protocols
4. Review and evaluate financial management processes	4.1. Collect and collate for analysis, data and information on the effectiveness of financial management processes within the work team 4.2. Analyse data and information on the effectiveness of financial management processes within the work team and identify, document and recommend any improvements to existing processes 4.3. Implement and monitor agreed improvements in line with financial objectives of the work team and the organisation

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- numeracy skills to read and understand a budget and to update a budget
- technology skills to use software associated with financial record keeping.

Required knowledge

- basic accounting principles
- organisational requirements related to financial management
- relevant legislation and current requirements of the Australian Taxation Office, including GST
- requirements for organisational record keeping and auditing
- principles and techniques involved in:
 - budgeting

REQUIRED SKILLS AND KNOWLEDGE

- cash flows
- electronic spreadsheets
- GST
- ledgers and financial statements
- profit and loss statements.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- financial skills required to work with and interpret budgets, ageing summaries, cash flow, petty cash, GST, and profit and loss statements
- knowledge of the record keeping requirements for the ATO and for auditing purposes.

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- assessment of written reports indicating broad knowledge of managing budgets and managing financial resources in the organisation
- demonstration of techniques using financial record keeping software
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- oral or written questioning to assess knowledge of requirements for organisational record keeping and auditing

EVIDENCE GUIDE

	• review of contingency plans • review of identification of cost variations and expenditure overruns • evaluation of documentation reporting on budget and expenditure • review of documentation identifying and recommending improvements to financial management processes.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other units from the Diploma of Management.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Budget/financial plans</i> may include:	• cash flow projections • long-term budgets/plans • operational plans • short-term budgets/plans • spreadsheet-based financial projections • targets or key performance indicators for production, productivity, wastage, sales, income and expenditure
<i>Relevant personnel</i> may include:	• financial managers, accountants or financial controllers • supervisors, other frontline managers
<i>Contingency plans</i> may include:	• contracting out or outsourcing human resources and other functions or tasks • diversification of outcomes • finding cheaper or lower quality raw materials and consumables

RANGE STATEMENT	
	• increasing sales or production • recycling and re-using • rental, hire purchase or alternative means of procurement of required materials, equipment and stock • restructuring of organisation to reduce labour costs • risk identification, assessment and management processes • seeking further funding • strategies for reducing costs, wastage, stock or consumables • succession planning
Support may include:	• access to specialist advice • documentation of procedures • help desk or identified experts within the organisation • information briefings or sessions • intranet-based information • training including mentoring, coaching and shadowing
Required roles may include:	• arranging for use of corporate credit cards • banking • debt collection • ensuring security, accuracy and currency of financial operations • invoicing clients, customers and consumers • maintaining journals, ledgers and other record keeping systems • maintaining petty cash system • purchasing and procurement • wages and salaries payments and record keeping
Resources and systems may include:	• hardware and software • human, physical or financial resources • record keeping systems (electronic and paper-based) • specialist advice or support
Processes to monitor actual expenditure and to control costs across the work team include:	• reporting of: • assets • consumables

RANGE STATEMENT	
	• equipment • expenditure • income • stock • wastage
Reporting may include data from:	• bank statements • credit card statements • financial reports • invoices and receipts • ledgers and journals • logs • petty cash records • spreadsheet-based records
Data and information on the effectiveness of financial management processes may include records (paper-based and electronic) related to:	• bank account records • cash flow data • contracts • credit card receipts • employee timesheets • files of paid purchase and service invoices • income and expenditure • insurance reports • invoices • job costings • petty cash receipts • quotations • taxation records • wages/salaries books

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Management

Co-requisite units

Co-requisite units		

BSBFLM305C Support operational plan

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to provide support for operational practices and procedures within the organisation's productivity and profitability plans. This includes contributing to the operational plan, assisting in recruiting employees and acquiring resources, and monitoring and adjusting operational performance. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Frontline managers are actively engaged in planning activities to achieve the measurable, stated objectives of the team and the organisation. This key role is carried out to provide safe, efficient and effective products and services to customer satisfaction within the organisation's productivity and profitability plans. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non routine activities that require some discretion and judgement. This unit is related to BSBMGT402A Implement operational plan.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to implementation of operational plan	1.1. Collect and record details of resource requirements and report to relevant personnel 1.2. Ensure the operational plan contributes to the achievement of the organisation's performance and business plan 1.3. Identify key performance indicators to measure own and work team's performance 1.4. Undertake contingency planning as required 1.5. Support the development and presentation of proposals for resource requirements as required
2. Assist in recruiting employees and acquiring resources	2.1. Assist with employee recruitment and/or induction as required, within the organisation's policies, practices and procedures 2.2. Acquire physical resources and services according

ELEMENT	PERFORMANCE CRITERIA
	to the organisation's policies, practices and procedures and in consultation with relevant personnel
3. Support operations	3.1. Identify and utilise performance systems and processes to assess team progress in achieving plans and targets 3.2. Compare actual productivity and performance with identified short-term budgets, targets and performance results 3.3. Identify and report unsatisfactory performance to relevant personnel, to enable action to be taken to rectify the situation 3.4. Provide coaching to support individuals and teams to use resources effectively, economically and safely 3.5. Support consultation processes for the development and/or variation of the operational plan as required 3.6. Present recommendations for variation to operational plans to relevant personnel 3.7. Follow performance systems, procedures and recording processes in accordance with organisation requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- coaching and mentoring skills to provide support to colleagues
- functional literacy skills to access and use workplace information
- skills to:
 - maintain a safe workplace and environment
 - access and use feedback to improve operational performance
 - prepare recommendations to improve operations
 - access and use established systems and processes.

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

- principles and techniques of:
 - short-term operational scheduling
 - physical resources and services acquisition procedures and/or systems
 - budget and performance figures interpretation
 - performance monitoring within defined job role
 - performance reporting
 - problem identification and resolution
 - alternative approaches to improving resource usage and eliminating resource inefficiencies and waste within defined job role
- relevant legislation from all levels of government that may affect business operations, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- support for individuals and teams who have difficulty in performing to the required standard.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- sharing information with members of the work team about implementing and monitoring the operational plan
- assisting in planning resource acquisition and usage including human resources, risk management and contingency planning
- monitoring, analysing and reporting individual and team performance against identified targets.

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

Method of assessment

A range of assessment methods should be used to assess

EVIDENCE GUIDE

	practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • records produced while working with the operational plan, such as: • suggestions for variations to the operational plan • rosters and staff allocation • short-term resource acquisition planning, contingency planning and/or risk management plans • induction programs conducted • suggestions and input into management decisions related to the operational plan • records of actions taken to address day-to-day resource shortfalls.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBFLM303C Contribute to effective workplace relationships • BSBFLM306C Provide workplace information and resourcing plans • BSBFLM312C Contribute to team effectiveness • BSBCMN311B Maintain workplace safety.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Resource requirements may include:

- purchasing or ordering of goods
- stock requirements and requisitions

RANGE STATEMENT	
	supply of resources.
Relevant personnel may include:	- colleagues, supervisors and managers - OHS committees and other people with specialist responsibilities - specialist resource managers - unions/employee groups - other employees.
Operational plan may include:	- organisational plans - tactical plans developed by the department or section to detail product and service performance.
Key performance indicators may refer to:	measures for monitoring or evaluating the efficiency or effectiveness of a system, and which may be used to demonstrate accountability and identify areas for improvements.
Contingency planning may refer to:	- contracting or outsourcing human resource and other functions or tasks - diversification of outcomes - finding cheaper or lower quality raw materials and consumables - increasing sales or production - recycling and re-use - rental, hire purchase or alternative means of procurement of required materials, equipment and stock - restructuring of organisation to reduce labour costs - risk identification, assessment and management processes - seeking further funding - strategies for reducing costs, wastage, stock or consumables - succession planning.
The organisation's policies practices and procedures may include:	- organisational guidelines which govern and prescribe operational functions, such as the acquisition and management of human and physical resources - organisational culture - Standard Operating Procedures - undocumented practices in line with organisational operations.

RANGE STATEMENT	
<i>Performance systems and processes</i> may be:	• formal or informal processes within the organisation, such as: • Key Performance Indicators (KPIs) • specified work outcomes • individual and team work plans • feedback arrangements • informal systems used in the place of existing organisation-wide systems.
<i>Consultation processes</i> may refer to:	• mechanisms used to provide feedback to the work team in relation to outcomes of consultation • meetings, interviews, brainstorming sessions, email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual operational plans.
<i>Performance systems, procedures and recording processes</i> may include:	• databases and other recording mechanisms • individual and team performance plans • organisational policies and procedures relative to performance.

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Frontline Management

Co-requisite units

Co-requisite units	

Co-requisite units		

BSBFLM306C Provide workplace information and resourcing plans

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to support the information management system. It involves the identification, acquisition, initial analysis and use of appropriate workplace information. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Frontline managers, in supporting the processes of identifying, acquiring, analysing and using appropriate information, play a significant part in the organisation's effectiveness. At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non routine activities that require some discretion and judgement. This unit is related to BSBINM401A Implement workplace information system.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Locate relevant information	1.1. Identify and locate information required by teams 1.2. Acquire and review information according to organisational procedures 1.3. Apply plans and procedures to obtain information which is not immediately available/accessible
2. Collect and report information	2.1. Collect information relevant to the needs of teams in an adequate and timely manner 2.2. Ensure information acquired is in a format suitable for analysis, interpretation and dissemination 2.3. Use information to identify and report relevant trends and developments to relevant personnel , within the limits of own role
3. Use information	3.1. Effectively use management information systems to

ELEMENT	PERFORMANCE CRITERIA
systems	store and retrieve data 3.2. Use available technology to manage information effectively 3.3. Report recommendations for improving information system to designated persons and/or groups
4. Support the preparation of business plan and/or budgets	4.1. Effectively utilise the contribution of the work team when preparing business plans and/or budgets to gain support for the outcomes 4.2. Present and record information to support the preparation of business plans and/or budgets in accordance with the organisation's guidelines and requirements 4.3. Follow contingency plans in the event that alternative action is required
5. Support the preparation of resource proposals	5.1. Consult with colleagues to collect resource planning data as required 5.2. Report estimated resource needs and usage according to organisational requirements as necessary 5.3. Facilitate resourcing within limits of own role

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- coaching and mentoring skills to provide support to colleagues
- communication and research skills covering information collection, analysis and reporting
- functional literacy skills to access and use workplace information
- information preparation skills
- skills to improve information usage in decision making
- technical skills to extract and input information

Required knowledge

- a general understanding of:

REQUIRED SKILLS AND KNOWLEDGE

- workplace information systems
- operational plans and budgets
- resource proposals
- basic financial concepts relating operational plans and budgets
- methods to gain efficiencies in operational resource management
- relevant legislation from all levels of government which may affect business operations, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- using management information system to collect, store and retrieve data supporting the preparation of business plans and/or budgets
- involving the work team in planning and budget preparation
- estimating resource needs and usage according to organisational requirements and allocating or acquiring resources within limits of own role.

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- records produced from working in a team, such as:

EVIDENCE GUIDE	
	• reports • minutes or records of meetings • work journals or diaries • learning and development plans developed with team members • records of actions taken to address issues raised by team members.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBCUS301A Deliver and monitor a service to customers • BSBFLM305C Support operational plan • BSBFLM312C Contribute to team effectiveness • BSBCMN311B Maintain workplace safety.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Information</i> may include:	• archived, filed and historical background data • continuous improvement and quality assurance data • data available internally or externally • data shared and retrieved in various forms such as in writing or verbally, electronically or manually • financial and contractual data • marketing and customer-related data • organisational performance data • planning and organisational documents • policies and procedures.
<i>Plans and procedures</i> may	• action plans, project plans or more formal

RANGE STATEMENT	
include:	planning tools in line with organisational procedures and levels of own responsibility • informal documents outlining a series of planned actions or steps • organisational procedures such as Standard Operating Procedures, record keeping procedures • organisational processes and procedures used to obtain information, with consideration given to meeting legislative requirements, such as privacy, anti-discrimination.
Relevant personnel may include:	• colleagues and specialist resource managers • OHS committees and OHS representatives • supervisors, managers and other staff/employees • other people with specialist responsibilities.
Management information systems may be:	• the entire infrastructure of an organisation, including personnel, and the components for the collection, processing, storage, transmission, display, dissemination, and disposition of information.
Technology may include:	• computerised systems and software such as databases, project management and word-processing • telecommunications devices • other technology available in the workplace and used to carry out work roles and responsibilities.
Designated persons or groups may include:	• groups designated in workplace policies and procedures • the frontline manager's supervisors or others with management roles and responsibilities concerning information systems • other stakeholders accessing the information system such as customers and service providers • other work groups or teams whose work will be affected by the system.
Business plans and/or budgets may refer to:	• cash flow projections • long or short term budgets/plans relative to own responsibilities • operational plans

RANGE STATEMENT	
	• spreadsheet-based financial projections • targets or Key Performance Indicators (KPIs) for production, productivity, wastage, sales, income and expenditure.
Contingency plans will usually be developed by others and may include:	• contracting out or outsourcing human resource and other functions or tasks • diversification of outcomes • finding cheaper or lower quality raw materials and consumables • increasing sales or production • recycling and re-use • rental, hire purchase or alternative means of procurement of required materials, equipment and stock • restructuring of organisation to reduce labour costs • risk identification, assessment and management processes • seeking further funding • strategies for reducing costs, wastage, stock or consumables.
Colleagues may include:	• employees at the same level or more senior managers • OHS representatives • people from a wide variety of social, cultural and ethnic backgrounds and physical and mental abilities • team members.
Resource planning data may relate to:	• buildings/facilities • equipment/technology • finance • information • people • power/energy • targets or Key Performance Indicators (KPIs) for production, productivity, wastage, sales, income and expenditure • time.
Resourcing may include:	• purchasing or ordering of goods • stock requirements/requisitions • supply of resources.

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Frontline Management

Co-requisite units

Co-requisite units		

BSBFLM312B Contribute to team effectiveness

Modification History

Not Applicable

Unit Descriptor

This specifies the outcomes required to by frontline managers to contribute to the effectiveness of the work team. It involves planning with the team to meet expected outcomes, developing team cohesion, participating in and facilitating the work team, and communicating with the management of the organisation.

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

Application of the Unit

Frontline managers have a key role in developing efficient and effective work teams within the context of the organisation. They play a prominent part in motivating, mentoring, coaching and developing team cohesion by providing leadership for the team and forming the bridge between the management of the organisation and the team members.

At this level, work will normally be carried out within known routines, methods and procedures, and may also involve a number of complex or non routine activities that require some discretion and judgement.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the

	required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to team outcomes	1.1. Consult team members to identify team purpose, roles, responsibilities, goals, plans and objectives 1.2. Support team members to meet expected outcomes
2. Support team cohesion	2.1. Encourage team members to participate in the planning, decision making and operational aspects of the work team to their level of responsibility 2.2. Encourage team members to take responsibility for their own work and to assist each other in undertaking required roles and responsibilities 2.3. Provide feedback to team members to encourage, value and reward team members' efforts and contributions 2.4. Identify and address issues, concerns and problems identified by team members to relevant persons as required
3. Participate in work team	3.1. Actively encourage and support team members to participate in team activities and communication processes and to take responsibility for their actions 3.2. Support the team to identify and resolve problems which impede its performance 3.3. Utilise own contribution to work team to serve as a role model for others and enhance the organisation's image within the work team, the organisation and with clients/customers
4. Communicate with management	4.1. Maintain open communication with line manager/management at all times 4.2. Communicate information from line manager/management to the team

	4.3. Communicate <i>unresolved issues</i> to line manager/management and follow-up to ensure action is taken in response to these matters

Required Skills and Knowledge

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

Required skills

Required skills

- ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- communication skills, including listening
- basic training skills, including mentoring and coaching
- planning and organising skills
- problem solving skills
- attributes:
 - empathic
 - communicative
 - self aware
 - supportive
 - trusting
 - open
 - flexible
 - accommodating
 - initiating
 - loyal
 - fair
 - adaptable

Required knowledge

Required knowledge

- relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- organisational policies and procedures
- organisational goals, objectives and plans at both tactical and strategic levels
- organisational structure including organisational chart

- learning and development options available within and through organisation
- a general understanding of the principles and techniques of:
 - group dynamics and processes
 - motivation
 - planning
 - negotiation
- individual behaviour and difference

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • managed communication consultations processes in relation to: • team cohesion • performance plan • induction process for new team members • performance management system implementation • handling problems • management advice in relation to human resource management of the work team
Context of and specific resources for assessment	Assessment must ensure: • that this unit can be assessed in the workplace or in a closely simulated work environment • access by the learner and trainer to appropriate documentation and resources normally used in the workplace • where assessment is part of a learning experience, evidence will need to be collected over a period of time, involving both formative and summative assessment • that examples of actions taken by candidate to contribute to team effectiveness are provided
Method of assessment	A range of assessment methods should be used to assess skills and knowledge. The following

	examples are appropriate for this unit: • Direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • Records produced from working in a team, such as: • reports • minutes or records of meetings • work journals or diaries • learning and development plans developed with team members • records of actions taken to address issues raised by team members
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Legislation, codes and national standards relevant to the workplace may include:	• award and enterprise agreements and relevant industrial instruments • relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety (OHS) and environmental issues, equal opportunity, industrial relations and anti-discrimination • relevant industry codes of practice
OHS considerations may include:	• provision of information about OHS legislative requirements, guidelines and the organisation's OHS policies, procedures and programs • training of all employees in health and safety procedures

	• participation in the regular update of OHS systems and procedures • changes to work practices, procedures and the working environment which impact on OHS
Team purpose, roles, responsibilities, goals, plans and objectives may include:	• goals for individuals and the work team • expected outcomes and outputs • individual and team performance plans and Key Performance Indicators (KPIs) • action plans, business plans and operational plans linked to strategic plans • OHS responsibilities
Feedback may refer to:	• communication of ideas and thoughts which focus on specific tasks, outcomes, decisions, issues or behaviours • formal/informal gatherings between team members where there is discussion on work-related matters
Relevant persons may include:	• frontline manager's direct superior or other management representatives • colleagues • designated personnel e.g. safety officer
Responsibility for their actions may involve:	• individuals and teams • individual and joint actions
Communication may include:	• verbal, written or electronic communication • face-to-face • formal/informal interaction
Line manager/management may refer to:	• frontline manager's direct superior or other management representatives
Unresolved issues may include:	• issues, concerns and tensions • problems related to work roles and responsibilities • grievances and complaints • any matters affecting workplace relationships and team cohesion

Unit Sector(s)

Management and Leadership - Frontline Management services

BSBHRM401A Review human resources functions

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to undertake research that supports work across a range of human resources functional areas. This is a foundation unit for any person wishing to pursue competency in human resources and provides a sound basis for working across various human resources functional areas. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals requiring a broad knowledge of human resources functions. It is not assumed that individuals at this level would have responsibility for supervising the work of others. However it is assumed that as a human resources practitioner, their work will support effective work practices across the organisation. The unit requires a broad understanding of human resources functions, associated policy frameworks and the administrative requirements to support these functions and policies.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Research human resources functions	1.1. Clarify <i>human resources issues</i> for review and document scope of review 1.2. Identify local, state/territory, national and international human resources networks for human resources professionals 1.3. Identify information sources for human resources data and information 1.4. Select a <i>research strategy</i> suitable to the topic 1.5. Consult with <i>relevant personnel</i> 1.6. Undertake research 1.7. Review research findings
2. Review policy and procedures	2.1. Locate policies and procedures relevant to the research topic

ELEMENT	PERFORMANCE CRITERIA
frameworks	2.2. Analyse strengths and weaknesses of policies and procedures 2.3. Consider legislation, regulations and standards that apply to the policies and procedures and the research topic
3. Apply ethical framework	3.1. Review ethical requirements associated with the human resources function under review 3.2. Consider ethical obligations of human resources personnel working in the area under review 3.3. Document behaviours associated with working ethically in the area under review
4. Report on research outcomes	4.1. Collate, analyse and document key findings of the review 4.2. Write report on outcomes of research 4.3. Develop recommendations for future activity

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- judgement and decision making skills to review ethical and policy frameworks and to recommend suggested improvements
- literacy skills to research an issue and to write a clear and legible report which documents key issues coherently.

Required knowledge

- human resources functions and policy frameworks
- legal and compliance requirements for working in human resources
- roles and responsibilities of human resources practitioners.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the

EVIDENCE GUIDE	
performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - research report which reviews human resources functions and evidences understanding of the requirement for good policy and ethical approaches - knowledge of legal and compliance requirements for working in human resources.
Context of and specific resources for assessment	Assessment must ensure: examples of human resources policies and files on performance feedback, disputes and grievances, workers compensation and leave applications.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - assessment of written report on outcomes of research - direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate - observation of presentations on human resources function/s being reviewed - oral or written questioning to assess knowledge of human resources function/s being reviewed and policy frameworks - evaluation of research undertaken - review of documentation analysing the strengths and weaknesses of policies and procedures - review of documentation of behaviours associated with working ethically in the area under review.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: other units from the Certificate IV in Human Resources.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Human resources issues</i> may include:	• change management • employee assistance programs • human resources information systems (HRIS) • industrial relations • learning and development • occupational health and safety (OHS) • performance management • rehabilitation and return to work schemes • remuneration • selection and recruitment • succession planning
<i>Research strategies</i> may involve:	• interviews • literature searches of print and online resources • statistical analysis • surveys • websites
<i>Relevant personnel</i> may include:	• experienced human resources practitioners • training and development staff • managers and team leaders • industry experts or spokespersons
<i>Ethical requirements</i> may include:	• addressing improper behaviour • application of company values • Code of Conduct • confidentiality • principles such as fairness, respect, impartiality and integrity • reporting processes

Unit Sector(s)

Unit sector	

Competency field

Competency field	Workforce Development - Human Resource Management

Co-requisite units

Co-requisite units		

BSBHRM402A Recruit, select and induct staff

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to execute tasks associated with the recruitment cycle. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals with a role in recruitment, selection and induction functions who work under the direction of a human resources manager. It is not assumed that the individuals addressed by this unit have staff who report to them, although this may be the case. Performance of the work described in this unit will be underpinned by in depth knowledge of the work of the organisation, and how recruitment and selection practices fit with other human resource functions.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine job descriptions	1.1. Clarify time lines and requirement for appointment 1.2. Assist with preparation of <i>job descriptions</i> which accurately reflect the role requirements in accordance with organisational procedures and <i>legislation, codes and national standards</i> and <i>occupational health and safety (OHS) considerations</i> 1.3. Consult with relevant personnel about job descriptions 1.4. Ensure that job descriptions do not contravene legislative requirements 1.5. Obtain approvals to advertise position
2. Plan for selection	2.1. <i>Advertise</i> vacancies for <i>staffing requirements</i> in accordance with organisational policies and procedures 2.2. Consult with relevant personnel to convene selection panel and to develop interview questions

ELEMENT	PERFORMANCE CRITERIA
	2.3.Short list applicants 2.4.Ensure that interview questions do not breach legislative requirements 2.5.Schedule interviews and advise relevant personnel of times, dates and venues
3. Assess and select applicants	3.1.Participate in interview process and assess candidates against agreed selection criteria 3.2.Discuss assessment with other selection panel members 3.3.Correct any biases or deviations from agreed procedures and negotiate for preferred candidate 3.4.Contact referees for referee reports 3.5.Prepare selection report and make recommendations to senior personnel for appointment 3.6.Advise unsuccessful candidates of outcomes and respond to any queries 3.7.Complete all necessary documentation in accordance with organisational procedures 3.8.Secure agreement of preferred candidate
4. Appoint and induct successful candidate	4.1.Provide successful candidate with employment contract and other documentation 4.2.Advise managers and staff of starting date and make necessary administrative arrangements for pay and employee record keeping 4.3.Advise manager and work team of new appointment 4.4.Arrange induction in accordance with organisational policy

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to use networks to source suitable applicants, to listen to and understand what is being said in interviews, and to advise on the outcomes of the selection process
- literacy skills to work with job descriptions to devise suitable questions for

REQUIRED SKILLS AND KNOWLEDGE

- interviews, to prepare letters for unsuccessful applicants and to make job offers
- organising and scheduling skills to arrange interviews and venues.

Required knowledge

- documentation required for recruitment and selection
- human resource functions, human resource life cycle and the place of recruitment and selection in that life cycle
- principles of equity, diversity and relevant legislation.
- range of interviewing techniques and other selection processes and their application.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- demonstrated ability to work with job descriptions to source and select suitable staff
- interviewing and other selection techniques that demonstrate awareness of equal opportunity and anti-discrimination requirements
- knowledge of the human resource life cycle.

Context of and specific resources for assessment

Assessment must ensure:

- access to an appropriate range of documentation and resources normally used in the workplace.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- assessment of written reports on recruitment and selection
- demonstration of selection techniques
- direct questioning combined with review of portfolios of evidence and third party workplace

EVIDENCE GUIDE	
	reports of on-the-job performance by the candidate • observation of interviewing techniques • review of advertisements for staffing vacancies • review of documentation provided to successful candidate • oral or written questioning to assess knowledge of selection processes.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other units from the Certificate IV in Human Resources.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Job descriptions</i> may include:	• attributes • competencies required by staff • job or person specifications • job title and purpose of position • necessary skills and knowledge • qualifications • selection criteria • tasks or duties associated with the position
<i>Legislation, codes and national standards</i> may include:	• award and enterprise agreements, and relevant industrial instruments • relevant industry codes of practice • relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination

RANGE STATEMENT	
Occupational health and safety (OHS) considerations may include:	- establishment and maintenance of OHS training, records, induction processes - performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions
Advertising may include:	- electronic or print - internal or external - outsourcing
Staffing requirements may include:	permanent, temporary, full-time, part-time or casual

Unit Sector(s)

Unit sector	

Competency field

Competency field	Workforce Development - Human Resource Management

Co-requisite units

Co-requisite units		

BSBHRM501A Manage human resources services

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to plan and oversee and deliver human resources services. It is not specific to any given human resources function and deals with the coordination of services and approaches. This unit takes an overview of human resources services and includes business ethics. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to human resources managers with broad experience who have responsibility for coordinating a range of human resources practices across an organisation. They may have other human resources staff reporting to them.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine strategies for delivery of human resources services	1.1. Analyse strategic and operational plans to determine <i>human resources requirements</i> 1.2. Consult line and senior managers to identify human resources needs within their area 1.3. Develop <i>options</i> for delivery of human resources services 1.4. Ensure options for human resources services comply with <i>legislative requirements and organisational policies</i> 1.5. Develop and agree on strategies and action plans for delivery of human resources services 1.6. Agree and document roles and responsibilities of human resources team, line managers, and external contractors
2. Manage the delivery of human resources services	2.1. Develop and negotiate service agreements between the human resources team, service providers and client groups 2.2. Document and communicate service specifications, performance standards and timeframes 2.3. Identify and arrange training support if required 2.4. Agree and arrange monitoring of quality assurance processes 2.5. Ensure that services are delivered by appropriate

ELEMENT	PERFORMANCE CRITERIA
	providers in accordance with service agreements and operational plans 2.6. Identify and rectify underperformance of human resources team or service providers
3. Evaluate human resources service delivery	3.1. Survey clients to determine level of satisfaction 3.2. Capture on-going client feedback for the review processes 3.3. Analyse feedback and surveys and recommend changes to service delivery 3.4. Obtain approvals to variations in service delivery from appropriate managers
4. Manage integration of business ethics in human resources practices	4.1. Ensure that personal behaviour is consistently ethical and reflects values of the organisation 4.2. Ensure that Code of Conduct is observed across the organisation and that its expectations are incorporated in human resources policies and practices 4.3. Observe confidentiality requirements in dealing with all human resources information 4.4. Deal with unethical behaviour promptly 4.5. Ensure that all human resources staff are clear about ethical expectations of their behaviour

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical and problem-solving skills to review business and operational plans and to develop and evaluate human resources strategies to support these plans
- communication and negotiation skills to consult with key stakeholders across the organisation and to ensure their support for human resources strategies
- communication skills to manage service delivery
- learning skills to see that performance is managed and skills are developed in a range of contexts.

Required knowledge

- human resources strategy and planning processes as they relate to business and

REQUIRED SKILLS AND KNOWLEDGE

- operational plans
- performance and contract management
- relevant legislation which applies to human resources.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- demonstrated skills in planning and implementing a coordinated approach to human resources functions across the organisation
- demonstration of engaging key stakeholders, implementing methods for developing and monitoring human resources plans, and aligning human resources with broader business objectives
- knowledge of relevant legislation.

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- assessment of written reports/examples of human resources plans and evaluations of those plans
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of presentations
- oral or written questioning to assess knowledge of performance and contract management
- review of documentation outlining roles and responsibilities of human resources team, line managers, and external contractors

EVIDENCE GUIDE	
	review of documentation outlining service specifications, performance standards and timeframes and documentation of how these were communicated.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: other units from the Diploma of Human Resource Management.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Human resources requirements</i> may include:	- assessment and development centres - career management - competency development processes - counselling - discrimination, vilification and harassment advice - education and training programs - feedback - flexible work arrangements - induction and orientation programs - industrial relations advice - occupational health and safety (OHS) - personal and career development planning - rehabilitation and return to work - remuneration/benefits advice - self-analysis and self-assessment - staff selection - succession planning - tele-working procedures

RANGE STATEMENT	
	workers compensation
Options will include:	- cost benefit analysis - risk analyses - recommendations to relevant groups and individuals - all those who have a role in the implementation of policies, procedures or decisions and/or are affected by their implementation
Legislative requirements and organisational policies may include:	- award and enterprise agreements, and relevant industrial instruments - relevant industry codes of practice - relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination

Unit Sector(s)

Unit sector	

Competency field

Competency field	Workforce Development - Human Resource Management

Co-requisite units

Co-requisite units		

BSBHRM503A Manage performance management systems

Modification History

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to design, implement and oversee performance management systems.

It includes ongoing performance feedback strategies as well as formal performance feedback meetings. Specific intervention associated with underperformance and/or misconduct is also included.

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

This unit describes the performance outcomes, skills and knowledge required to design, implement and oversee performance management systems.

It includes ongoing performance feedback strategies as well as formal performance feedback meetings. Specific intervention associated with underperformance and/or misconduct is also included.

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

Application of the Unit

This unit applies to individuals with a well established, sound theoretical knowledge base in human resources management and performance management who are proficient in using a range of specialised technical and managerial techniques to plan, carry out and evaluate their own work and/or the work of a team.

They may or may not have staff who report to them but they are authorised to ensure the establishment of an effective performance management system for the organisation.

This unit applies to individuals with a well established, sound theoretical knowledge base in human resources management and performance management who are proficient in using a range of specialised technical and managerial techniques to plan, carry out and evaluate their own work and/or the work of a team.

They may or may not have staff who report to them but they are authorised to ensure the establishment of an effective performance management system for the organisation.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Employability Skills Information

This unit contains employability skills.

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Develop performance management systems	1.1 Analyse strategic and operational plans to identify relevant policies and objectives for performance management system
	1.2 Design methods and processes for line managers to develop key performance indicators for positions reporting to them
	1.3 Develop organisational timeframes and processes for formal performance management sessions
	1.4 Ensure systems developed are flexible enough to cover the range of employment situations within the organisation
	1.5 Consult with key stakeholders about the system and agree on its features
	1.6 Gain support for the implementation of the

- performance management system
- 2 Implement performance management systems
 - 2.1 Train relevant groups and individuals to monitor performance and to identify **performance gaps**
 - 2.2 Ensure that line managers are monitoring performance regularly and that **intervention** occurs to acknowledge poor performance and excellent performance
 - 2.3 Work with line managers, where necessary, to assist them to address poor performance in accordance with organisational policies and legal requirements
 - 2.4 Support line managers to counsel and discipline employees who continue to perform below standard
 - 2.5 Provide support to **terminate** employees who fail to respond to interventions, in accordance with organisational protocols and legislative requirements
 - 2.6 Recognise excellence in accordance with organisational policy
 - 2.7 Ensure documented outcomes of performance management sessions are accessible and are stored in accordance with organisational policy
 - 3 Coordinate formal feedback processes
 - 3.1 Develop performance feedback plans by relevant managers/team leaders and lodge them with human resources staff
 - 3.2 Provide training and assistance to managers/team leaders participating in the feedback process
 - 3.3 Agree on and sign, plans for performance improvement and **individual learning and development**
 - 3.4 Establish processes to deal with any problems or grievances which arise from the performance feedback
 - 3.5 Make available specialist advice on **career development** to participants in the process

4	Coordinate individual/group learning development plans	4.1	Contract appropriate providers for performance development, as identified by the plans, in accordance with organisational policies
		4.2	Design learning and development plans to contribute to the development of a learning organisation
		4.3	Deliver learning and development plans according to agreed timeframes and ensure they deliver specified outcomes
		4.4	Monitor learning and development activities to ensure compliance with quality assurance standards
		4.5	Negotiate remedial action with providers where necessary
		4.6	Generate reports to advise appropriate managers on progress and success rates of activities
		4.7	Regularly evaluate and improve all aspects of the performance management system, in keeping with organisational objectives and policies

Required Skills and Knowledge

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

Required skills

analytical skills to ensure system is practical and gathers necessary information

conflict management skills to deal with grievances, disputes or disagreements that may arise

leadership skills to obtain support and endorsement of the performance management system across the organisation

training, coaching, mentoring and facilitation skills to ensure managers are competent to deliver the systems.

Required knowledge

equal employment opportunity, diversity and anti-discrimination policies and legislation

grievance procedures
models for giving feedback and options for skill development
options in the design of performance management systems
role of performance management in relation to broader human resources and business objectives.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

demonstrated evidence of how a range of performance management systems work and their relative strengths and weaknesses

demonstrated understanding of how a performance development system aligns with human resources strategy

ability to design, gather support for, and implement an effective performance management system

knowledge of equal employment opportunity, diversity and anti-discrimination policies and legislation.

Context of and specific resources for assessment

Assessment must ensure:

access to appropriate documentation and resources normally used in the workplace.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

assessment of written reports on performance management and performance development systems

direct questioning combined with review of

portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

observation of demonstrated techniques in performance management

observation of presentations

review of plans for performance improvement and individual learning and development

review of reports generated to advise appropriate managers on progress and success rates of activities

oral or written questioning to assess knowledge of models for giving feedback and options for skill development.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

BSBHRM507A Manage separation or termination

other units from the Diploma of Business (Human Resource Management).

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Performance management includes:

a process or set of processes for establishing a shared understanding of what an individual or group is to achieve, and managing and developing individuals in a way which increases the probability it will be achieved in both the short and long term

Key performance indicators include:

those measures developed to gauge

	performance outcomes against targets
Employment situations may include:	casual and contract work full-time work marketing/sales office/clerical part-time work physical labour processing production technical/scientific tele-working warehousing/transport
Performance gaps may include situations where outcomes are less than those stated in the strategic objectives, such as:	costs above budget disruptive conflict external interference failure to meet strategic and/or operational objectives lost time disputes low/high turnover of labour productivity below budget quality/occupational health and safety/environmental failure work bans/go slow
Intervention may include:	coaching counselling discipline giving praise recognition of good performance
Termination means:	cessation of the contract of employment between an employer and an employee, at the initiative of the employer within relevant industrial agreements
Individual learning and development may include:	enhancement of knowledge

	mentoring
	personal development
	project work
	skills training
	visits
Career development means:	plan of learning development and experiences to prepare a person for more rewarding positions
Appropriate providers include:	consultants
	external providers
	internal providers
	trainers
Learning organisation means:	organisation that displays the capacity to continually adapt to changes in its business environment
Specified outcomes means:	achievement of performance targets
Quality assurance standards means:	pre-determined statements relating to specifications on how a product or service is presented to the user
Remedial action means:	action designed to rectify a particular problem or aspect of performance

Unit Sector(s)

empty

empt

Competency field

Workforce Development - Human Resource Management

Workforce Development - Human Resource Management

BSBINN301A Promote innovation in a team environment

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to be an effective and pro active member of an innovative team. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies individuals who play a pro active role in demonstrating, encouraging or supporting innovation in a team environment. The individual may be a team participant or a team leader. The team may 'make itself' or be constructed by others. It may have core members and members who participate at certain times or for particular purposes. It may be permanent or temporary, or come together at different times to work on specific projects. The team could consist of a team of contractors/freelancers, permanent staff, clients and service providers, or any combination of these groups. It may operate within an organisation or across several organisations - or simply across a group of individuals. The key focus of the unit is on what makes for an innovative team, what keeps it working well, how the structure of work can make a difference and what skills and knowledge are needed to maximise opportunities for innovation. Where a greater focus on team leadership is required this unit should be combined with units such as BSBLED401A Develop teams and individuals.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Create opportunities to maximise innovation within the team	1.1. Evaluate and reflect on <i>what the team needs and wants to achieve</i> 1.2. Check out <i>information about current or potential team members' work</i> in the context of developing a more innovative team 1.3. Bring people into the team or make suggestions for team members based on what needs to be achieved and the potential for cross-fertilising ideas 1.4. Acknowledge, respect and discuss the <i>different ways that different people may contribute</i> to building or

ELEMENT	PERFORMANCE CRITERIA
	enhancing the team
2. Organise and agree effective ways of working	2.1. Jointly establish ground rules for how the team will operate 2.2. Agree and communicate responsibilities in ways that encourage and reinforce team-based innovation 2.3. Agree and share tasks and activities to ensure the best use of skills and abilities within the team 2.4. Plan and schedule activities to allow time for thinking, challenging and collaboration 2.5. Establish personal reward and stimulation as an integral part of the team's way of working
3. Support and guide colleagues	3.1. Model behaviour that supports innovation 3.2. Seek external stimuli and ideas to feed into team activities 3.3. Pro-actively share information, knowledge and experiences with other team members 3.4. Challenge and test ideas within the team in a positive and collaborative way 3.5. Pro-actively discuss and explore ideas with other team members on an ongoing basis
4. Reflect on how the team is working	4.1. De-brief and reflect on activities and on opportunities for improvement and innovation 4.2. Gather and use feedback from within and outside the team to generate discussion and debate 4.3. Discuss the challenges of being innovative in a constructive and open way 4.4. Take ideas for improvement, build them into future activities and communicate key issues to relevant colleagues 4.5. Identify, promote and celebrate successes and examples of successful innovation

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

REQUIRED SKILLS AND KNOWLEDGE

- communication skills to work collaboratively as part of a team, to provide guidance and support to others, and to participate in open and constructive discussions
- creative thinking skills to generate, explore, test and challenge ideas
- learning skills to stretch boundaries of own knowledge and skills
- literacy skills to analyse a wide range of information from varied sources
- planning and organisational skills to participate in the effective allocation of work in a team context
- problem-solving skills to work constructively to overcome issues and challenges of both a practical and conceptual nature and to make ideas become realities
- self-management skills to take a pro-active team role and to reflect on own performance in modelling and encouraging behaviour that supports innovation.

Required knowledge

- barriers to innovation that can occur within a team and broader barriers that sometimes hinder innovation
- broad concepts of innovation including what innovation is, different types of innovation and the benefits of innovation
- characteristics of teams that are more likely to be innovative and characteristics of broader environments that support and encourage innovation
- different roles that people may play within a team, how this impacts on the way a team works and what it might achieve
- group dynamics in a team.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- active participation in a team where the team takes a pro-active and considered approach to innovation and innovative practice
- collaborative and open communication within the team
- knowledge and understanding of the internal and external factors that contribute to a team becoming

EVIDENCE GUIDE	
	and remaining innovative.
Context of and specific resources for assessment	Assessment must ensure: demonstration of skills as part of a team.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate - direct observation of team interactions - evaluation of reports by the candidate or the team (could be oral or written) discussing the ideas, challenges and opportunities associated with teams, and how they can be more innovative - evaluation of feedback from other people in the team about the candidate's communication approaches and abilities - oral or written questioning to assess knowledge of the characteristics of innovative teams, innovation concepts more broadly and they ways in which innovation can be encouraged - review of jointly established 'groundrules' for how the team will operate.
Guidance information for assessment	Innovation does not occur in isolation. Holistic assessment with other units relevant to the industry sector, workplace and job role is highly recommended.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>What the team needs and wants to achieve</i> may relate to:	- addressing particular customer feedback - conceiving and implementing a particular

RANGE STATEMENT	
	- project - developing new services or products - generating ongoing ideas within the work unit - improving budgetary performance - improving or changing work conditions - new ideas that impact beyond the workplace (e.g. that have a broader social or community impact)
Information about current or potential team members' work may relate to:	- interests - lifestyle preferences - past jobs - technical strengths - work preferences - working styles
Different ways that different people may contribute may relate to individual strengths around:	- creating positive energy within the team - fundamental literacy strengths (e.g. particularly strong in visual literacy, written or spoken communication) - generating ideas - networks or spheres of influence - particular ways of thinking - powers of persuasion - problem-solving capacities - specific technical skills or knowledge
Ground rules may relate to:	- boundaries or lack of boundaries for team activities and ideas - confidentiality - copyright, moral rights or intellectual property - regularity of communication - key roles and responsibilities - time lines - ways of communicating
Team-based innovation may be encouraged through:	- accessing training and learning opportunities - enough but not too much guidance and structure - equitable sharing of workload - follow-through with ideas - supportive communication
Behaviour that supports innovation may include being:	- collaborative - equitable

RANGE STATEMENT	
	• fair • fun • hardworking • reflective • responsible • sympathetic
<i>External stimuli and ideas</i> might be from:	• Australia or overseas • colleagues outside of the team • family and friends • internet • journals • networks or technical experts • other organisations
<i>Challenges of being innovative</i> may relate to:	• budgetary or other resource constraints • competing priorities • organisational culture • problems with breaking old patterns of behaviour or thinking • time pressures

Unit Sector(s)

Unit sector	

Competency field

Competency field	Creativity and Innovation - Innovation

Co-requisite units

Co-requisite units		

Co-requisite units		

BSBITB501A Establish and maintain a workgroup computer network

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to establish a workgroup computer network with an information technology consultant and to manage the network by keeping records, responding to problems, assisting users and providing training. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments who are required to apply broad knowledge of computer networks; they may be responsible for installing and maintaining the network, but they will work closely with computer professionals in all aspects of this process. In doing so, they may provide administrative support within an enterprise, or may have been delegated these responsibilities for their workgroup or organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Manage establishment of a workgroup network	1.1. Determine current and anticipated future network requirements with nominated person in accordance with organisational policy and budgetary constraints 1.2. Ensure selected network is compatible with current organisational software, hardware and work practices 1.3. Obtain and install equipment in accordance with organisational requirements and manufacturers' instructions 1.4. Install software in accordance with organisational requirements and the manufacturers' instructions 1.5. Ensure establishment of network promotes efficiency and access for users
2. Manage maintenance of a workgroup network	2.1. Establish and maintain records to ensure control and security of hardware and software stock, in accordance with organisational policy and

ELEMENT	PERFORMANCE CRITERIA
	procedures 2.2. Respond to network problems and rectify minor faults in accordance with organisational requirements 2.3. Report major problems and consult computer experts in accordance with organisational policy and procedures 2.4. File and store software in accordance with organisational procedures 2.5. Recommend improvement suggestions for the network to appropriate personnel
3. Assist and train network users	3.1. Provide training for staff in using the network in accordance with needs 3.2. Assist network users to maximise network potential 3.3. Examine user skills and provide access to appropriate training to improve individual and workgroup efficiency of network use

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to follow complex oral instructions when using new technology, to respond to a complex enquiry or complaint and to give complex instructions
- literacy skills to read and interpret complex technical procedures, and to clarify purchasing information on software and hardware for workgroup computer network
- research skills to seek information on the most appropriate hardware and software to suit the organisation's needs
- problem-solving skills to identify the best course of action if a difficulty arises in operating the workgroup network
- teamwork skills to work with others to ensure the success of the network.

Required knowledge

- features of computer networking
- key provisions of relevant legislation from all forms of government, codes and

REQUIRED SKILLS AND KNOWLEDGE

standards that may affect aspects of business operations, such as:

- anti-discrimination legislation
- ethical principles
- codes of practice
- privacy laws
- copyright
- occupational health and safety
- organisational policies and procedures relating to the tasks required
- software licensing rights and responsibilities.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- applying principles of computer networking
- identifying and addressing common problems and arising issues
- consulting and negotiating with IT professionals.

Context of and specific resources for assessment

Assessment must ensure:

- access to office equipment and networked computers
- access to software.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of authenticated documents from the workplace or training environment
- demonstration of techniques.

Guidance information for

Holistic assessment with other units relevant to the

EVIDENCE GUIDE**assessment**

industry sector, workplace and job role is recommended, for example:

- other information and communications technology units.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Network requirements may include:

- hardware, mainframes, servers
- internal/external maintenance
- memory size
- necessary skills and knowledge
- scalability
- set up needs
- software, operating system, application packages, programming
- virus scanners, security requirements

Nominated person may include:

- external consultant
- IT department or section
- IT manager
- management
- service provider
- supervisor
- system users

Equipment may include:

- computers, hardware, peripherals
- modem
- server, software

Software may include:

- accounting
- anti-virus
- database
- internet
- organisation specific software

RANGE STATEMENT	
	• page layout • printer • spreadsheet • word processing
<i>Efficiency and access for users</i> may include:	• clear instructions or guidelines, user guides • easy to use • eliminates or minimises duplication in electronic storage of information • ensures accuracy and security of data • firewalls • gateways • improves reporting processes • logical set up • maximises access to information • multiple users • reduces processing time • security needs • timely training
<i>Records</i> may include:	• asset register • details of software licences, locations of software within organisation • file register • index cards • inventory lists • log books • requisition forms
<i>Control and security</i> may include:	• allocation of folders and sub-folders • limited number of users, limited time period for usage • monitoring stock level • restricted and authorised access • storage conditions and requirements • use of passwords and log-ins
<i>Network problems</i> may include:	• damaged cabling • human error • memory full • server crashing • virus
<i>Rectifying minor faults</i> may	• anti-virus software • clearing memory space

RANGE STATEMENT	
include:	• reloading software • repairing or replacing parts • resetting server
Computer experts may include:	• computer service centre • external consultant • IT supervisor or manager • online help • supplier and manufacturer
Filing and storing software may include:	• archiving • creating back-up copy • external storage • file register, electronic or paper-based • fire proof , heat proof , humidity proof storage • organisation records room • organisation storeroom
Training may include:	• expert demonstration • information sessions • one-on-one • workshops
Network users may include:	• organisation personnel • external clients
Maximising network potential may include:	• access to information • effectiveness • efficiency • multiple users • reporting facilities • usefulness
Examining user skills may include:	• observing • surveying • testing and assessment

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Building and Implementation

Co-requisite units

Co-requisite units		

BSBITS401A Maintain business technology

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes maintaining existing technology and planning for future technology requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals with a broad knowledge of business technology who contribute well developed skills in creating solutions to maintenance and upgrade issues with existing technology. They may have responsibility to provide guidance or to delegate aspects of these tasks to others.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Maintain performance of hardware and software	1.1. Monitor and evaluate system effectiveness to ensure it meets <i>organisational and system requirements</i> 1.2. Use operating system, drive and disk structure, reports and files to identify performance problems 1.3. <i>Maintain disk drives and peripherals</i> according to manufacturers' and organisational requirements 1.4. Replace <i>consumables</i> in accordance with manufacturers' and organisational requirements
2. Provide basic system administration	2.1. Carry out system back-up procedure at regular intervals according to organisational and system requirements 2.2. Install and operate <i>software</i> applications in accordance with developers' and organisational requirements 2.3. Maintain and update security access procedures in line with organisational requirements 2.4. Ensure that licence for use of software is used, checked and recorded in accordance with organisational requirements 2.5. Regularly maintain and update virus programs in accordance with organisational requirements

ELEMENT	PERFORMANCE CRITERIA
3. Identify future technology requirements	3.1. Maintain knowledge of current and new technology by regularly accessing <i>sources of information</i> 3.2. Identify and develop <i>improved technology systems</i> using feedback from clients and colleagues 3.3. Assess existing technology against newly available technology to determine future needs and priorities 3.4. Identify and select new technologies to achieve and maintain continuous organisational development 3.5. Obtain management and budget approval for new selected technologies

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to explain the operation and troubleshooting of technology in the work environment
- literacy skills to interpret and evaluate the purposes and objectives of various uses of technology; to display logical organisation of written information
- problem-solving skills to address routine and non-routine faults with hardware and software
- research and analytical skills to analyse and identify organisation's future technology requirements.

Required knowledge

- costs and benefits of technology maintenance strategies
- general features and capabilities of current industry accepted hardware and software products
- importance of back-up and security procedures; maintenance and diagnostic procedures; licensing, installation and purchasing procedures
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - environmental issues

REQUIRED SKILLS AND KNOWLEDGE

- occupational health and safety (OHS).

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- installing software and hardware
- organising and accessing software, materials and consumables
- maintaining technology security and maintenance systems
- knowledge of costs and benefits of technology maintenance strategies.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- access to examples of technology maintenance and security procedures.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- analysis of responses to case studies and scenarios
- demonstration of techniques
- oral or written questioning to assess knowledge of general features and capabilities of current industry accepted hardware and software products.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,

EVIDENCE GUIDE

	for example: • other information and communications technology or general administration units.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Organisational and system requirements may include:

- back-up procedures
- Code of Conduct
- ethical standards
- legal and organisational policy/guidelines and requirements
- maintenance of customised software
- OHS policies, procedures and programs
- quality assurance and/or procedures manuals
- register of licenses
- restore procedures
- security and confidentiality procedures
- software licence documentation
- storage of information technology documentation
- storage retrieval and type of product licenses
- updating of virus protection systems

Disk drive and peripherals maintenance may include:

- backing up files before major maintenance
- checking hard drive for errors
- cleaning dust from internal and external surfaces
- creating more free space on the hard disk
- defragmenting the hard disk
- deleting unwanted files
- reviewing programs
- using up-to-date anti-virus programs

RANGE STATEMENT	
Consumables may include:	• disks • magnetic tape and cassettes • print heads • print media • printer ribbons and cartridges
Software may include:	• accounting applications • commercial software applications • database applications • internet/intranet/extranet related programs • organisation-specific software • presentation applications • spreadsheet applications • word processing applications
Technology may include:	• client services • computers • data transfer devices • modems • peripherals, including: • printers, scanners, tape cartridges • speakers, multimedia kits • personal computer, modems • input equipment such as mouse, touch pad, keyboard, pens • mobile phones, palmtops and personal digital assistants (PDAs), laptops and desktop computers • Bluetooth devices, universal serial bus (USB), Firewire (IEEE 1394) • photocopiers • printers • scanners • software
Sources of information may include:	• computer hardware manufacturers • computer magazines and journals • computer software designers • industry associations • internal/external clients • internet • retail outlets • seminars, workshops and training sessions

RANGE STATEMENT	
	• trade fairs
<i>Improved technology systems</i> may include:	• access protocols • cable data transmissions • delivery and installation systems • hardware upgrades • implementing a new system • maintenance options • multimedia • networking options • new hardware • new software • resource usage monitoring • software upgrades

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Support

Co-requisite units

Co-requisite units		

BSBITU201A Produce simple word processed documents

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to correctly operate word processing applications in the production of workplace documents. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of word processing and software in a defined context, under direct supervision or with limited individual responsibility.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to produce documents	1.1. Use safe work practices to ensure <i>ergonomic, work organisation, energy and resource conservation requirements</i> are addressed 1.2. Identify <i>document</i> purpose, audience and presentation requirements, and clarify with relevant personnel as required 1.3. Identify <i>organisational</i> and task <i>requirements</i> for document layout and design
2. Produce documents	2.1. <i>Format</i> document using appropriate <i>software functions</i> to adjust page layout to meet information requirements, in accordance with organisational style and presentation requirements 2.2. Use system features to identify and manipulate <i>screen display options and controls</i> 2.3. Use manuals, user documentation and online help to overcome problems with document presentation and production
3. Finalise documents	3.1. Ensure final document is previewed, <i>checked</i>, adjusted and <i>printed</i> in accordance with organisational and task requirements 3.2. Ensure document is prepared within <i>designated time lines</i> and organisational requirements 3.3. <i>Name and store document</i> in accordance with organisational requirements and exit application

ELEMENT	PERFORMANCE CRITERIA
	without information loss/damage

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to clarify document requirements
- editing and proofreading skills to check own work for accuracy
- keyboarding skills to enter text and numerical data
- literacy skills to read and understand organisation's procedures, and to use basic models to produce a range of correspondence
- problem-solving skills to solve routine problems.

Required knowledge

- formatting styles and their effect on formatting, readability and appearance of documents
- purpose, use and function of word processing software
- organisational requirements for ergonomics, work periods and breaks, and conservation techniques
- organisational style guide.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of simple word processing functions, standard document layout and design principles
- production of a minimum of three simple, word processed documents.

EVIDENCE GUIDE	
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • access to examples of word processed documents and style guides.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of formatted document • review of final document • demonstration of techniques • oral or written questioning to assess knowledge of word processing software functions.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • general administration units • other IT use units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Ergonomic requirements</i> may include:	• avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest • keyboard and mouse position

RANGE STATEMENT	
	• lighting • noise minimisation • posture • screen position • workstation height and layout
Work organisation requirements may include:	• exercise breaks • mix of repetitive and other activities • rest periods
Conservation requirements may include:	• disposing of non-confidential waste paper in recycling bins • double-sided paper use • re-using paper for rough drafts (observing confidentiality requirements) • utilising power-save options for equipment
Documents may include:	• agendas • briefing papers • envelopes • faxes • labels • letters • mail merges • memos • minutes • short reports • simple one-page flyers • standard form letters
Organisational requirements may include:	• company colour scheme • company logo • consistent corporate image • content restrictions • established guidelines and procedures for document production • house styles • observing copyright legislation • organisation name, time, date, document title, filename etc. in header/footer • templates
Formatting may include:	• alignment on page • columns • company logo/letterhead

RANGE STATEMENT	
	• enhancements to format - borders, patterns and colours • enhancements to text - colour, size, orientation • headers/footers • margins • page orientation
Software functions may include:	• default settings • document protection • grammar check • headers/footers • indent • line spacing • page numbers • page set up • paragraph formatting • spell check • tabs • text formatting
Screen display options and controls may include:	• layout view • maximise/minimise • normal view • page view • print preview • ruler • toolbars • zoom percentage
Checking may include:	• accuracy of information • consistency of layout • ensuring instructions with regard to content and format have been followed • grammar • proofreading • spelling, electronically and manually
Printing may include:	• basic print settings • multiple copies • odd or even pages • print preview • printer setup • specified pages • whole document

RANGE STATEMENT	
<i>Designated time lines</i> may include:	- organisational time line e.g. deadline requirements - time line agreed with internal/external client - time line agreed with supervisor/person requiring document/s
<i>Naming and storing documents</i> may include:	- appropriate file type - authorised access - file names according to organisational procedure e.g. numbers rather than names - file names which are easily identifiable in relation to the content - file/directory names which identify the operator, author, section, date etc. - filing locations - organisational policy for backing up files - organisational policy for filing hard copies of documents - security - storage in folders/sub-folders - storage on hard/floppy disk drives, CD-ROM, tape back-up

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Use

Co-requisite units

Co-requisite units	

Co-requisite units		

BSBITU202A Create and use spreadsheets

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to correctly create and use spreadsheets and charts through the use of spreadsheet software. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and fundamental knowledge of creating spreadsheets in a defined context under direct supervision or with limited individual responsibility.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Select and prepare resources	1.1. Adjust workspace, furniture and equipment to suit user <i>ergonomic, work organisation</i> and occupational health and safety (OHS) <i>requirements</i> 1.2. Use energy and resource <i>conservation techniques</i> to minimise wastage in accordance with organisational and statutory requirements 1.3. Identify <i>spreadsheet task requirements</i> and clarify with relevant personnel as required
2. Create simple spreadsheets	2.1. Ensure <i>data</i> is entered, <i>checked</i> and amended in accordance with organisational and task requirements, to maintain consistency of design and layout 2.2. <i>Format</i> spreadsheet using <i>software functions</i>, to adjust page and cell layout to meet information requirements, in accordance with organisational style and presentation requirements 2.3. Ensure <i>formulae</i> are used and tested to confirm output meets task requirements, in consultation with appropriate personnel as required 2.4. Use manuals, user documentation and online help to overcome problems with spreadsheet design and production
3. Produce simple charts	3.1. Select <i>chart type</i> and design that enables valid representation of numerical data and meets

ELEMENT	PERFORMANCE CRITERIA
	organisational and task requirements 3.2.Create chart using appropriate data range in the spreadsheet 3.3.Modify chart type and layout using formatting <i>features</i>
4. Finalise spreadsheets	4.1.Ensure spreadsheet and any accompanying charts are previewed, adjusted and printed in accordance with organisational and task requirements 4.2.Ensure data input meets designated time lines and organisational requirements for speed and accuracy 4.3.Name and store spreadsheet in accordance with organisational requirements and exit the application without data loss/damage

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to clarify requirements of spreadsheet
- editing and proofreading skills to check own work for accuracy
- keyboarding skills to enter text and numerical data
- literacy skills to read and understand organisation's procedures, and to use basic models to produce a range of spreadsheets
- numeracy skills to create and use spreadsheet formulae.

Required knowledge

- formatting of workplace documents
- organisational requirements for ergonomic standards, work periods and breaks, and conservation techniques
- organisational guidelines on spreadsheet manipulation and processing
- purpose and range of use of spreadsheet functions.

Evidence Guide

EVIDENCE GUIDE

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - designing a minimum of two spreadsheets - using cell-based formulae - creating charts using relevant data - knowledge of purpose and range of use of spreadsheet functions.
Context of and specific resources for assessment	Assessment must ensure: - access to an actual workplace or simulated environment - access to office equipment and resources - access to examples of spreadsheets and simple formulae.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate - review of final spreadsheets - analysis of responses to case studies and scenarios - demonstration of techniques - oral or written questioning to assess knowledge of spreadsheet software functions.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: - general administration units - other IT use units.

Range Statement

RANGE STATEMENT

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Ergonomic requirements</i> may include:	• avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest • keyboard and mouse position • lighting • noise minimisation • posture • screen position • workstation height and layout
<i>Work organisation requirements</i> may include:	• exercise breaks • mix of repetitive and other activities • rest periods
<i>Conservation techniques</i> may include:	• double-sided paper use • recycling used and shredded paper • re-using paper for rough drafts (observing confidentiality requirements) • utilising power-save options for equipment
<i>Spreadsheet task requirements</i> may include:	• data entry • output • presentation • storage
<i>Data</i> may include:	• numbers • text
<i>Checking</i> may include:	• accuracy of data • accuracy of formulae with calculator • ensuring instructions with regard to content and format have been followed • proofreading • spelling, electronically and manually
<i>Formatting</i> may include:	• alignment on page • efficiency of formulae • enhancements to format - borders, patterns and

RANGE STATEMENT	
	colours • enhancements to text • headers/footers • use of absolute and relative cell addresses • use of cell addresses in formulae
Software functions may include:	• adding/deleting columns/rows • formatting cells • formatting text • headers/footers • sizing columns/rows
Formulae may include:	• absolute cell referencing and/or mixed references • average • division • maximum • minimum • multiplication • subtraction • sum • combinations of above
Chart types may include:	• area • bar • column • exploded pie • line • pie and 3-D pie • scatter/bubble • stacked/multiple bar • stacked, 3-D column
Features may include:	• axes • axis title • borders • chart title • colours • data labels • data tables • fills • gridlines • legend • lines

RANGE STATEMENT	
	patterns
Printing may include:	- fit on one page - fit specific number of pages - with formulae - with values
Designated time lines may include:	- organisational time line e.g. financial requirements - time line agreed with internal/external client - time line agreed with supervisor/person requiring spreadsheet
Storing data may include:	- authorised access - filing locations - organisational policy for backing up files - organisational policy for filing hard copies of spreadsheets - security - storage in electronic folders/sub-folders - storage on CD-ROM, zip drives, USB memory

Unit Sector(s)

Unit sector	

Competency field

Competency field	Information and Communications Technology - IT Use

Co-requisite units

Co-requisite units	

BSBMKG502B Establish and adjust the marketing mix

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to determine the optimum marketing mix for a business through analysis of inter related marketing components. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals in marketing management roles responsible for developing the marketing and promotional mix within an organisation. They may also adjust the marketing mix when new marketing opportunities have been identified. The skills and knowledge required to evaluate and identify new market opportunities are covered in BSBMKG501B Identify and evaluate marketing opportunities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Evaluate each component of the marketing mix	1.1. Identify key <i>characteristics of products or services</i> and estimate their significance to the market 1.2. Review pricing policy and analyse <i>pricing variables</i> to determine their effect on demand 1.3. Analyse <i>promotional methods</i> to determine their importance to <i>marketing</i> outcomes 1.4. Review <i>channels of distribution</i> and estimate their significance in relation to marketing outcomes 1.5. Identify and analyse <i>level of customer service</i> provision to determine its significance to marketing outcomes 1.6. Identify potential customer base and key pressure points for success 1.7. Analyse and test the effect of the components of <i>marketing mix</i> on each other, and establish their relative importance to customer base
2. Determine marketing	2.1. Identify and assess environmental factors for their

ELEMENT	PERFORMANCE CRITERIA
mix for specific markets	impact on marketing mix 2.2. Identify consumer priorities, needs and preferences that affect marketing mix 2.3. Consider product, pricing, promotional, distribution and service variations, and evaluate these against marketing objectives, target market characteristics and desired positioning 2.4. Select marketing mix that best satisfies target market and meets marketing objectives 2.5. Ensure marketing mix decision meets organisational, strategic and operational marketing objectives
3. Monitor and adjust marketing mix	3.1. Monitor marketing mix against marketing performance and isolate components for testing 3.2. Evaluate implications of altering one or more components of marketing mix in relation to market factors and consumer response 3.3. Adjust components of marketing mix in response to test results and evaluation of market response 3.4. Ensure adjusted marketing mix meets budgetary requirements 3.5. Ensure adjusted marketing mix continues to meet organisational, strategic and operational marketing objectives, and desired positioning

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to identify market information, to write in a range of styles for different audiences and to interpret requirements
- numeracy skills to interpret testing results and to manage marketing budgets
- organisational and time management skills to design and adjust a marketing mix.

Required knowledge

- key provisions of relevant legislation from all forms of government that may affect

REQUIRED SKILLS AND KNOWLEDGE

- aspects business operations, codes of practice and national standards such as:
- anti-discrimination legislation and principles of equal opportunity, equity and diversity
 - ethical principles
 - marketing codes of practice and conduct such as the Australian Direct Marketing Association (ADMA) Direct Marketing Code of Practice; Free TV Australia Commercial Television Industry Code of Practice
 - privacy laws
 - Trade Practices Act
 - organisational policies, procedures, products and services
 - principles and concepts of marketing such as consumer or buyer behaviour and elements of marketing mix
 - statistical techniques.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- developing a report containing a description of activities undertaken to establish a marketing mix in an organisation, including information on each element of the marketing mix, such as:
 - levels of customer service to be provided
 - how a product or service will be distributed
 - how a product or service will be priced
 - whether additional products or services will be offered
 - how the product or service will be promoted
- reporting on at least one review of the success of marketing mix activities developed including coverage of any necessary adjustments made.

Context of and specific resources for

Assessment must ensure:

EVIDENCE GUIDE	
assessment	• access to an actual or simulated workplace • access to office equipment and resources • access to organisational and marketing strategic plans.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • analysis of responses to case studies and scenarios • assessment of written reports on the marketing mix • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of presentations on the marketing mix or changes made to the marketing mix • oral or written questioning to assess knowledge and understanding • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors or managers.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBMKG501B Identify and evaluate marketing opportunities • other marketing units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Characteristics of products or services</i> may include:	• brand • brand loyalty

RANGE STATEMENT	
	• compatibility with other products, services or equipment • degree of customisation • design • durability • ease of maintenance • features • flexibility • functional performance • innovativeness • occupational health and safety issues • packaging • pollution hazard reduction • quality • range of size, colour or other factors • reduction of risks to health and safety, such as noise • robustness • styling • technical features • upgrading • volumes available
Pricing variables may include:	• cost of ownership • credit terms • discount percentages • discount structure • financial deals • leasing arrangements • price point chosen • psychological elements • residual value • sales • special offers • stage payments
Promotional methods may include:	• impersonal promotion such as: • advertising • sales promotion • personal promotion such as: • direct marketing • face-to-face selling

RANGE STATEMENT	
	• personal selling • segmentation
Marketing may include:	• business-to-business marketing • direct marketing • ideas marketing • marketing of goods • public sector marketing • services marketing • telemarketing
Channels of distribution may include:	• dealers • delivery service • distributors • e-business • franchisees • internet • mail order • podcasts • re-seller • retail • self-service • telesales • wholesale
Level of customer service may include:	• after sales service • call centre support • electronic client service • no customer service • one-on-one personal service • sales assistance for problems or queries only
Marketing mix may include:	• customer service variables • distribution variables • pricing variables • product or service variables • promotional variables
Customer priorities, needs and preferences may include:	• required or preferred products/services • preferred price point • preferred purchase volume in units and in dollars • preferred method of payment • preferred time and place for responding

RANGE STATEMENT

	• preferred time and place to take delivery • preferred medium to respond to direct response offers such as: • in person • mail • phone • website

Unit Sector(s)

Unit sector	

Competency field

Competency field	Business Development - Marketing

Co-requisite units

Co-requisite units		

BSBMKG507A Interpret Market Trends And Developments

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to conduct an analysis of market data in order to determine organisational and competitor business performance, and to prepare market and business forecasts that assist in targeting marketing activities and in drawing up a marketing plan. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to marketing professionals who use statistical techniques to analyse organisational and competitor marketing performance, and to interpret new and emerging trends when forecasting future business needs. Information gathered is used to assist in developing an organisation's marketing plan and to determine the current or potential future success of marketing strategies.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Interpret trends and market developments	1.1. Use <i>statistical analysis</i> of market <i>data</i> to interpret <i>market trends and developments</i> 1.2. Analyse market trends and developments for their potential impact on the business 1.3. Use <i>measures of central tendency or dispersion and correlations</i> between <i>sets of data</i> for quantitative interpretation of comparative market data 1.4. Perform qualitative analysis of <i>comparative market information</i> as a basis for reviewing business performance 1.5. Analyse the market <i>performance of existing and potential competitors</i> and their products or services, to identify potential <i>opportunities</i> or <i>threats</i>
2. Analyse qualitative results	2.1. Analyse performance data from all areas of the business to determine success of marketing activities 2.2. Identify over-performing and under-performing

ELEMENT	PERFORMANCE CRITERIA
	products and services to be considered for redevelopment or withdrawal 2.3.Forecast existing and emerging market needs based on information available using forecasting techniques
3. Report on market data	3.1.Prepare, plot and interpret data for visual presentation 3.2.Assess visual presentation for potential problems, and take any necessary corrective action 3.3.Report on analysis of market data to meet organisational requirements in terms of content, format, level of detail and scheduling

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- facilitation and presentation skills to present statistical findings
- literacy skills to prepare reports containing complex ideas and concepts
- numeracy skills to use a range of statistical analysis techniques and elementary probability.

Required knowledge

- economic, social, and industry directions and trends
- key provisions of relevant legislation from all forms of government, codes of practice and national standards that may affect aspects of business operations such as:
 - anti-discrimination legislation
 - consumer laws including appropriate state/territory legislation
 - ethical principles
 - marketing codes of practice and conduct such as the Australian Direct Marketing Association (ADMA) Direct Marketing Code of Practice
 - privacy laws
 - Trade Practices Act
- software applications especially spreadsheets and statistical packages, and use of the internet

REQUIRED SKILLS AND KNOWLEDGE

- statistical methods and techniques, and reporting formats.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- applying a range of statistical techniques to analyse market trends and developments, current marketing performance and comparative market information
- documenting analysis of market data including visual presentation of findings.

Context of and specific resources for assessment

Assessment must ensure:

- access to office equipment and resources.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- assessment of written reports presenting findings of statistical analysis
- demonstration of statistical and forecasting techniques in the workplace
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- observation of presentations
- oral or written questioning
- review of authenticated documents from the workplace or training environment
- review of testimony from team members, colleagues, supervisors or managers.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,

EVIDENCE GUIDE

	for example: • BSBMKG401B Profile the market • BSBMKG402B Analyse consumer behaviour for specific markets • BSBMKG501B Identify and evaluate marketing opportunities.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Statistical analysis</i> may include:	• conversion rate of leads to sales • measures of central tendency particularly for such things as: • average order value • average response rate • measures of dispersion • nature and degree of relationship between variables • net response rate • normal distribution probability curve • sampling • time series analysis such as: • speed of response curve • recency or frequency grids • lifetime value of customers • net present value of customers
<i>Data</i> may include:	• charts • curves • graphs • spreadsheets
<i>Market trends and developments</i>	• changes in technology

RANGE STATEMENT	
may include:	• changes in supplier prices • demographic trends • ecological and environmental trends • economic trends (local, regional, national, international) • government activities e.g. interest rates, deregulation • industrial trends • penetration of new technologies • social and cultural factors
<i>Measures of central tendency or dispersion and correlations</i> may include:	• cross-tabulations for grouped or ungrouped data • mean • median • mode • Z, T and chi square tests
<i>Sets of data</i> may include:	• geodemographic segmentations available from proprietary suppliers such as: • ACORN • MOSAIC • PRIZM • segmentation by customer lists such as: • average order value by units or dollars • geography • lifetime value by units, dollars and transactions • recency and frequency or response/purchase • segmentation of the prospect list by: • demographic match with customers • geographic match with customers • psychographic match with customers
<i>Comparative market information</i> may include:	• best practice information • books and articles, including: • academic • business • general • industry • brochures

RANGE STATEMENT	
	• direct mail packages • documentaries and interviews on broadcast media • inter-firm comparison data • international benchmarking • internet • public or proprietary research • speeches
<i>Performance of existing and potential competitors</i> may include:	• comparisons about: • corporate share price • market share • number of customers • profitability • sales in units or dollars
<i>Opportunities</i> may include:	• alliances • cooperative ventures • exports • extending, expanding or otherwise changing an existing business through: • increasing customer numbers • increasing average order value • increasing lifetime value of the customer • reducing costs of marketing • improving current products/services • developing new distribution channels • franchising • joint ventures • new products or services for existing markets • new products or services for new markets • potential for greater penetration of existing markets with existing products or services • strategic alliances
<i>Threats</i> may include:	• new competitor entering the market • new products or services being launched by existing competitors • increased number of inactive customers resulting in reduced average lifetime • reduced average order value resulting in reduced average lifetime value

RANGE STATEMENT

Forecasting techniques may include:

- Delphi techniques
- model building
- projection
- scenario planning
- surveys of intentions
- top-down forecasting bottom-up forecasting

Unit Sector(s)

Unit sector	

Competency field

Competency field	Business Development - Marketing

Co-requisite units

Co-requisite units		

BSBMKG514A Implement and monitor marketing activities

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to implement marketing activities described in a marketing plan, to monitor their effectiveness in meeting organisational marketing objectives, and take actions to improve marketing performance. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals working in marketing management positions who are responsible for implementing and monitoring organisational marketing strategies. In this role they would usually lead and coordinate a marketing team, implement the marketing plan, monitor the performance of marketing strategies and evaluate their effectiveness. They also involve team members in identifying improvements to marketing strategies and formulating recommendations for future marketing activities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Implement marketing strategies and tactics	1.1. Brief <i>stakeholders</i> who participated in the <i>marketing</i> planning process on their implementation roles and responsibilities 1.2. Identify and brief marketing and <i>non-marketing personnel</i> critical to the success of the marketing plan, on the objectives of the plan, performance measures, and their roles and responsibilities 1.3. Prioritise marketing strategies and identify <i>resources</i> for their implementation, in accordance with organisational requirements 1.4. Implement communication and team building strategies to ensure that personnel responsible for each element of the <i>marketing mix</i> work together to meet the organisation's marketing objectives 1.5. Implement strategies for monitoring marketing activities and analysing marketing performance, in

ELEMENT	PERFORMANCE CRITERIA
	accordance with the marketing plan
2. Monitor marketing strategies and tactics	2.1. Monitor and implement promotional activity against communication objectives in the marketing plan 2.2. Monitor product, pricing and distribution decisions against organisational policy and the objectives of the marketing plan 2.3. Monitor marketing results against targets in the marketing plan 2.4. Monitor marketing revenue and costs against budget, and analyse record variations 2.5. Prepare and present marketing reports that indicate ongoing progress towards marketing objectives
3. Evaluate and improve marketing performance	3.1. Regularly assess marketing performance against objectives 3.2. Identify opportunities for improvement through discussion with customers and personnel responsible for each element of the marketing mix 3.3. Change business practices in line with changing customer requirements to maintain business relevance and viability 3.4. Document recommendations for improvement in accordance with organisational requirements 3.5. Communicate changes to marketing objectives and targets with relevant stakeholders, to facilitate implementation

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities
- literacy skills to prepare complex reports on marketing performance
- numeracy skills to analyse marketing performance, revenue and cost
- teamwork skills to manage a marketing team.

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

- organisational strategic and marketing objectives, plans and performance measures
- principles of the marketing mix
- key provisions of relevant legislation from all forms of government, codes of practice and national standards that may affect aspects of business operations such as:
 - anti-discrimination legislation and principles of equal opportunity, equity, and diversity
 - ethical principles
 - marketing codes of practice and conduct such as the Australian Direct Marketing Association (ADMA) Direct Marketing Code of Practice
 - privacy laws
 - Trade Practices Act.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- successfully implementing marketing strategies identified in an organisation's marketing plan
- coordinating personnel involved in conducting marketing activities
- monitoring, evaluating and reporting on marketing activities against defined objectives
- modifying marketing activities in line with new or emerging trends.

Context of and specific resources for assessment

Assessment must ensure:

- access to office equipment and resources
- access to organisational and marketing strategic plans.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

EVIDENCE GUIDE	
	• analysis of responses to case studies and scenarios • assessment of written reports on marketing performance • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of team management activities • observation of presentations on marketing performance reports • oral or written questioning • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors or managers.
Guidance information for assessment	• Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other marketing units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Stakeholders</i> may include:	• Board of directors • finance staff • human resources staff • IT staff • managers • marketing personnel • owners • production staff • supervisors
<i>Marketing</i> may include:	• business-to-business marketing • direct marketing

RANGE STATEMENT	
	• ideas marketing • marketing of goods • public sector marketing • services marketing • telemarketing
<i>Non-marketing personnel</i> may include:	• advertising personnel • managers • public relations personnel • sales manager • sales team • staff • supervisors
<i>Resources</i> may include:	• financial • human • IT • physical • technical
<i>Marketing mix</i> may include:	• distribution • level of service • pricing • product or service variables such as: • design • quality • range • safety features • technical features • promotion

Unit Sector(s)

Unit sector	

Competency field

Competency field	Business Development - Marketing

Co-requisite units

Co-requisite units		

BSBRKG304B Maintain business records

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to maintain the records of a business or records system in good order on a day to day basis. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals requiring some understanding of relevant theoretical knowledge relating to recordkeeping functions. It is not assumed that individuals at this level would have responsibility for supervising the work of others; however it is assumed that as a recordkeeping practitioner their work will support effective recordkeeping and governance practices across the organisation. The application is in relation to the maintenance of records from an existing business or records system that has guidelines and processes to assist in the process. Work carried out in the interest of system maintenance will be performed under supervision or in consultation with more senior staff or users of the system.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Collate business records	1.1. Identify individual <i>records</i> or <i>information</i> which should be incorporated into <i>business or records system</i> according to organisational criteria 1.2. Sort records in accordance with workplace requirements 1.3. Adhere to <i>security and access requirements</i> in accordance with organisational procedures
2. Update business or records system	2.1. Identify and record control information for describing new records to be incorporated into business or records system 2.2. Update control information describing movement or use of records within business or records system 2.3. Accurately record and update control information in business or records system 2.4. Identify and remove records of completed business

ELEMENT	PERFORMANCE CRITERIA
	activities from current system for disposal
3. Prepare reports from the business or records system	3.1. Interpret requests for reports and clarify the content and frequency sought, where necessary 3.2. Prepare reports from business or records system in accordance with instructions or request 3.3. Prepare reports in accordance with organisational security and access procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to explain and clarify procedures, and to interview users to identify their records/information needs
- literacy skills to read and interpret nature of record content, functions and problems
- problem-solving and analysis skills to identify and manage records.

Required knowledge

- key provisions of relevant legislation from all forms of government, regulations, standards and documentation that may affect aspects of business operations, such as:
 - AS 5044.1:2002 AGLS Metadata element set
 - AS 5090:2003 Work process analysis for recordkeeping
 - AS ISO 15489:2004 Records management
 - AS ISO 23081.1:2006 Information and documentation - Records management processes - Metadata for records - Principles
 - Australian Stock Exchange(ASX) Principles of Good Corporate Governance
 - ethical principles
 - codes of practice
 - privacy and freedom of information
 - archives and records legislation
 - occupational health and safety
- general principles and processes of records management and records management systems, such as:
 - systems of control
 - records continuum theory

REQUIRED SKILLS AND KNOWLEDGE

- mandate and ownership of business process
- environmental context
- records characteristics.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- complying with organisational procedures and workplace requirements
- knowledge and understanding of business or records systems
- accurately recording information.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated work environment
- access to office equipment and resources
- access to examples of records, recordkeeping systems and policies
- access to workplace reference materials such as procedural manuals and company policies.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios
- demonstration of techniques
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of authenticated documents from the workplace or training environment
- oral or written questioning to assess knowledge of

EVIDENCE GUIDE	
	general principles and processes of business or records systems.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • administration units • other knowledge management units.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Records</i> may be:	• at different stages of use: • active • archival • digital: • remote drives • servers • CDs • DVDs • imaging systems • PC-based applications • mainframe • physical: • audio-visual or multimedia • graphic • microform • paper-based (acid free or multiple copies) • from a variety of sources: • already in the custody of the organisation • in the process of being transferred between organisations

RANGE STATEMENT	
Information may include:	• customer relationship management • expenditure • human resources management • invoicing/sales • legislative/regulatory/licensing compliance • risk management • stock control • taxation, asset management
Business or records systems may be:	• archival control systems • business systems • cash register-based systems • characteristics relating to: • aggregations • context • entities • metadata • current business or records systems • electronic records and document management system (ERDMS) • informal • paper-based accumulation and card systems • PC-based accounting systems, employee and tax records systems • proprietary recordkeeping package • storage facilities systems • systems unique to individual workplaces and organisations
Security and access requirements may relate to:	• individuals or positions of individuals • protection of privacy • security restrictions • trade secrets or commercial-in-confidence information
Reports may be:	• ad hoc • computer generated • hand prepared • part of a management solution for another support/operational function • regular records management reports • system management reports

Unit Sector(s)

Unit sector	

Competency field

Competency field	Knowledge Management - Recordkeeping

Co-requisite units

Co-requisite units		

BSBSMB401A Establish legal and risk management requirements of small business

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to identify and comply with the regulatory, legal, taxation and insurance requirements, and risk management needs of small business. Specific legal requirements apply to the management of a small business.

Application of the Unit

Application of the unit	This work is undertaken by individuals who operate a small business. The unit is suitable for existing micro and small businesses or setting up a new business or a department in a larger organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify and implement business legal requirements	1.1. Identify and research possible <i>options for the business legal structure</i> using <i>appropriate sources</i> 1.2. Determine <i>legislation and regulatory requirements</i> affecting the operations of the business under its chosen structure 1.3. Develop and implement procedures to ensure full compliance with relevant legislation and regulatory requirements
2. Comply with legislation, codes and regulatory requirements	2.1. Establish systems to ensure the <i>legal rights and responsibilities</i> of the business are identified and the business is adequately protected, specifically in relation to <i>occupational health and safety (OHS)</i>, business registration and environmental requirements 2.2. Identify <i>taxation principles and requirements</i> relative to the business and follow procedures to ensure compliance 2.3. Identify and carefully maintain <i>legal documents</i> and maintain and update relevant <i>records</i> to ensure their ongoing security and accessibility 2.4. Monitor the provision of products and services of the business to protect legal rights and to comply with legal responsibilities 2.5. Conduct investigations to identify areas of

ELEMENT	PERFORMANCE CRITERIA
	non-compliance with legal and regulatory requirements and take corrective action where necessary
3. Negotiate and arrange contracts	3.1. Seek legal advice on contractual rights and obligations, if required, to clarify business liabilities 3.2. Investigate and assess potential products/services to determine procurement rights and to ensure protection of business interests where applicable 3.3. Negotiate and secure contractual procurement rights for goods and services including contracts with relevant people, as required, in accordance with the business plan 3.4. Identify insurance requirements and acquire adequate cover 3.5. Identify options for leasing/ownership of business premises and complete contractual arrangements in accordance with the business plan

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication, reporting, record keeping and consultation skills to operate the business
- literacy skills to interpret legal requirements, to develop policies and procedures and to analyse compliance information
- research skills to investigate legal structures, and taxation and insurance requirements
- time management skills to prioritise tasks and to meet key dates.

Required knowledge

- business registration and licensing requirements
- commonwealth, state/territory and local government legislative requirements relating to business operation, especially in regard to OHS and environmental issues, equal employment opportunity, industrial relations, anti-discrimination, taxation
- creation and termination of relevant legal contracts

REQUIRED SKILLS AND KNOWLEDGE

- cultural differences and legal implications
- duty of care imposed by Law of Torts
- legal rights and obligations of alternative ownership structures
- record keeping to meet minimum legal and taxation requirements
- relevant consumer legislation
- relevant industry codes of practice
- relevant insurance requirements and products.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- implementation of a systematic approach to identifying, managing and meeting legal and business requirements within culturally appropriate contexts
- interpreting compliance data and formulating appropriate action
- knowledge of relevant legislation.

Context of and specific resources for assessment

Assessment must ensure:

- access to relevant documentation
- candidate's individual circumstances and work in the context of establishing or running a small business, are the basis for assessment.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- portfolio of evidence including contracts negotiated and arranged
- oral or written questioning to assess knowledge of relevant consumer legislation
- review of procedures developed and implemented to ensure full compliance with relevant legislation and regulatory requirements

EVIDENCE GUIDE	
	• review of insurance cover acquired.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBSMB402A Plan small business finances • BSBSMB404A Undertake small business planning.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Options for the business legal structure</i> may include:	• company • cooperative • corporation • government owned enterprise • partnership • profit or not-for-profit legal structure • sole trader • trust
<i>Options for the business legal structure</i> may be influenced by:	• confidentiality • contractual requirements • family/community/cultural expectations • ownership transfer • partnership considerations • preferences of owners/stakeholders • protection of stakeholders and assets • requirements of financial backers • superannuation • taxation
<i>Appropriate sources</i> may include:	• business advisers • financial planners • government agencies

RANGE STATEMENT	
	• industry/trade associations • mentors • professional advisers (e.g. solicitors, accountants)
Legislation and regulatory requirements may include:	• local, state/territory, commonwealth and international legislation, regulations and codes of practice affecting business operations such as: • relevant Acts and regulations • industry and OHS codes of practice • business registrations and licences • planning and other permissions • environmental legislation • industrial law, agency law, property law, consumer legislation and standards, Torts Law and duty of care • equal employment opportunity (EEO) and anti-discrimination legislation, anti-competition regulations
Legal rights and responsibilities may include:	• culturally appropriate processes and protocols • marketing the business in accordance with consumer legislation • obligations imposed by choice of business structure • operating the business with a duty of care (Law of Torts)
Occupational health and safety and requirements must include:	• complying with relevant OHS codes of practice • establishing and maintaining a system for managing OHS • establishing hazard management arrangements to assess and control the risks associated with workplace hazards including development of written safe operating procedures • establishing OHS record keeping arrangements in accordance with regulatory requirements • OHS duty of care responsibilities • registering with state/territory workers compensation authority if applicable
Taxation principles and requirements may include:	• relevant taxation requirements/obligations for business • tax file number, Australian Business number, goods and services tax registration, PAYG and

RANGE STATEMENT	
	withholding arrangements
Legal documents may include:	• appropriate software for financial records • certificate of incorporation • constitution documents • franchise agreements and financial documentation • partnership agreements • statutory books for companies (register of members, register of directors and minute books)
Records may include:	• environmental • financial • OHS • personnel • taxation
OHS records may include:	• accident reports and investigations • first aid and medical • hazardous substances register • instruction and training • manufacturers' and suppliers' information • material safety data sheets • OHS audits and inspections • plant maintenance and testing • workers compensation and rehabilitation
Procurement rights to products and services may include:	• any form of licensing • royalties, copyright, patents, trademarks, registered design and applications, intellectual property, software licenses, franchises, agencies
Contracts with relevant people may include:	• any person with whom the business has, or seeks to have, a performance-based relationship • owners, suppliers, employees, landlords, agents, distributors, customers
Insurance requirements may include:	• comprehensive insurance for vehicles/property • professional indemnity insurance • public liability insurance • third party insurance on motor vehicles • workers compensation • other insurance cover as required by state/territory or commonwealth legislation,

RANGE STATEMENT

	contractual obligations or as recommended for the industry/type of business

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Small and Micro Business

Co-requisite units

Co-requisite units		

BSBSMB402A Plan small business finances

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to develop a financial plan to support business viability. Specific legal requirements apply to the management of a small business.

Application of the Unit

Application of the unit	This work is undertaken by individuals who operate a small business. The unit is suitable for existing micro and small businesses or a department in a larger organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify costs, calculate prices and prepare profit statement	1.1. Identify and document costs associated with the production and delivery of the business' products/services 1.2. Calculate prices based on costs and profit margin, as an hourly charge out rate for labour or unit price for products 1.3. Calculate break-even sales point to establish business viability and profit margins 1.4. Identify appropriate pricing strategies in relation to market conditions to meet business profit targets 1.5. Prepare projected profit statement to supplement the business plan
2. Develop a FINANCIAL PLAN	2.1. Set profit targets/goals to reflect owner's desired returns 2.2. Identify working capital requirements necessary to attain profit projections 2.3. Identify non-current asset requirements and consider alternative asset management strategies 2.4. Prepare cash flow projections to enable business operation in accordance with business plan and legal requirements 2.5. Identify capital investment requirements accurately for each operational period 2.6. Select budget targets to enable ongoing monitoring of financial performance
3. Acquire finance	3.1. Identify start-up and ongoing financial requirements according to financial plan/budget

ELEMENT	PERFORMANCE CRITERIA
	3.2. Identify <i>sources of finance</i>, including potential <i>financial backers</i>, to provide required liquidity for the business to complement business goals and objectives 3.3. Investigate cost of securing finance on optimal terms 3.4. Identify strategies to obtain finance as required to ensure financial viability of the business

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical skills to interpret financial data
- communication skills to secure finance
- literacy skills to develop a financial plan and to interpret legal requirements and financial reports
- numeracy skills to calculate costs, prices, profit and other financial information
- research skills to identify costs and sources of finance.

Required knowledge

- break-even analysis
- costing for the business, including margin/mark-up, hourly charge out rates and unit costs
- financial decision making relevant to the business
- methods and relative costs of obtaining finance
- principles for preparation of balance sheets
- principles for preparation of cash flow forecasts
- principles for preparation of profit and loss statements
- purpose of financial reports
- relevant accounting terminology
- working capital cycles.

Evidence Guide

EVIDENCE GUIDE

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- development of a financial plan which identifies the financial requirements of the business, including profit targets, cash flow projections and strategies for the acquisition of finance
- knowledge of financial decision making relevant to the business.

Context of and specific resources for assessment

Assessment must ensure:

- access to relevant documentation
- candidate's individual circumstances and work in the context of establishing or running a small business, are the basis for assessment.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- portfolio of evidence including financial plan and records
- review of projected profit statement prepared to supplement the business plan
- review of cash flow projections
- oral or written questioning to assess knowledge of principles for preparation of cash flow forecasts.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBSMB401A Establish legal and risk management requirements of small business
- BSBSMB404A Undertake small business planning
- BSBSMB405A Monitor and manage small business operations
- BSBSMB406A Manage small business finances.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Costs</i> may include:	• direct/indirect costs • fixed, variable, semi-variable costs • overheads and employee costs
<i>Pricing strategies</i> may include:	• competitor analysis • cost/volume/profit analysis • cost factors • cost plus pricing • demand-based pricing • discounting • market conditions • penetration pricing • perceived value • product mix • skimming
<i>Financial plan</i> may include:	• analysis of sales by product/service, identifying where they were sold and to whom • cash flow estimates for each forward period • current financial state of the enterprise (or owner/operator) • estimates of profit and loss projections for each forward period • financial performance to date (if applicable) • likely return on investment • monthly, quarterly or annual returns • non-recurrent assets calculations • profit, turnover, capital and equity targets • projected profit targets, pricing strategies, margins • projections of likely financial results (budgeting) • projections, which may vary depending on the importance of such information and the stage in the life of the business • resources required to implement the proposed marketing and production strategies (staff,

RANGE STATEMENT	
	materials, plant and equipment) • review of financial inputs required (sources and forms of finance) • risks and measures to manage or minimise risks • working, fixed, debt and equity capital • working in conjunction with external consultants e.g. investment analysts, accountants, financiers
<i>Profit targets/goals</i> may include:	• break-even point • cost of goods/services sold • gross profit/net profit • desired actual/notional salary for owners/managers • desired return on investment • sales turnover/gross fees or income
<i>Cash flow projections</i> may include:	• anticipated payments • anticipated receipts • customer credit policy/debt recovery • taxation provisions
<i>Legal requirements</i> may include:	• contractual arrangements (partnership agreements, trust deeds) • corporations law • industrial law (for payroll records) • taxation law
<i>Sources of finance</i> may include:	• personal, financial institutions, trade/industry sources • government sources, for example commonwealth and state/territory governments which provide various forms of technical and financial assistance including direct cash grants, loans, subsidies, tax concessions, and professional and technical advice
<i>Financial backers</i> may include:	• financiers/banks/lending institutions • leasing and hire purchase financiers • providers of venture capital • shareholders/partners/owners/family/friends

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Small and Micro Business

Co-requisite units

Co-requisite units		

BSBSMB403A Market the small business

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to develop and implement marketing strategies, and to monitor and improve market performance. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This work is undertaken by individuals who operate a small business. This unit is suitable for micro and small businesses or a department in a larger organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop marketing strategies	1.1. Analyse the business and its key products or services to determine the focus of marketing activities, in accordance with the objectives of the business plan 1.2. Evaluate the customer base and target market for the small business as a basis for the <i>marketing objectives and strategies</i> 1.3. Determine marketing objectives and strategies that are ethically and culturally appropriate, in consultation with <i>relevant people</i> and in accordance with the business plan
2. Determine a marketing mix for the business	2.1. Balance product mix, volumes and pricing to optimise sales and profit 2.2. Evaluate the costs and benefits of using different <i>distribution channels</i> and/or providing different <i>levels of customer service</i> and consider the results in determining the <i>marketing mix</i> 2.3. Determine promotional activities to suit the target market 2.4. Consider customer needs and preferences in determining the marketing mix 2.5. Determine the marketing mix according to market and business needs
3. Implement marketing	3.1. Brief persons involved in the marketing effort on their roles and responsibilities, to ensure the success

ELEMENT	PERFORMANCE CRITERIA
strategies	of marketing strategies 3.2. Plan and implement <i>promotional activities</i>, in accordance with marketing objectives and budgetary requirements
4. Monitor and improve marketing performance	4.1. Monitor marketing activities and evaluate business performance according to the objectives and targets of the business plan 4.2. Analyse <i>performance gaps</i> and take corrective action or set new targets 4.3. Encourage all relevant people to propose ways to improve marketing performance 4.4. Seek and analyse <i>customer reaction</i> to all aspects of the marketing mix, using culturally appropriate processes, to improve targeting and outcomes 4.5. Conduct ongoing research of customer requirements to identify opportunities for change and improvement 4.6. Monitor and investigate changes in the market for new opportunities to aid business development

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to question, clarify and report
- literacy and numeracy skills to research information, to analyse data and to interpret market data.

Required knowledge

- industry market trends
- methods of analysing costs and benefits of marketing strategies
- methods of developing marketing objectives and marketing mix
- methods of monitoring customer satisfaction
- relevant market analysis and research
- relevant marketing concepts and methods.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- developing a marketing strategy and choosing a marketing mix for the small business that are culturally appropriate and that complement the business plan
- implementing and monitoring the marketing strategy/plan to optimise the chances of small business success
- knowledge of relevant marketing concepts and methods.

Context of and specific resources for assessment

Assessment must ensure:

- access to relevant documentation
- candidate's individual circumstances and work in the context of running a small business, are the basis for assessment.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- portfolio of evidence including marketing strategy and monitoring of marketing performance
- oral or written questioning to assess knowledge of industry market trends
- review of analysis of performance gaps and corrective action taken or new targets set
- review of promotional activities implemented.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBSMB404A Undertake small business planning.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Marketing objectives and strategies may include:

- achieving lower costs of production and distribution than competitors
- creating a very different product line or service so that the business becomes a class leader in the industry
- distribution
- pricing, presentation and display of products/services
- product design and packaging
- product range and mix
- promotion and advertising
- pursuing cost leadership and/or product differentiation within a specialist market segment

Relevant people may include:

- accountant or other specialist services
- family members, work team members, sub-contractors, community members
- franchise agency
- financial backers, clients
- owner/operator, partners, directors, shareholders
- regulatory bodies
- trade or industry associations

Distribution channels may include:

- dealer, re-seller, franchisee
- distributor, delivery service, mail order, telesales
- self-access, wholesale, retail

Levels of customer service may include:

- after sales service
- one-on-one personal service
- sales assistance for problems/queries only

Marketing mix may include:

- distribution
- level of service
- pricing

RANGE STATEMENT	
	• promotion • quality, range • safety features • technical features, design
<i>Promotional activities</i> may include:	• advertising in national, suburban or local newspapers • advertising on radio or television • canvassing • development of networks and strategic alliances • display posters • exhibitions, in-store promotions • involvement in community projects • mail drops • professional/industry journals • sponsorship • staff development programs to enhance customer service orientation • website • word of mouth, referral, testimonials
<i>Performance gaps</i> may include:	• over achievement of performance targets • under achievement of performance targets
<i>Customer reaction</i> may be determined through:	• customer meetings, focus groups • identification of new business opportunities • informal discussion • sales to contact ratio • survey/other feedback mechanisms • trend analysis

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Small and Micro Business

Co-requisite units

Co-requisite units		

BSBSMB404A Undertake small business planning

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to research and develop an integrated business plan for achieving business goals and objectives. Specific legal requirements apply to the management of a small business.

Application of the Unit

Application of the unit	This work is undertaken by individuals who operate a small business. This unit is suitable for micro and small businesses or a department in a larger organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify elements of the business plan	1.1. Identify purpose of the <i>business plan</i> 1.2. Identify and review the essential components of the business plan 1.3. Identify and document <i>business goals and objectives</i> as a basis for measuring business performance
2. Develop a business plan	2.1. Research resources, legal and compliance requirements, specifically in relation to <i>occupational health and safety (OHS)</i> , in accordance with business goals and objectives 2.2. Research market needs, and market size and potential 2.3. Identify sources and costs of finance, from the <i>financial plan</i> , to provide required liquidity and profitability for the business 2.4. Identify methods, from the <i>marketing strategies</i> , to promote the market exposure of the business 2.5. Identify methods/means of production/operation from the <i>production/operations plan</i> to conform with business goals and objectives 2.6. Identify <i>staffing requirements</i> to effectively produce/deliver products/services 2.7. Identify <i>specialist services</i> and sources of advice, where required, and cost in accordance with resources available
3. Develop strategies for minimising risks	3.1. Identify specific interests and objectives of <i>relevant people</i> and seek and confirm their support of the planned business direction 3.2. Identify and develop <i>risk management strategies</i>

ELEMENT	PERFORMANCE CRITERIA
	according to business goals and objectives, and relevant legal requirements 3.3.Develop contingency plan to address possible areas of non-conformance with the plan

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to assess business performance
- literacy skills to enable interpretation of business information
- numeracy skills to analyse data.

Required knowledge

- commonwealth, state/territory and local government legislative requirements relating to business operation, especially in regard to OHS and environmental issues, equal employment opportunity, industrial relations and anti-discrimination
- methods of evaluation
- OHS responsibilities and procedures for identifying hazards relevant to the business
- planning processes
- preparation of a business plan
- principles of risk management relevant to business planning
- reasons for and benefits of, business planning
- relevant industry codes of practice
- setting goals and objectives
- types of business planning - feasibility studies; strategic, operational, financial and marketing planning.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment

EVIDENCE GUIDE	
Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • development of a business plan which provides for finance, marketing and provision of products/services to facilitate the business goals and objectives • identification of and planning for, OHS and duty of care responsibilities • development of risk management strategies • knowledge of relevant legislation.
Context of and specific resources for assessment	Assessment must ensure: • access to relevant documentation • candidate's individual circumstances and work in the context of running a small business, are the basis for assessment.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • portfolio of evidence including a business plan and risk management strategies • oral or written questioning to assess knowledge of OHS responsibilities and procedures for identifying hazards relevant to the business • demonstration of practical skills • review of documented business goals and objectives • review of contingency plans developed to address possible areas of non-conformance with the business plan.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBSMB401A Establish legal and risk management requirements of small business • BSBSMB402A Plan small business finances • BSBSMB403A Market the small business.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Business plan may include:

- business opportunities, which may be influenced by:
 - amount and types of finance available
 - expected financial viability
 - skills of operator
- details of ownership/management
- finance, expenditure statement, balance sheet and cash flow forecast, projections for the initial years of operation assumptions underlying the business plan, expected level of inflation and taxation, expected trend of interest rate, capital expenditure and its timing, stock turnover, debtors collection period, creditor payment period, return on investment
- level of risk involved, risk assessment and management
- market focus of the business
- marketing requirements
- need to raise finance and requirements of lenders
- organisation/operational arrangements
- proposed size and scale of the business
- recognition of any seasonal or cyclical (time-based) elements which are crucial to the success of the business
- resources required and available
- sources of funding
- specialist services and sources of advice that may be required
- staffing
- stages in the business development

Business goals and objectives may include:

- customer needs/marketing projections
- family or community benefits

RANGE STATEMENT	
	• financial projections • goals, objectives, plans, systems and processes • lifestyle issues • market focus of the business • proposed size and scale of the business • short-, medium- or long-term goals • social responsibility
Occupational health and safety issues must include:	• identification of specific hazard issues such as occupational violence, security, manual handling, equipment and hazardous substances • management of the organisation and operation of OHS as part of the business plan • procedures for managing hazards in the workplace (identify, assess and control) • provisions for ensuring safety of members of the public and contractors visiting the premises/worksite
Financial plan may include:	• analysis of sales by product/service, identifying where they were sold and to whom • cash flow estimates for each forward period • current financial state of the enterprise (or owner/operator) • estimates of profit and loss projections for each forward period • financial performance to date (if applicable) • likely return on investment • monthly, quarterly or annual returns • non-recurrent assets calculations • profit, turnover, capital and equity targets • projected profit targets, pricing strategies, margins • projections of likely financial results (budgeting) • projections, which may vary depending on the importance of such information and the stage in the life of the business • resources required to implement the proposed marketing and production strategies (staff, materials, plant and equipment) • review of financial inputs required (sources

RANGE STATEMENT	
	- and forms of finance) • risks and measures to manage or minimise risks • working, fixed, debt and equity capital
Marketing strategies may include:	• achieving lower costs of production and distribution than competitors • creating a very different product line or service so that the business becomes a class leader in the industry • distribution • pricing, presentation and display of products/services • product design and packaging • product range and mix • promotion and advertising • pursuing cost leadership and/or product differentiation within a specialist market segment
Production/operations plan may include:	• customer requirements, market expectations, budgetary constraints • industrial relations climate and quality assurance considerations • means of supply and distribution • operational targets and action plan, which may include short-, medium- or long-term goals • options for production, delivery, technical and customer service and support
Staffing requirements may include:	• full-time, part-time staff, permanent, temporary or casual staff • owner/operator • sub-contractors or external advisers/consultants
Specialist services may include:	• accountants • business advisors and consultants • business brokers • contractors • government agencies • industry/trade associations • lawyers and providers of legal advice • mentors

RANGE STATEMENT	
	• online gateways
Relevant people may include:	• clients • family members • franchise agency • owner/operator, partners, financial backers • regulatory bodies • suppliers • trade or industry associations
Risk management strategies may include:	• breach of contract, product liability • knowledge management • measures to manage risk including professional indemnity, securing appropriate insurance to cover loss of earnings through sickness/accidents, drought, flood, fire, theft • security systems to provide physical security of premises, plant, equipment, goods and services • security of intellectual property
Risk management strategies must include:	• OHS requirements
Contingency plan may include:	• disturbances to cash flow, supply and/or distribution • sickness or personal considerations

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Small and Micro Business

Co-requisite units

Co-requisite units		

BSBSMB405A Monitor and manage small business operations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to operate a small business and to implement a business plan. The strategies involve monitoring, managing and reviewing operational procedures. Specific legal requirements apply to the management of a small business.

Application of the Unit

Application of the unit	This work is undertaken by individuals who operate a small business. The unit is suitable for existing micro and small businesses or a department in a larger organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop OPERATIONAL STRATEGIES AND PROCEDURES	1.1. Develop an action plan to provide a clear and coherent direction, in accordance with the <i>business goals and objectives</i> 1.2. Identify <i>occupational health and safety (OHS) and environmental issues</i> and implement strategies to minimise risk factors 1.3. Develop a <i>quality system</i> for the business in line with industry standards, compliance requirements and cultural criteria 1.4. Develop performance measures and <i>operational targets</i> to conform with the business plan 1.5. Develop strategies for innovation, including the utilisation of existing, new or emerging technologies, where practicable, to optimise business performance
2. Implement operational strategies and procedures	2.1. Implement systems and key performance indicators/targets to monitor business performance and customer satisfaction 2.2. Implement systems to control stock, expenditure/cost, wastage/shrinkage and risks to health and safety in accordance with the business plan 2.3. Maintain staffing requirements, where applicable, within budget to maximise productivity

ELEMENT	PERFORMANCE CRITERIA
	2.4. Carry out the provision of goods/services in accordance with established legal, ethical cultural and technical standards 2.5. Provide goods/services in accordance with time, cost and quality specifications, and customer requirements 2.6. Apply quality procedures to address product/service and customer requirements
3. Monitor business performance	3.1. Regularly monitor/review the achievement of operational targets to ensure optimum business performance, in accordance with the business plan goals and objectives 3.2. Review systems and structures, with a view to more effectively supporting business performance 3.3. Investigate and analyse operating problems to establish causes and implement changes as required as part of the business quality system 3.4. Amend operational policies and procedures to incorporate corrective action
4. Review business operations	4.1. Review and adjust business plan, as required, to maintain business viability, in accordance with business goals and objectives 4.2. Clearly record proposed changes to aid future planning and evaluation 4.3. Undertake ongoing research into new business opportunities and adjust business goals and objectives as new business opportunities arise

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical skills to develop criteria and targets for the business plan
- communication skills to question, clarify and report
- literacy skills to interpret legal requirements, company policies and procedures
- numeracy skills to manage performance information and to control the finances
- technology skills to use relevant business equipment.

REQUIRED SKILLS AND KNOWLEDGE

Required knowledge

- methods for developing and maintaining networks
- methods for implementing operation and revenue control systems
- methods for monitoring performance and implementing improvements
- OHS responsibilities and procedures for managing hazards
- principles of risk management relevant to the business, including risk assessment
- quality system principles and methods
- relevant industry codes of practice
- relevant marketing, sales and financial concepts
- relevant performance measures
- role of innovation
- systems to manage staff, stock, expenditure, services and customer service
- technical or specialist skills relevant to the business operation.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- developing strategies and procedures to successfully manage the operation of the business
- making appropriate adjustments to the business operations as required
- knowledge of quality system principles and methods.

Context of and specific resources for assessment

Assessment must ensure:

- access to relevant documentation
- candidate's individual circumstances and work in the context of running a small business, are the basis for assessment.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

EVIDENCE GUIDE

	• portfolio of evidence including operational strategies and procedures • oral or written questioning to assess knowledge of principles of risk management relevant to the business, including risk assessment • review of analysis of operating problems (establishing causes and implementing changes as required as part of the business quality system) • review of records proposing changes to the business operations.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBSMB406A Manage small business finances • BSBSMB407A Manage a small team.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Operational strategies and procedures may be determined by:

- business premises (size, location, layout)
- financial control systems and procedures
- management and administrative systems and procedures
- methods/techniques/technology
- physical and natural resources
- plant and equipment , including OHS requirements
- premises, plant and equipment, which may be new or previously owned
- purchase (sole or shared ownership) or leasing
- raw materials
- requirements, which may be one-off requirements or recurrent requirements (such as

RANGE STATEMENT	
	equipment maintenance) specific to the nature of the business • technology • use of existing, new and emerging technologies including e-commerce
<i>Business goals and objectives</i> may include:	• customer needs/marketing projections • family or community benefits • financial projections • goals, objectives, plans, systems and processes • lifestyle issues • proposed size and scale of the business, market focus of the business • short-, medium- or long-term goals • social responsibility
<i>Occupational health and safety and environmental issues</i> must include:	• controls, which may include instructions to workplace personnel concerning site hazards and controls, material safety data sheets, use of personal protective equipment, vehicle access, signs and barricades, traffic control, outside contractors • establishment and maintenance of procedures for assessing and controlling risks • establishment and maintenance of procedures for identifying risks to health and safety • waste and by-products
<i>Quality system</i> may include:	• manual or computer quality control systems • quality assurance/management approaches • random inspections and assessments of goods and services against predetermined standards • random inspections and assessments of processes against predetermined standards • random sampling and follow-up of customers
<i>Operational targets</i> may include:	• external targets, which may relate to market share and positioning and may involve exploring new markets, building national or international trade links • internal targets, which may relate to size, quality, quantity and diversity, wages to sales, sales to area/stock levels/stock turnover/average debtor payment periods and levels • staffing level and skills mix • targets, which may be short-, medium- or

RANGE STATEMENT	
	long-term
<i>Technical standards</i> may include:	current and generally agreed descriptions of what the product/service is, how it should be produced/delivered and the quality, safety, efficiency or other measures to determine the activity is done effectively

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Small and Micro Business

Co-requisite units

Co-requisite units		

BSBSMB406A Manage small business finances

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to implement, monitor and review strategies for the ongoing management of a small business's finances. It also includes day to day financial management of the small business. Specific legal requirements apply to the management of a small business.

Application of the Unit

Application of the unit	This work is undertaken by individuals who operate a small business. The unit is suitable for existing micro and small businesses or a department in a larger organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Implement financial plan	1.1. Identify <i>financial information</i> requirements and obtain <i>specialist services</i>, as required, to profitably operate and extend the business in accordance with the business plan 1.2. Produce financial budgets/projections, including <i>cash flow</i> estimates, as required for each forward period, and distribute to <i>relevant people</i> in accordance with legal requirements 1.3. Negotiate, secure and manage business capital to best enable implementation of the business plan and to meet the requirements of <i>financial backers</i> 1.4. Develop and maintain strategies to enable adequate financial provision for taxation in accordance with legal requirements 1.5. Develop, monitor and maintain client <i>credit policies</i>, including contingencies for debtors in default, to maximise cash flow 1.6. Select key performance indicators to enable ongoing monitoring of financial performance 1.7. Record and communicate financial procedures to relevant people to facilitate implementation of the business plan
2. Monitor financial performance	2.1. Regularly monitor and report on financial performance targets and analyse data to establish the

ELEMENT	PERFORMANCE CRITERIA
	extent to which the <i>financial plan</i> has been met 2.2. Monitor marketing and operational strategies for their effects on the financial plan 2.3. Calculate and evaluate <i>financial ratios</i> according to own/industry benchmarks 2.4. Assess financial plan to determine whether variations or alternative plans are needed, and change as required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical skills to interpret financial data
- communication skills to negotiate capital and to report on performance
- literacy skills to interpret legal requirements and financial reports
- numeracy skills to calculate costs, prices, profit and other financial information.

Required knowledge

The following knowledge must be assessed as part of this unit:

- benchmarking
- financial decision making relevant to the business
- financial indicators
- purpose of financial reports
- preparation and interpretation of budget/actual reports
- principles for preparation of balance sheets and their interpretation
- principles for preparation of profit and loss statements and their interpretation
- stock records/stock control relevant to the business.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment

EVIDENCE GUIDE	
Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • development, implementation and review of strategies for the ongoing management of finance • maintenance of day-to-day financial management of the business as well as implementation of broad financial strategies • knowledge of purpose of financial reports.
Context of and specific resources for assessment	Assessment must ensure: • access to relevant documentation • candidate's individual circumstances and work in the context of establishing or running a small business, are the basis for assessment.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • portfolio of evidence including financial reports • preparation and review of financial ratios • review of cash flow projections • analysis of development, monitoring and maintenance of client credit policies • oral or written questioning to assess knowledge of principles for preparation of balance sheets and their interpretation.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBSMB402A Plan small business finances • BSBSMB405A Monitor and manage small business operations.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different

RANGE STATEMENT

work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Financial plan may include:

- analysis of sales by product/service, identifying where they were sold and to whom
- cash flow estimates for each forward period
- current financial state of the enterprise (or owner/operator)
- estimates of profit and loss projections for each forward period
- financial performance to date (if applicable)
- likely return on investment
- monthly, quarterly or annual returns
- non-recurrent assets calculations
- profit, turnover, capital and equity targets
- projected profit targets, pricing strategies, margins
- projections of likely financial results (budgeting)
- projections, which may vary depending on the importance of such information and the stage in the life of the business
- resources required to implement the proposed marketing and production strategies (staff, materials, plant and equipment)
- review of financial inputs required (sources and forms of finance)
- risks and measures to manage or minimise risks
- working, fixed, debt and equity capital
- working in conjunction with external consultants e.g. investment analysts, accountants, financiers

Financial information may include:

- accrual of staff leave/entitlements
- asset management strategies which may include:
 - owning, leasing, sharing, syndicating
 - maintaining and deploying assets
- asset registers
- balance sheets
- bookkeeping/accounting/stock/job costing records
- business activity statements
- business capital
- cash book

RANGE STATEMENT	
	• cash flow forecasts • financial budgets • financial indicators, which may be short-, medium- and/or long-term • payroll records, superannuation entitlements • profit and loss statements • ratios for profitability, liquidity/efficiency/financial structure • risk management • statements/forecasts • taxation returns including goods and services tax
Specialist services may include:	• accountants • business brokers/business consultants • government agencies • industry/trade associations • lawyers and providers of legal advice • mentors • online gateways • providers of training in accounting software
Cash flow may include:	• anticipated payments • anticipated receipts • customer credit policy/debt recovery • taxation provisions
Relevant people may include:	• family members • financial backers • franchise agency • owner/operator • partners • regulatory bodies • trade or industry associations
Financial backers may include:	• financiers/banks/lending institutions • leasing and hire purchase financiers • providers of venture capital • shareholders/partners/owners/family/friends
Credit policies may include:	• collateral • credit limits • credit references • debt collection • payment options • proof of Indigenous identity

RANGE STATEMENT	
	• trading terms
<i>Financial ratios</i> may include:	• current ratio • days debtors outstanding • days stock on hand • expense percentages • gross profit percentage • liquid ratio • net profit percentage • proprietary/debt ratio • return on investment/return on total assets • staff productivity measures • stock turn rates

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Small and Micro Business

Co-requisite units

Co-requisite units		

BSBSMB407A Manage a small team

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to plan for the management of and to manage staff. It involves industrial relations, staff selection, staff records, induction, training, team development and career planning to enhance business operations through retaining a competent, committed and motivated team in the workplace. Specific legal requirements apply to the management of a small business.

Application of the Unit

Application of the unit	This work is undertaken by individuals who operate a small business. The unit is suitable for existing micro and small businesses or a department in a larger organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop staffing plan	1.1. Determine <i>staffing requirements</i> to allow the business to run effectively, in accordance with the business requirements as outlined in the business plan 1.2. Identify and compare the existing skills/competencies of owner/s and staff with business requirements to identify any gaps 1.3. Develop <i>policies and procedures</i> for owner/s and staff, in accordance with the business plan
2. Recruit, induct, train and retain the team	2.1. Develop job/position descriptions, competencies required and selection criteria to meet the needs of the business 2.2. Judge information obtained from each candidate against specified selection criteria and decide selection in accordance with business needs and legal requirements 2.3. Induct new staff members in accordance with the policies and procedures of the business 2.4. Make team members aware of their responsibilities and performance requirements as soon as practicable and take opportunities to coach team members who

ELEMENT	PERFORMANCE CRITERIA
	are unfamiliar with the procedures of the business 2.5. Develop and implement a staff development program and career paths based on the requirements of business and staff competencies 2.6. Advertise staff vacancies appropriately in accordance with staffing plan
3. Comply with INDUSTRIAL RELATIONS obligations	3.1. Clarify workplace rights and obligations of employers and employees, in accordance with legal requirements and codes of practice 3.2. Counsel staff, if required, in a positive and constructive manner and record outcomes accurately
4. Maintain staff records	4.1. Develop staff records system to provide timely and accurate information, in accordance with confidentiality, legal and taxation requirements 4.2. Monitor and accurately maintain the system for recording and retrieving personnel and payroll information and seek specialist advice where required
5. Manage staff	5.1. Regularly review contribution and skills of self and other team members to ensure performance is in line with agreed performance measures 5.2. Monitor and adjust staffing requirements to respond to any changes in tasks and functions required by the business 5.3. Support and encourage staff, and acknowledge and reward their contribution to the business 5.4. Regularly provide opportunities for staff to discuss work related issues 5.5. Develop contingency plans to cope with unexpected or extreme situations and take appropriate corrective action as required
6. Review team performance	6.1. Develop positive and constructive relationships with and between team members 6.2. Review and update team objectives in support of business goals on a regular basis in consultation with team members 6.3. Identify strengths and weaknesses of team against current and expected work requirements 6.4. Schedule time, on a regular basis, for team members to review work operations in order to maintain and improve operational efficiency 6.5. Encourage team members to monitor their own

ELEMENT	PERFORMANCE CRITERIA
	performance, suggest improvements and to identify professional development needs, in accordance with personal and business requirements 6.6. Monitor and review staff turnover rate

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical skills to identify workplace skill gaps
- coaching skills
- communication skills to relate to staff
- conflict resolution skills
- literacy skills to interpret legal requirements, to compile reports and to prepare a job/position description
- team building and motivation skills.

Required knowledge

- commonwealth, state/territory and local government legislative requirements relating to business operation, especially in regard to occupational health and safety (OHS) and environmental issues, equal employment opportunity (EEO), industrial relations and anti-discrimination
- OHS responsibilities and procedures for managing hazards
- relevant industry awards/enterprise agreements
- staff development and career planning
- staff counselling, grievance and disciplinary procedures
- unfair dismissal legislation and procedures.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

EVIDENCE GUIDE	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - managing a small team including staff selection, staff records, induction, training and development - developing and maintaining team performance to enhance business operations - knowledge of relevant legislative requirements affecting business operation.
Context of and specific resources for assessment	Assessment must ensure: - access to relevant documentation - candidate's individual circumstances and work in the context of running a small business, are the basis for assessment.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: - portfolio of evidence including staff policies and records, and contingency plans - oral or written questioning to assess knowledge of staff recruitment procedures, staff development and review programs - review of job/position descriptions and selection criteria developed - review of documentation monitoring and reviewing staff turnover rate.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: BSBSMB405A Monitor and manage small business operations.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating

RANGE STATEMENT	
conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Staffing requirements may include:	• full-time, part-time, permanent, temporary or casual • number of staff • responsibilities, competencies required • self, other owners, family and/or friends • sub-contractors or external advisors/consultants • time commitment, performance expectations
Policies and procedures must include:	• complaint and grievance procedures • culturally appropriate entitlements e.g. funeral leave, national/religious days • culturally appropriate procedures e.g. how business will enact cultural requirements for relationships between owner/operator, employees and service providers • employment conditions, equal opportunity, anti-discrimination, cultural diversity • induction and training • OHS • recruitment and selection • performance measures • professional development
Staff development program and career paths may include	• attendance at courses • career planning • coaching • flexible learning • job rotation • mentoring • on-the-job training • professional development • staff exchanges • succession planning
Advertising staff vacancies may include:	• electronic (radio, television and internet) • noticeboards • print media • word-of-mouth
Industrial relations may include:	• awards and/or industrial agreements and

RANGE STATEMENT	
	- relevant industrial instruments - counselling, dismissal procedures
Legal requirements and codes of practice may include:	- award and enterprise agreements and relevant industrial instruments - commonwealth, state/territory and local government legislative requirements affecting business operation, especially in regard to OHS and environmental issues, EEO, industrial relations and anti-discrimination - relevant industry codes of practice
Staff records system must include:	- disciplinary and grievance procedures - employee records (including tax file number, remuneration, leave and training records) - job/position descriptions - OHS record - records of taxation and superannuation payments made
Performance measures may include:	- overall staff productivity - percentage of chargeable hours/days per week - performance of key people - ratio of direct workers to those who support, supervise or manage them - ratio of sales dollars per employee - staff morale, work ethic, work satisfaction
Contingency plans may include:	- accidents or emergencies - environmental issues - fluctuating workloads - OHS - unpredicted customer demand/busy periods - unpredicted staff shortages
Team members may include:	- employees, trainees/apprentices, sub-contractors or external advisers/consultants - owner/s, partners, family members

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Small and Micro Business

Co-requisite units

Co-requisite units		

BSBSUS201A Participate in environmentally sustainable work practices

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to effectively measure current resource use and to carry out improvements including reducing the negative environmental impact of work practices. This unit requires the ability to access industry information, and applicable legislative and occupational health and safety (OHS) guidelines. While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit.

Application of the Unit

Application of the unit	This unit applies to operators/team members under supervision or guidance, who are required to follow workplace procedures and instructions, and to work in an environmentally sustainable manner. It covers: - efficient resource use - potential environmental hazards - regulatory compliance - improving environmental performance (within the scope of competency, authority and own level of responsibility). It addresses the knowledge, processes and techniques necessary to participate in environmentally sustainable work practices.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify current resource use	1.1. Identify workplace <i>environmental and resource efficiency issues</i> 1.2. Identify resources used in own work role 1.3. Document and measure current usage of resources using <i>appropriate techniques</i> 1.4. Record and file documentation measuring current usage, using technology (such as software systems) where applicable 1.5. Identify and report workplace environmental

ELEMENT	PERFORMANCE CRITERIA
	hazards to appropriate personnel
2. Comply with environmental regulations	2.1. Follow workplace procedures to ensure compliance 2.2. Report breaches or potential breaches to appropriate personnel
3. Seek opportunities to improve resource efficiency	3.1. Follow organisational plans to improve environmental practices and resource efficiency 3.2. Work as part of a team, where relevant, to identify possible areas for improvements to work practices in own work area 3.3. Make suggestions for improvements to workplace practices in own work area

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical skills to comply with all relevant legislation associated with job specifications and procedures
- communication and problem-solving skills to question, seek clarification and make suggestions relating to work requirements and efficiency
- communication and teamwork skills to recognise procedures; to follow instructions; to respond to change, such as current workplace environmental/sustainability frameworks; and to support team work and participation in a sustainable organisation
- literacy, numeracy and technology skills to interpret workplace information in relation to work role, and to document and measure resource use
- technology skills to select and use technology appropriate for a task.

Required knowledge

- environmental and resource hazards/risks
- environmental or sustainability legislation, regulations and codes of practice applicable to own work role
- OHS issues and requirements
- organisational structure, and reporting channels and procedures
- relevant environmental and resource efficiency systems and procedures
- sustainability in the workplace
- terms and conditions of employment including policies and procedures, such as

REQUIRED SKILLS AND KNOWLEDGE

daily tasks, employee and employer rights, equal opportunity.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- accessing, interpreting and complying with a range of environment/sustainability legislation and procedural requirements relevant to daily responsibilities
- accurately following organisational information to participate in and support an improved resource efficiency process and reporting as required
- developing and/or using tools such as inspection checklists, to collect and measure relevant information on organisation resource consumption, within work role
- identifying organisational improvements by applying efficient resource use to daily activities
- knowledge of environmental and resource hazards/risks.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- evidence is relevant to the particular workplace role, including work area, equipment, systems, and documentation
- review of current work area directly relating to own work, to assess measurement of resources used, hazards and compliance
- individual or team discussion about potential for increased resource efficiency within current work area
- access to workplace documents, information and resources (such as compliance obligations, enterprise

EVIDENCE GUIDE	
	plans, work responsibilities).
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of demonstrated techniques over time and in a range of situations • analysis of responses to case studies and scenarios • review of documentation measuring current resource usage • evaluation of techniques used to document and measure current usage of resources • review of identified and reported workplace environmental hazards • evidence of active participation in organisational plans to improve environmental practices and resource efficiency.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • BSBINN201A Contribute to workplace innovation • BSBSMB301A Investigate micro business opportunities • BSBWOR202A Organise and complete daily work activities.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Environmental and resource</i>	• maximising opportunities to improve business environmental performance

RANGE STATEMENT	
<i>efficiency issues</i> may include:	• minimising environmental risks • promoting more efficient production and consumption of natural resources, for example minimising waste by participating in or using a waste management system • using resources efficiently such as material usage, energy usage (seeking alternative sources of energy or energy conservation) or efficient water usage
<i>Appropriate techniques</i> may include:	• examining and documenting resources in work area • examining invoices from suppliers • examining relevant information and data • measuring resource usage under different conditions • reports from other parties involved in the process of identifying and implementing improvements
<i>Compliance</i> may include:	• meeting relevant laws, by-laws and regulations or best practice to support compliance in environmental performance and sustainability at each level as required (such as Environmental Protection or Biodiversity Conservation Act): • international • commonwealth • state/territory • local government • industry • organisation
<i>Organisational plans</i> may include:	• documented policies and procedures • work plans to minimise waste or to increase efficiency of resources such as a green office program, supply chain program for purchasing sustainable products or an environmental management framework
<i>Suggestions</i> may include ideas that help to:	• improve energy efficiency • increase use of renewable, recyclable, reusable and recoverable resources • maximise opportunities such as use of solar power or other alternative forms of energy, where appropriate

RANGE STATEMENT

	• prevent and minimise risks • reduce emissions of greenhouse gases • reduce use of non-renewable resources

Unit Sector(s)

Unit sector	

Competency field

Competency field	Industry Capability - Sustainability

Co-requisite units

Co-requisite units		

BSBSUS301A Implement and monitor environmentally sustainable work practices

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness. This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS) guidelines. While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit.

Application of the Unit

Application of the unit	This unit applies to those with responsibility for a specific area of work or who lead a work group or team. It addresses the knowledge, processes and techniques necessary to implement and monitor environmentally sustainable work practices, including the development of processes and tools, such as: • identifying areas for improvement • developing plans to make improvements • implementing and monitoring improvements in environmental performance. A person who demonstrates competence in this unit must be able to provide evidence of the ability to implement and monitor integrated environmental and resource efficiency management policies and procedures within an organisation. Evidence must be strictly relevant to the

	particular workplace role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Investigate current practices in relation to resource usage	1.1. Identify environmental regulations applying to the enterprise 1.2. Analyse procedures for assessing <i>compliance</i> with environmental/sustainability regulations 1.3. Collect information on environmental and resource

ELEMENT	PERFORMANCE CRITERIA
	efficiency systems and procedures, and provide to the work group where appropriate 1.4. Collect, analyse and organise information from a range of sources to provide information/advice and tools/resources for improvement opportunities 1.5. Measure and document current resource usage of members of the work group 1.6. Analyse and document current purchasing strategies 1.7. Analyse current work processes to access information and data to assist in identifying areas for improvement
2. Set targets for improvements	2.1. Seek input from stakeholders, key personnel and specialists 2.2. Access external sources of information and data as required 2.3. Evaluate alternative solutions to workplace environmental issues 2.4. Set efficiency targets
3. Implement performance improvement strategies	3.1. Source and use appropriate techniques and tools to assist in achieving efficiency targets 3.2. Apply continuous improvement strategies to own work area of responsibility, including ideas and possible solutions to communicate to the work group and management 3.3. Implement and integrate environmental and resource efficiency improvement plans for own work group with other operational activities 3.4. Supervise and support team members to identify possible areas for improved practices and resource efficiency in work area 3.5. Seek suggestions and ideas about environmental and resource efficiency management from stakeholders and act upon where appropriate 3.6. Implement costing strategies to fully value environmental assets
4. Monitor performance	4.1. Use and/or develop evaluation and monitoring, tools and technology 4.2. Document and communicate outcomes to report on efficiency targets to key personnel and stakeholders 4.3. Evaluate strategies and improvement plans

ELEMENT	PERFORMANCE CRITERIA
	4.4. Set new efficiency targets, and investigate and apply new tools and strategies 4.5. Promote successful strategies and reward participants where possible

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical skills to analyse problems, to devise solutions and to reflect on approaches taken
- change management skills
- communication skills to answer questions, clarify and acknowledge suggestions relating to work requirements and efficiency
- communication/consultation skills to support information flow from stakeholders to the work group
- innovation skills to identify improvements, to apply knowledge about resource use to organisational activities and to develop tools
- literacy skills to comprehend documentation, to interpret environmental and energy efficiency requirements, to create tools to measure and monitor improvements and to report outcomes
- numeracy skills to analyse data on organisational resource consumption and waste product volumes
- planning and organising skills to implement environmental and energy efficiency management policies and procedures relevant to own work area
- problem-solving skills to devise approaches to improved environmental sustainability and to develop alternative approaches as required
- technology skills to operate and shut down equipment; where relevant, to use software systems for recording and filing documentation to measure current usage; and to use word processing and other basic software for interpreting charts, flowcharts, graphs and other visual data and information
- supervisory skills to work effectively with a team

Required knowledge

- best practice approaches relevant to own area of responsibility and industry
- compliance requirements within work area for all relevant environmental/sustainability legislation, regulations and codes of practice including resource hazards/risks associated with work area, job specifications and procedures

REQUIRED SKILLS AND KNOWLEDGE

- environmental and energy efficiency issues, systems and procedures specific to industry practice
- external benchmarks and support for particular benchmarks to be used within organisation, including approaches to improving resource use for work area and expected outcomes
- OHS issues and requirements
- organisational structure and reporting channels and procedures
- quality assurance systems relevant to own work area
- strategies to maximise opportunities and to minimise impact relevant to own work area
- supply chain procedures
- terms and conditions of employment including policies and procedures, such as daily tasks, work area responsibilities, employee, supervisor and employer rights, equal opportunity

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- knowledge of relevant compliance requirements within work area
- developing plans to make improvements
- planning and organising work group activities in relation to measuring current use and devising strategies to improve usage
- monitoring resource use and improvements for environmental performance relative to work area and supervision
- ensuring appropriate action is taken within work area in relation to environmental/sustainability compliance and potential hazards
- implementing new approaches to work area in an effort to resolve and improve environmental and resource efficiency issues and reporting as required.

EVIDENCE GUIDE**Context of and specific resources for assessment**

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to a range of environment/sustainability legislation, standards, guidelines and procedural requirements relevant to specific work area, daily responsibilities and supervision
- access to a range of information, workplace documentation and resources such as compliance obligations, organisation plans, work supervision and responsibilities
- access to reports from other parties involved in the process of identifying and implementing improvements
- evidence is relevant to the particular workplace role, including work area, staff, stakeholders, equipment, systems and documentation.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- response to case studies
- review of reports of activities of work group in relation to measuring resource use and developing improvement strategies
- review of work plans outlining approaches to improved practices with documented benchmarks
- analysis of the way in which advice is sought and suggestions are made about improvements
- observation over time and in a range of situations in relation to review of overall work area and staff, to assess and measure resource use, hazards and compliance
- review of checklists to identify and assess resource usage at the beginning and end of the unit; reports on meetings around procedures and improvement processes and monitoring within the workplace; lists of environmental hazards/risks or inefficiencies or opportunities for improvements identified in the workplace
- analysis of implementation of programs such as a

EVIDENCE GUIDE	
	green office program, supply chain program for purchasing sustainable products, or an environmental management framework oral or written questioning to assess knowledge of environmental and energy efficiency issues, systems and procedures specific to industry practice.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: - BSBATSIC411C Communicate with the community - BSBINN301A Promote innovation in a team environment - BSBLED401A Develop teams and individuals - BSBMGT402A Implement operational plan - BSBMGT403A Implement continuous improvement - BSBRISK401A Identify risk and apply risk management processes.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Compliance</i> may include:	- meeting relevant laws, by-laws and regulations or best practice or codes of practice to support compliance in environmental performance and sustainability at each level as required (such as Environmental Protection or Biodiversity Conservation Act): - international - commonwealth - state/territory - industry - organisation.

RANGE STATEMENT	
Sources may include:	• organisation specifications • regulatory sources • relevant stakeholders • resource use.
Purchasing strategies may include:	• influencing suppliers to take up environmental sustainability approaches • researching and participating in programs such as a supply chain program to purchase sustainable products.
Stakeholders, key personnel and specialists may include:	• individuals and groups both inside and outside the organisation who have direct or indirect interest in the organisation's conduct, actions, products and services, including: • customers • employees at all levels of the organisation • government • investors • local community • other organisations • suppliers • key personnel within the organisation, and specialists outside the organisation who may have particular technical expertise.
Techniques and tools may include:	• examination of invoices from suppliers • examination of relevant information and data • measurements made under different conditions • others as appropriate to the specific industry context.
Environmental and resource efficiency improvement plans may include:	• addressing environmental and resource sustainability initiatives such as environmental management systems, action plans, green office programs, surveys and audits • applying the waste management hierarchy in the workplace • determining organisation's most appropriate waste treatment including waste to landfill, recycling, re-use, recoverable resources and wastewater treatment • initiating and/or maintaining appropriate organisational procedures for operational energy consumption, including stationary

RANGE STATEMENT

	energy and non-stationary (transport) • preventing and minimising risks, and maximising opportunities such as: • improving resource/energy efficiency • reducing emissions of greenhouse gases • reducing use of non-renewable resources • referencing standards, guidelines and approaches such as: • ecological footprinting • Energy Efficiency Opportunities Bill 2005 • Global Reporting Initiative • green office program - a cultural change program • green purchasing • Greenhouse Challenge Plus (Australian government initiative) • ISO 14001:1996 Environmental management systems life cycle analyses • product stewardship • supply chain management • sustainability covenants/compacts • triple bottom line reporting.
Suggestions may include ideas that help to:	• prevent and minimise risks and maximise opportunities such as: • usage of solar or renewable energies where appropriate • reducing emissions of greenhouse gases • reducing use of non-renewable resources • making more efficient use of resources, energy and water • maximising opportunities to re-use, recycle and reclaim materials • identifying strategies to offset or mitigate environmental impacts: • purchasing carbon credits • energy conservation • reducing chemical use • reducing material consumption • expressing purchasing power through the selection of suppliers with improved

RANGE STATEMENT

	environmental performance e.g. purchasing renewable energy eliminating the use of hazardous and toxic materials.

Unit Sector(s)

Unit sector	

Competency field

Competency field	Industry Capability - Sustainability

Co-requisite units

Co-requisite units		

BSBWOR203A Work effectively with others

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to work in a group environment promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who perform a range of routine tasks using a limited range of practical skills and fundamental knowledge of teamwork in a defined context under direct supervision or with limited individual responsibility.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop effective workplace relationships	1.1. Identify own <i>responsibilities and duties</i> in relation to <i>workgroup members</i> and undertake activities in a manner that promotes cooperation and good relationships 1.2. Take time and resource constraints into account in fulfilling work requirements of self and others 1.3. Encourage, acknowledge and act upon constructive <i>feedback</i> provided by others in the workgroup
2. Contribute to workgroup activities	2.1. Provide <i>support to team members</i> to ensure workgroup goals are met 2.2. Contribute constructively to workgroup goals and tasks according to organisational requirements 2.3. Share <i>information</i> relevant to work with workgroup to ensure designated goals are met 2.4. Identify and plan <i>strategies/opportunities for improvement</i> of workgroup in liaison with workgroup
3. Deal effectively with issues, problems and conflict	3.1. Respect differences in personal values and beliefs and their importance in the development of relationships 3.2. Identify any linguistic and cultural differences in communication styles and respond appropriately 3.3. Identify issues, problems and conflict encountered in

ELEMENT	PERFORMANCE CRITERIA
	the workplace 3.4. Seek assistance from workgroup members when issues, problems and conflict arise and suggest possible ways of dealing with them as appropriate or refer them to the appropriate person

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- literacy skills to read and understand the organisation's policies and work procedures, to write simple instructions for particular routine tasks and to interpret information gained from correspondence
- communication skills to request advice, to receive feedback and to work with a team
- technology skills to select and use technology appropriate to a task
- culturally appropriate communication skills to relate to people from diverse backgrounds and people with diverse abilities.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- organisational policies, plans and procedures
- workgroup member responsibilities and duties, and relationship to individual responsibilities and duties.

Evidence Guide

EVIDENCE GUIDE

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- providing support to team members to ensure goals are met
- seeking feedback from clients and/or colleagues and taking appropriate action
- knowledge of appropriate conflict resolution techniques.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- examples of customer complaints or staff conflict.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- analysis of responses to case studies and scenarios
- demonstration of techniques
- observation of demonstrated techniques in resolving conflict
- observation of presentations
- review of documentation identifying and planning strategies/opportunities for workgroup improvement.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- interpersonal communication units
- other industry capability units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Responsibilities and duties</i> may include:	• Code of Conduct • job description and employment arrangements • organisation's policy relevant to work role • skills, training and competencies • supervision and accountability requirements including OHS • team structures
<i>Workgroup members</i> may include:	• coach/mentor • other members of the organisation • peers/work colleagues/team/enterprise • supervisor or manager
<i>Feedback</i> on performance may include:	• formal/informal performance appraisals • obtaining feedback from clients • obtaining feedback from supervisors and colleagues • personal, reflective behaviour strategies • routine organisational methods for monitoring service delivery
<i>Support to team members</i> may include:	• explaining/clarifying • helping colleagues • problem-solving • providing encouragement • providing feedback to a team member • undertaking extra tasks if necessary
<i>Information</i> to be shared may include:	• acknowledging satisfactory performance • acknowledging unsatisfactory performance • assisting a colleague • clarifying the organisation's preferred task completion methods • encouraging colleagues • open communication channels • workplace hazards, risks and controls

RANGE STATEMENT

Strategies/opportunities for improvement may include:

- career planning/development
- coaching, mentoring and/or supervision
- formal/informal learning programs
- internal/external training provision
- performance appraisals
- personal study
- recognition of current competence (RCC)/skills recognition/initial assessment
- work experience/exchange/opportunities
- workplace skills assessment

Unit Sector(s)

Unit sector	

Competency field

Competency field	Industry Capability - Workplace Effectiveness

Co-requisite units

Co-requisite units		

BSBWOR402A Promote team effectiveness

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Frontline managers have an important leadership role in the development of efficient and effective work teams. They play a prominent part in team planning, supervising the performance of the team and developing team cohesion. They 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.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan to achieve team outcomes	1.1. Identify, establish and document <i>team purpose, roles, responsibilities, goals, plans and objectives</i> in <i>consultation</i> with team members 1.2. Support team members in meeting expected outcomes
2. Develop team cohesion	2.1. Provide opportunities for input of team members into planning, decision making and operational aspects of work team 2.2. Encourage and support team members to take <i>responsibility for own work</i> and to assist each other in undertaking required roles and responsibilities 2.3. Provide <i>feedback</i> to team members to encourage, value and reward individual and team efforts and contributions 2.4. Recognise and address issues, concerns and problems identified by team members or refer to <i>relevant persons</i> as required

ELEMENT	PERFORMANCE CRITERIA
3. Participate in and facilitate work team	3.1. Actively encourage team members to participate in and take responsibility for team activities and communication processes 3.2. Give the team support to identify and resolve problems which impede its performance 3.3. Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers
4. Liaise with management	4.1. Maintain open communication with line manager/management at all times 4.2. Communicate information from line manager/management to the team 4.3. Communicate unresolved issues, concerns and problems raised by the team/team members to line manager/management and ensure follow-up action is taken 4.4. Communicate unresolved issues, concerns and problems related to the team/team members raised by line managers/management to the team and ensure follow-up to action is taken

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to:
 - boost team morale
 - deal with team conflict
 - deliver messages from management
 - facilitate discussion
 - mentor and coach
- leadership skills
- planning and organising skills.

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

- organisational goals, objectives and plans
- organisational policy and procedures framework
- organisational structure, including organisational chart
- principles and techniques associated with:
 - delegation and work allocation
 - goal setting
 - group dynamics and processes
 - individual behaviour and difference
 - leadership
 - motivation
 - negotiation
 - planning.

Evidence Guide**EVIDENCE GUIDE**

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- teamwork plan with details of how it was generated and how it will be monitored so that team goals can be met
- techniques in communicating information, dealing with team conflict and resolving issues
- knowledge of organisational goals, objectives and plans.

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- analysis of responses to case studies and scenarios

EVIDENCE GUIDE	
	• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • observation of demonstrated techniques in working with team dynamics • observation of performance in role plays • oral or written questioning to assess knowledge of principles and techniques associated with group dynamics and processes • evaluation of opportunities provided for input of team members into planning, decision making and operational aspects of work team • review of feedback provided to team members • review of teamwork plan.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other units from the Certificate IV in Frontline Management.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Team purpose, roles, responsibilities, goals, plans and objectives</i> may include:	• action plans, business plans and operational plans linked to strategic plans • expected outcomes and outputs • goals for individuals and the work team • individual and team performance plans and key performance indicators • occupational health and safety (OHS) responsibilities
<i>Consultation</i> may include:	• attending meetings, interviews, brainstorming sessions

RANGE STATEMENT	
	• using email/intranet communications, newsletters or other processes and devices which ensure that all employees have the opportunity to contribute to team and individual effectiveness • using mechanisms to provide feedback to the work team in relation to consultation outcomes
Responsibility for own work may involve:	• individual and joint actions • individuals and teams
Feedback may refer to:	• formal/informal gatherings between team members where there is communication on work related matters • informal communication of ideas and thoughts on specific tasks, outcomes, decisions, issues or behaviours
Relevant persons may include:	• colleagues • direct superior or other management representatives • OHS committees and other people with specialist responsibilities
Communication may include:	• face-to-face • formal/informal interaction • verbal, written or electronic communication
Line manager/management may refer to:	• direct superior or other management representatives

Unit Sector(s)

Unit sector	

Competency field

Competency field	Management and Leadership - Management

Co-requisite units

Co-requisite units		

HLTFA301B Apply first aid

Modification History

Unit Descriptor

This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance

Application of the Unit

These skills and knowledge may be applied in a range of situations, including community and workplace settings

Training Package users should ensure implementation is consistent with any specific workplace and/or relevant legislative requirements in relation to first aid, including State/Territory requirements for currency

Application of these skills and knowledge should be contextualised as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries

A current Senior First Aid, Workplace Level 2 or Level 2 qualification may provide evidence of skills and knowledge required by this competency unit. However, as with all evidence of competence, evidence must be assessed against the requirements specified in the competency unit

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Assess the situation	1.1 Identify assess and minimise hazards in the situation that may pose a risk of injury or illness to self and others 1.2 Minimise immediate risk to self and casualty's health and safety by controlling any hazard in accordance with occupational health and safety requirements 1.3 Assess casualty and identify injuries, illnesses and conditions
2 Apply first aid procedures	2.1 Calmly provide information to reassure casualty, adopting a communication style to match the casualty's level of consciousness 2.2 Use available resources and equipment to make the casualty as comfortable as possible 2.3 Respond to the casualty in a culturally aware, sensitive and respectful manner 2.4 Determine and explain the nature of casualty's injury/condition and relevant first aid procedures to provide comfort 2.5 Seek consent from casualty prior to applying first aid management 2.6 Provide first aid management in accordance with established first aid principles and Australian Resuscitation Council (ARC) Guidelines and/or State/Territory regulations, legislation and policies and industry requirements 2.7 Seek first aid assistance from others in a timely manner and as appropriate 2.8 Correctly operate first aid equipment as required for first aid management according to manufacturer/supplier's instructions and local policies and/or procedures

- 2.9 Use safe manual handling techniques as required
- 2.1 Monitor **casualty's condition** and respond in accordance with effective first aid principles and procedures
- 2.1 Finalise casualty management according to casualty's needs and first aid principles
- 3 Communicate details of the incident
 - 3.1 Request ambulance support and/or appropriate medical assistance according to relevant circumstances using relevant **communication media and equipment**
 - 3.2 Accurately convey assessment of casualty's condition and management activities to ambulance services /other emergency services/relieving personnel
 - 3.3 Prepare reports as appropriate in a timely manner, presenting all relevant facts according to established procedures
 - 3.4 Accurately record details of casualty's physical condition, changes in conditions, management and response to management in line with established procedures
 - 3.5 Maintain confidentiality of records and information in line with privacy principles and statutory and/or organisation policies
- 4 Evaluate own performance
 - 4.1 Seek feedback from **appropriate clinical expert**
 - 4.2 Recognise the possible psychological impacts on rescuers of involvement in critical incidents
 - 4.3 Participate in debriefing/evaluation as appropriate to improve future response and address individual needs

Required Skills and Knowledge

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

Essential knowledge:

ARC Guidelines relating to provision of first aid as outlined

Working knowledge of:

basic principles and concepts underlying the practice of first aid

procedures for dealing with major and minor injury and illness

priorities of management in first aid when dealing with life threatening conditions

basic occupational health and safety requirements in the provision of first aid

infection control principles and procedures, including use of standard precautions

chain of survival

first Aiders' skills and limitations

Understanding of the use of an Automated External Defibrillator (AED), including when to use and when not to

First aid management of:

abdominal injuries

allergic reactions

altered and loss of consciousness

bleeding

burns - thermal, chemical, friction, electrical

cardiac arrest

casualty with no signs of life

chest pain

choking/airway obstruction

injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations

envenomation - snake, spider, insect and marine bites

environmental impact such as hypothermia, hyperthermia, dehydration, heat stroke

fractures

medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions

near drowning

poisoning and toxic substances (including chemical contamination)
respiratory distress
seizures
shock
stroke
substance misuse - common drugs and alcohol, including illicit drugs

Awareness of stress management techniques and available support

Social/legal issues:

duty of care
need to be culturally aware, sensitive and respectful
importance of debriefing
confidentiality
own skills and limitations

Essential skills:

Ability to:

Conduct an initial casualty assessment

Plan an appropriate first aid response in line with established first aid principles, policies and procedures, ARC Guidelines and/or State/Territory regulations, legislation and policies and industry requirements and respond appropriately to contingencies in line with own skills

Demonstrate correct procedures for performing CPR using a manikin, including standard precautions (i.e. as per unit **HLTCPR201A Perform CPR**)

Apply first aid principles

Infection control, including use of standard precautions

Follow OH&S guidelines

Demonstrate:

safe manual handling

consideration of the welfare of the casualty

ability to call an ambulance

site management to prevent further injury

Provide assistance with self-medication as per subject's own medication regime and in line with State/Territory legislation, regulations and policies and any available

medical/pharmaceutical instructions

Administer medication in line with state/territory regulations, legislation and policies

Prepare a written incident report or provide information to enable preparation of an incident report

Communicate effectively and assertively in an incident

Make prompt and appropriate decisions relating to managing an incident in the workplace

Call an ambulance and/or medical assistance according to relevant circumstances and report casualty's condition

Use literacy and numeracy skills as required to read, interpret and apply guidelines and protocols

Evaluate own response and identify appropriate improvements where required

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package. The evidence guide supplements assessment requirements that apply to all units in this Training Package. Users of this evidence guide should first read the package's assessment guidelines.

Critical aspects of assessment:

Assessment must include demonstrated evidence of specified Essential Knowledge and Essential Skills identified in this competency unit

Competence should be demonstrated working individually and, where appropriate, as part of a first aid team

Consistency of performance should be demonstrated over the required range of situations relevant to the workplace or community setting

Currency of first aid knowledge and skills is to be demonstrated in line with State/Territory regulations, legislation and policies, ARC and industry guidelines

Context and resources required for assessment:

Skills in performing first aid procedures are to be assessed through demonstration, with questioning to confirm essential knowledge

For assessment purposes, demonstration of skills in CPR procedures requires using a model of the human body (resuscitation manikin) in line with Australian Resuscitation Council Guidelines

Access and equity considerations:

All workers in the health industry should be aware of access and equity issues in relation to their own area of work

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Contextualisation to address specific requirements may include:

Focus on first aid management of specific types of injury

First aid provision under specific constraints or circumstances (e.g. in confined spaces, in maritime work environment or in work environment involving identified risks/hazards)

Established first aid principles include:

Preserve life

Prevent illness, injury and condition(s) becoming worse

Promote recovery

Protect the unconscious casualty

Vital signs include:

Consciousness

Breathing

Circulation

A hazard is:

A source or situation with the potential for harm in terms of human injury or ill-health, damage to property, the environment, or a combination of these

Hazards may include:

Physical hazards

Biological hazards

Chemical hazards

Hazards associated with manual handling

Risks may include:

Risks from equipment, machinery and substances

Risks from first aid equipment

Environmental risks

Exposure to blood and other body substances

Risk of further injury to the casualty
Risks associated with the proximity of other workers and bystanders
Risks from vehicles

Casualty's condition is managed for:

Abdominal injuries
Airway obstruction
Allergic reactions
Altered and loss of consciousness
Bleeding
Burns - thermal, chemical, friction, electrical
Chest pain/cardiac arrest
Injuries: cold and crush injuries; eye and ear injuries; head, neck and spinal injuries; minor skin injuries; needle stick injuries; soft tissue injuries including sprains, strains, dislocations
Near drowning
Envenomation - snake, spider, insect and marine bites
Environmental conditions such as hypothermia, hyperthermia, dehydration, heat stroke
Fractures
Medical conditions, including cardiac conditions, epilepsy, diabetes, asthma and other respiratory conditions
No signs of life
Poisoning and toxic substances (including chemical contamination)
Respiratory distress/arrest
Seizures
Shock
Stroke
Substance misuse - common drugs and alcohol, including illicit drugs.

First aid management must take into account applicable aspects of:

The setting in which first aid is provided, including:

workplace policies and procedures
industry/site specific regulations, codes etc.
OHS requirements
state and territory workplace health and safety legislative requirements
location and nature of the incident
situational risks associated with, for example, electrical and biological hazards, weather, motor vehicle accidents
location of emergency services personnel.

The use and availability of first aid equipment and resources

Infection control

Legal and social responsibilities of first aider

Resources and equipment are used appropriate to the risk to be met and may include:

AED
First aid kit
Auto-injector
Puffer/inhaler
Resuscitation mask or barrier
Spacer device

Communication media and equipment may include but are not limited to:

Telephones, including landline, mobile and satellite phones
HF/VHF radio
Flags
Flares
Two way radio
Email

Electronic equipment

Hand signals

Appropriate clinical expert may include:

Supervisor/manager

Ambulance officer/paramedic

Other medical/health worker

Documentation may include:

Injury report forms

Workplace documents as per organisation requirements

Documentation may include recording:

Time

Location

Description of injury

First aid management

Fluid intake/output, including fluid loss via:
blood

vomit

faeces

urine

Administration of medication including:

time

date

person administering

dose

Vital signs

Unit Sector(s)

HLTIN301A Comply with infection control policies and procedures in health work

Modification History

Unit Descriptor

This unit of competency describes the skills and knowledge required for workers to comply with infection control policies and procedures. All procedures must be carried out in accordance with current infection control guidelines, Australian and New Zealand Standards for maintaining infection control and the policies and procedures of the organisation

This unit acknowledges the importance of complying with an effective infection control strategy that ensures the safety of the client (or end-user of health-related products/services), maintains personal protection and prevents the transmission of infections from person to person

All tasks must be carried out in accordance with State or Territory legislative requirements that affect work practices of the organisation and/or worker

Application of the Unit

This unit is applicable to workers who are responsible for following workplace procedures to maintain infection control

Application of this unit should be contextualised to reflect any specific workplace infection risks, hazards and associated infection control practices

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Follow infection control guidelines	1.1 Demonstrate the application of standard precautions to prevent the spread of infection in accordance with organisation requirements 1.2 Demonstrate the application of additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection 1.3 Minimise contamination of materials, equipment and instruments by aerosols and splatter
2 Identify and respond to infection risks	2.1 Identify infection risks and implement an appropriate response within own role and responsibility 2.2 Document and report activities and tasks that put clients and/or other workers at risk 2.3 Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organisation 2.4 Follow procedures for risk control and risk containment for specific risks 2.5 Follow protocols for care following exposure to blood or other body fluids as required 2.6 Place appropriate signs when and where appropriate 2.7 Remove spills in accordance with the policies and procedures of the organisation
3 Maintain personal hygiene	3.1 Maintain hand hygiene by washing hands before and after client contact and/or after any activity likely to cause contamination 3.2 Follow handwashing procedures 3.3 Implement hand care procedures

- 3.4 Cover cuts and abrasions with water-proof dressings and change as necessary
- 4 Use personal protective equipment
 - 4.1 Wear personal **protective clothing and equipment** that complies with Australian/New Zealand Standards, and is appropriate for the intended use
 - 4.2 Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each client contact
- 5 Limit contamination
 - 5.1 Demarcate and maintain clean and contaminated zones in all aspects of health care work
 - 5.2 Confine records, materials and medicaments to a well-designated **clean zone**
 - 5.3 Confine contaminated instruments and equipment to a well-designated **contaminated zone**
- 6 Handle, package, label, store, transport and dispose of clinical and other waste
 - 6.1 Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste
 - 6.2 Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified
 - 6.3 Store clinical or related waste in an area that is accessible only to authorised persons
 - 6.4 Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release
 - 6.5 Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements
- 7 Clean environmental surfaces
 - 7.1 Wear personal protective clothing and equipment during **cleaning procedures**
 - 7.2 Remove all dust, dirt and physical debris from work surfaces
 - 7.3 Clean all work surfaces with a neutral detergent and warm water solution before and after each

session or when visible soiled

- 7.4 Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols
- 7.5 Dry all work surfaces before and after use
- 7.6 Replace surface covers where applicable
- 7.7 Maintain and store cleaning equipment

Required Skills and Knowledge

To demonstrate competence for this unit the worker must acquire the essential knowledge and skills described:

Essential knowledge:

Basic microbiology including:

bacteria and bacterial spores

fungi

viruses

Aspects of infectious diseases including:

pathogens

opportunistic organisms

Disease transmission:

sources of infecting microorganisms including persons who are carriers, in the incubation phase of the disease or those who are acutely ill

paths of transmission including direct contact, aerosols and penetrating injuries

risk of acquisition

Susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old

Organisation requirements relating to immunisation, where applicable

The organisation's infection control policies and procedures

Identification and management of infectious risks in the workplace

Clean and sterile techniques

Standard precautions

Additional precautions

Good personal hygiene practice including hand care

Effective hand hygiene:

when hands must be washed

procedures for routine handwash

procedures for surgical handwash

Personal protective equipment:

guidelines for wearing gowns and waterproof aprons

guidelines for wearing masks as required

guidelines for wearing protective glasses

guidelines for glove use

Surface cleaning:

cleaning procedures at the start and end of the day

routine surface cleaning

managing a blood or body fluid spill

Sharps handling and disposal techniques

Essential skills:

Ability to:

Apply standard precautions:

consistently follow the procedure for washing and drying hands

consistently put into practice clean and sterile techniques

consistently use personal protective equipment

consistently limit contamination

consistently maintain clean surfaces and manage blood and body fluid spills

consistently protect materials, equipment and instruments from contamination until required for use

consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate)

Apply additional precautions when standard precautions are not sufficient

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate this competency unit:

Observation of workplace performance is preferred for assessment of this unit

The assessee must provide evidence of specified essential knowledge as well as skills

The assessee must demonstrate compliance with the organisation's infection control policy as it relates to specific job role

Consistency of performance should be demonstrated over the required range of workplace situations:

consistent application of handwashing, personal hygiene and personal protection protocols

consistent application of clean and sterile techniques

consistent application of protocols to limit contamination

Context of and specific resources for assessment:

Assessment should replicate workplace conditions as far as possible

Where, for reasons of safety, access to equipment and resources and space,

assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible

Method of assessment

Evidence of essential knowledge and understanding may be provided by:

traditional or online (computer-based) assessment

written assignments/projects

Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice

Questioning

Staff and/or client feedback

Supporting statement of supervisor

Authenticated evidence of relevant work experience and/or formal/informal learning

Role play/simulation

Access and equity considerations:

All workers in the health industry should be aware of access and equity issues in relation to their own area of work

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Standard precautions include:

Aseptic technique
Personal hygiene practices especially washing and drying hands (eg. before and after client contact)
Use of personal protective equipment
Techniques to limit contamination
Surface cleaning and management of blood and body fluid spills
Safe handling of sharps
Safe disposal of sharps and other clinical waste
Appropriate reprocessing and storage of reusable instruments

Additional precautions may include:

Special ventilation requirements
Additional use of personal protective equipment
Dedicated equipment (eg. to each client or as appropriate to work function)
Use of a special facility

Minimising contamination may include but is not limited to:

Protecting materials, equipment and instruments from contamination until required for use
Ensuring instruments used for invasive procedures are sterile at time of use
Cleaning all environmental surfaces

Infection risks may include but are not limited to

Sharps injury
Waste
Discarded sharps
Human waste and human tissues
Related waste
General waste
Inhalation of aerosols
Contact with blood and other body substances
Personal contact with infectious materials, substances and/or clients
Stock including food which has passed 'used-by' dates
Animals, insects and vermin

Procedures for risk control may include but are not limited to:

Eliminating a hazardous process
Using personal protective equipment appropriately
Changing a system of work to reduce a hazard.
Isolating the hazard
Using protective devices to decrease exposure
Using safe handling techniques
Following infection control policies and procedures
Procedures to minimise the risk of exposure to blood and body fluids

Protocols for care following exposure to blood or other body fluids may include but are not limited to:

Immediate care following:
A sharps injury
A splash of blood or other body fluids

Post exposure care

Record keeping and notification

Legal requirements for the notification of all work related occurrences of injury, disease or illness

Hand hygiene procedures may include:

Routine handwash

Surgical handwash

Use of antiseptic wipes and alcohol based preparations in specific situations where waterless hand hygiene is acceptable

Hand care may include but is not limited to:

Suitable water-based hand creams that are registered on the Australian Register of Therapeutic Goods

Using warm water for handwashing

Drying hands thoroughly after handwashing

Wearing heavy-duty utility gloves when handling irritant chemicals

Protective clothing and equipment may include but are not limited to :

Gowns and waterproof aprons that comply with Australian/New Zealand standards

Examination gloves and surgical gloves that comply with current Australian/New Zealand standards

Glasses, goggles or face-shields

Surgical face masks that comply with current Australian/New Zealand standards

Footwear to protect from dropped sharps and other contaminated items

Guidelines for latex allergic clients and staff

Clean zone includes but is not limited to:

Storage areas for materials, medicaments, equipment

Sterile storage areas

Administration areas

Contaminated zone includes but is not limited to:

Area used for items that have become contaminated during use
Receiving area for contaminated instruments in the instrument reprocessing centre

Waste may include but is not limited to:

Clinical waste:
discarded sharps
human tissues
laboratory waste
any other waste as specified by the workplace

Related waste:
radiographic waste
chemical and amalgam waste
cytotoxic waste
pharmaceutical waste
radioactive waste

General waste

Disposal of waste requirements may include:

Disposal in accordance with:
Environment Protection (Waste Management) Policy
Environment Protection (Waste Management) Regulations
Australian and New Zealand standards
Organisation policies and procedures

Cleaning procedures include but are not limited to

Damp dusting benches, equipment and shelving

Maintaining the interior of drawers and cupboards in a clean and tidy state

Cleaning floors daily using a mop and water and detergent

Storing cleaning equipment clean and dry

Managing the removal of a small blood or body fluid spill

Unit Sector(s)

HLTIN403B Implement and monitor infection control policy and procedures

Modification History

Unit Descriptor

This unit is concerned with infection control responsibilities of employees with supervisory accountability to implement and monitor infection control policy and procedures in a specific work unit or team within an organisation

Application of the Unit

This unit does not apply to a role with organisation-wide responsibilities for infection control policy and procedure development, implementation or monitoring

Application of this unit should be contextualised to reflect any specific workplace infection risks, hazards and associated infection control practices

Licensing/Regulatory Information

Pre-Requisites

The following competency unit is pre-requisite for this unit:

HLTIN301A Comply with infection control policies and procedures in health work

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Provide information about infection control policies and procedures	1.1 Explain accurately and clearly to the work group relevant information about infection control policy and procedures, and applicable industry codes of practice 1.2 Regularly provide information about identified hazards and the outcomes of infection risk assessments to the work group 1.3 Provide opportunities for the work group to seek further information on workplace infection control issues and practices
2 Integrate infection control policy and procedure into work practices	2.1 Implement infection control policy and procedures with members of the work group 2.2 Maintain liaison with person responsible for organisation-wide infection control 2.3 Provide coaching and support as required to ensure that individuals/teams are able to implement infection control practices 2.4 Adopt work procedures to reflect appropriate infection control practice 2.5 Deal with issues raised through consultation and ensure they are resolved promptly or referred to the appropriate personnel for resolution 2.6 Implement workplace procedures for dealing with infection control risks and hazardous events as necessary 2.7 Encourage employees to report infection risks and to improve infection control procedures
3 Monitor infection control performance and implement improvements in practices	3.1 Promptly investigate infection control hazardous events to identify their cause in accordance with organisation policy and procedure 3.2 Monitor work procedures to control infection risks to ensure compliance

- 3.3 Regularly review and adjust work procedures to ensure improvements in infection control practice
- 3.4 Provide feedback to team and individuals on compliance issues, changes in work procedures and infection control outcomes
- 3.5 Ensure training in work procedures is provided as required to maintain infection control standards
- 3.6 Identify any inadequacies in work procedures and infection control measures and ensure they are corrected or reported to designated personnel
- 3.7 Accurately maintain records of infection control risks and incidents as required
- 3.8 Use aggregate infection control information reports to identify **hazards**, to monitor and improve risk control methods and to indicate training needs
- 3.9 Report and investigate potential breaches of infection control in line with organisation procedures

Required Skills and Knowledge

To demonstrate competence for this unit the worker must acquire the essential knowledge and skills described:

Essential knowledge:

Working knowledge, consistent with the elements of competence, of the organisation's applicable infection control policy and procedures and relevant industry codes of practice, which impact on work processes of the specific work unit

The hierarchy of risk control measures from most to least preferred (ie. elimination, engineering controls, administrative control and personal protective equipment)

Knowledge of infection risks and control measures specific to work area and related work processes

The significance of client confidentiality in relation to infection control

The significance of other management systems and procedures for infection control

Literacy levels and communication skills of work group members and consequent suitable communication techniques

Organisation procedures for monitoring, training

Basic understanding of communicable disease transmission

Essential skills:

Ability to:

Use effective communication and interpersonal skills to explain infection control procedures and their rationale to members of work group, to provide feedback on work performance in relation to infection control in order to maintain infection control standards

Use literacy and numeracy skills to:

read and interpret workplace documentation relating to infection control policies and procedures

accurately explain procedures to others with a range of language and literacy capabilities

accurately communicate with team and individuals about organisation policy and procedures for infection control

maintain and interpret infection control records

Apply procedures for adopting appropriate infection practices within work unit

Provide appropriate supervision of work group in relation to infection control

Negotiate with the work group in relation to issues such as establishing, maintaining and improving infection control work practices

Participate in work planning and management

Manage change processes in relation to improving infection control work practices

Monitor compliance with policy and procedures

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate this competency unit:

This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions

Assessment must demonstrate ability to ensure compliance with the health care establishment's infection control policy as it relates to specific job roles

Consistency of performance should be demonstrated over the required range of workplace situations

Access and equity considerations:

All workers in the health industry should be aware of access and equity issues in relation to their own area of work

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement**RANGE STATEMENT**

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Infection control policies and procedures may relate to:

Cleaning procedures and schedules
Cleaning agents
Cleaning equipment
Handling, storage and disposal of all types of waste
Food handling and food safety
Hygiene procedures
Infection control risk management
Infection control incident and hazard reporting
Sterilising
Linen production and handling
Maintenance procedures
Storage requirements
Personal protective clothing
Work flows
Management of blood and body fluid spills
Single use of disposables
Aseptic techniques
Skin preparation procedures
Immunisation
Needle stick injuries
Personal contact with infectious clients
Standard and additional precautions
Confidentiality
Employee training
Contractors

Industry codes of practice may include:

Australian Standards (e.g. AS 2182, AS 4815, AS 4187)
National Health and Medical Research Council Guidelines for infection control
Australian Government Department of Health and Ageing Infection control guidelines for the prevention of transmission

of infectious diseases in the health care setting, 2004

State, territory and local government guidelines and standards

Manufacturer's recommendations and operating manuals

Identified hazards and the outcomes of infection risk assessments may relate to:

Sharps

Glass

Waste

Human waste and human tissues

Personal contact with infectious clients

Animals, insects and vermin

Stock, including food, which has passed "used-by" dates.

Incorrect concentration of disinfectants and chemicals

Cleaning procedures

Linen handling procedures

Work flows

Use of personal protective clothing

Food safety

Personal hygiene

Infection control monitoring procedures may include:

Observations

Interviews

Surveys and inspections

Quality assurance activities

Review of outcomes

Data analysis

Designated personnel may include:

Manager

Infection Control Coordinator

Quality Improvement Coordinator

Infection Control Committee

Occupational Health and Safety Committee

**Aggregate infection control information
may include:**

Records of needle stick injuries

Records of occupational exposures to blood
and body fluids/substances

Hospital-acquired infection rates

Australian council on healthcare standards
clinical indicators

HACCP records

Hazard reports

Unit Sector(s)

LGAWORK302A Oversee traffic control plan around a work site

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor This unit covers the overall planning and monitoring of safe traffic control around a council work site.

Application of the Unit

Application of the Unit This unit supports the attainment of skills and knowledge required for competent workplace performance in councils of all sizes. Knowledge of the legislation and regulations within which councils must operate is essential. The unique nature of councils, as a tier of government directed by elected members and reflecting the needs of local communities, must be appropriately reflected.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite Unit/s

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assess work site	1.1. Work site is assessed and a traffic control plan is developed in accordance with Australian standards.
2. Implement traffic control plan	2.1. Residents are advised of temporary traffic control arrangements. 2.2. Traffic control devices are set up according to traffic control plan. 2.3. The work area is clearly defined and separated by traffic control devices. 2.4. Traffic controllers are located according to the traffic control plan.
3. Monitor traffic flow	3.1. Traffic flow is monitored and adjustments are made to maintain flow. 3.2. Interaction with members of the public is conducted according to council procedures.
4. Maintain traffic control plan	4.1. Record of traffic control plan is maintained according to workplace procedures . 4.2. Incidents or accidents are investigated and reported according to workplace procedures.

Hidden text

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

REQUIRED SKILLS AND KNOWLEDGE

- assessing work site traffic requirements
- contingency planning to modify plan for changes in conditions
- supervising and monitoring traffic controllers
- written and diagrammatic interpretation and application.

Required Knowledge

- workplace and equipment safety requirements
- relevant Australian standards
- council procedures and policies for customer service and traffic plans.

Hidden text

Evidence Guide

EVIDENCE GUIDE

Overview of assessment requirements	A person who demonstrates competency in this unit will be able to perform the outcomes described in the Elements to the required performance level detailed in the Performance Criteria. The knowledge and skill requirements described in the Range Statement must also be demonstrated. For example, knowledge of the legislative framework and safe work practices that underpin the performance of the unit must be demonstrated.
Critical aspects of evidence to be considered	Australian standards for traffic control are complied with. Effective traffic flow is maintained. Appropriate adjustments and monitoring procedures are followed. Communication with traffic controller and public is effective.
Context of assessment	May be assessed: • on the job • simulated workplace environment • written assignment • short-answer test • oral questioning • observation • or any combination of the above.
Relationship to other	To enable holistic assessment this unit may be assessed with

EVIDENCE GUIDE

units(prerequisite or co-requisite units)	other units that form part of the job role.
Method of assessment	The following assessment methods are suggested: • observation of the learner performing a range of workplace tasks over sufficient time to demonstrate handling of a range of contingencies • written and/or oral questioning to assess knowledge and understanding • completion of workplace documentation • third-party reports from experienced practitioners • completion of self-paced learning materials including personal reflection and feedback from trainer, coach or supervisor.
Evidence required for demonstration of consistent performance	Evidence will need to be gathered over time across a range of variables.
Resource implications	In accordance with a range of variable requirements.

Range Statement

RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

Traffic may include:	• vehicular • pedestrian • livestock.
Traffic route may include:	• alternative access detours.
Instructions may include:	• oral • diagrammatic.
Conditions may include:	• time • location • climatic.
Plan may include:	• using council procedures and meeting Australian standards.

RANGE STATEMENT

Workplace procedures may include:

- council policies and guidelines on communicating with the public
- out-of-hours site inspections
- maintenance of traffic control plan records
- reporting of incidents or accidents.

Hidden text

Unit Sector(s)

Unit Sector

Operational Works

Hidden text

Competency field

Competency Field

co-requisite unit/s

Co-requisite Unit/s

MTMP2192A Clean carcase hanging equipment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to clean hanging equipment such as rollers, gambrels, spreaders, shackles and hooks which are either iron or plastic.

Application of the Unit

Application of the unit	This unit is applicable to those workers cleaning equipment used for hanging carcases in abattoirs, boning rooms, food services operations, smallgoods plants, knackeries and meat processing plants.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Clean <i>carcase hanging equipment</i>	1.1. Hanging equipment is rotated through cleaning, rinsing and, where applicable, oiling tanks, in accordance with workplace requirements. 1.2. Cleaning chemicals are handled in accordance with manufacturer's specifications and Occupational Health and Safety (OH&S) requirements. 1.3. Damaged spreaders etc are identified and dealt with in accordance with workplace requirements. 1.4. Level and concentration of cleaning tank is monitored and adjusted to ensure complete sanitising of iron work. 1.5. OH&S risks are identified and OH&S procedures are followed. 1.6. OH&S requirements related to chemical and manual handling hazards are followed when loading and unloading tanks. 1.7. Hoists are used in accordance with manufacturer's specifications, workplace and OH&S requirements.
2. Maintain flow of equipment cleaning process	2.1. Hanging equipment is inspected for damage and when necessary, sent for repair or disposal. 2.2. Spreaders, gambles and any other hanging equipment are returned to the slaughter floor promptly. 2.3. Spreaders, gambles and any other hanging equipment are processed and handled to avoid damage.

ELEMENT	PERFORMANCE CRITERIA
	2.4. Work area is kept neat and clean with clear segregation of sanitised and non-sanitised iron work. 2.5. Difficulties encountered with maintaining the flow through the cleaning process are reported promptly to the supervisor.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- inspect hanging equipment thoroughly for damage
- apply correct use of **mechanical handling aids** where appropriate
- demonstrate the capacity to clean hanging equipment
- adjust cleaning materials and process to suit the **variety of materials** to be cleaned
- maintain a clean and neat work area
- follow the cleaning procedure for iron work as described in work instructions
- despatch hanging equipment promptly to slaughter floor
- maintain the flow of hanging equipment through the cleaning process
- report damage of hanging equipment requiring repair or disposal either orally or written according to work instructions
- report any difficulties to supervisor
- co-operate and communicate with team members to maintain flow through the cleaning process
- apply relevant **regulatory requirements**
- take action to improve own work performance as a result of self-evaluation, feedback from others, or in response to changed work practices or technology
- use relevant **communication skills**
- work in a safe manner with due regard to the cleaning chemicals used, manual handling dangers and any other OH&S requirements

Required knowledge

- **cleaning** and sanitising process for hanging equipment
- function of hanging equipment in production
- need for adequate sanitising of the hanging equipment

REQUIRED SKILLS AND KNOWLEDGE

- need for **oiling** of the iron work (where applicable)
- relevant regulatory requirements
- OH&S requirements for cleaning hanging equipment
- OH&S hazards and precautions of working in this area
- consequences of not returning the hanging equipment promptly to the slaughter floor
- repercussions of faulty or damaged hanging equipment returning to the slaughter floor

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time.

These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence.

Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence.

All assessment must be conducted against Australian meat industry standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Competency must be demonstrated when meeting the normal demands of the processing area.

Context of, and specific resources

Assessment must be undertaken at an operating meat

EVIDENCE GUIDE	
for assessment	processing plant.
Method of assessment	Recommended methods of assessment are: • quiz of underpinning knowledge • workplace demonstration of competency for the assessor • workplace referee or third party report of performance over time. Assessment practices should take into account any relevant language or cultural issues related to Aboriginality, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be higher than those of the work role.
Guidance information for assessment	A current list of resources for this Unit of Competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Carcase hanging equipment</i> to be cleaned may include:	• chains • gambrels • hooks • rollers • spreaders.
<i>Carcase hanging equipment</i> may be conveyed to and from production areas by:	• forklift mesh or metal bins • mechanised chain • wheeled bins.

RANGE STATEMENT	
<i>OH&S requirements</i> may include:	• enterprise OH&S policies, procedures and programs • OH&S legal requirements • Personal Protective Equipment (PPE) which may include: • coat and apron • ear plugs or muffs • eye and facial protection • head-wear • lifting assistance • mesh apron • protective boot covers • protective hand and arm covering • protective head and hair covering • specialised PPE for the handling of chemicals • uniforms • waterproof clothing • work, safety or waterproof footwear • requirements for the handling of chemicals • requirements set out in standards, codes of practice etc.
<i>Workplace requirements</i> may include:	• documentation of chemical use • enterprise-specific requirements • OH&S requirements • Quality Assurance requirements • Standard Operating Procedures • the ability to perform the task to production requirements • work instructions.
<i>Mechanical handling aids</i> may include:	• electric hoist • forklift • manual block and chain.
The <i>variety of materials</i> to be cleaned may include steel, plastics, teflon etc.	
<i>Regulatory requirements</i> may include:	• environmental protection standards, controls and protocols • Export Control Act • hygiene and sanitation requirements • relevant regulations

RANGE STATEMENT	
	- requirements for the handling and storage of chemicals - requirements set out in AS 4696:2007 Australian Standard for Hygienic Production and Transportation of Meat and Meat Products for Human Consumption - state regulations regarding meat processing.
Communication skills may include:	- listening and understanding - sharing information - speaking clearly and directly - working with diverse individuals and groups.
A variety of cleaning and oiling agents may be used.	

Unit Sector(s)

Unit sector	

Co-requisite units

Co-requisite units		

Competency field

Competency field	

MTMP2196B Overview cleaning program

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to gain an overview of cleaning programs that are carried out in the workplace. The cleaning programs detail the general cleaning of the workplace using detergents and sanitisers. This cleaning is usually performed after the product has been removed from the work area.

Application of the Unit

Application of the unit	This unit is applicable to cleaning in abattoirs, boning rooms, smallgoods and food services plants.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Transfer waste materials	1.1. Different types of waste materials are identified. 1.2. Workplace requirements for transferring waste materials to designated storage area are explained.
2. Clean <i>site</i>	2.1. Steps in a cleaning schedule are identified. 2.2. Workplace and regulatory requirements related to cleaning the workplace are identified and explained. 2.3. Health, hygiene and sanitation hazards are identified and reported according to workplace and Occupational Health and Safety (OH&S requirements). 2.4. Housekeeping tasks are identified according to workplace and OH&S requirements. 2.5. Appropriate cleaning equipment is identified. 2.6. Workplace and regulatory requirements related to post-cleaning monitoring are identified.
3. Use chemicals correctly	3.1. Chemicals used in the workplace are identified. 3.2. Material Safety Data Sheets (MSDS) for the chemicals and their contents are cited. 3.3. OH&S precautions for the use, handling and storage of chemicals are explained according to manufacturer's specifications and workplace requirements.

ELEMENT	PERFORMANCE CRITERIA
	3.4. Chemicals are handled in accordance with OH&S requirements and manufacturer's instructions at all times. 3.5. Chemicals are stored according to OH&S, manufacturer's and workplace requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- identify and follow a cleaning schedule
- correctly use cleaning chemicals for the work site and conditions
- correctly transfer waste materials to workplace requirements
- work effectively as an individual and as part of a team
- take action to improve own work performance as a result of self-evaluation, feedback from others, or in response to changed work practices or technology
- use relevant **communication skills**

Required knowledge

Knowledge of:

- steps in a cleaning program
- OH&S requirements for cleaning with chemicals
- common hazards and the importance of maintaining a sanitary work environment
- importance of correct waste disposal
- importance of cleaning the whole work area when product has been removed
- importance of following a cleaning schedule
- purpose and action of detergents and sanitisers
- workplace requirements relevant to cleaning
- equipment used to transfer waste
- factors inhibiting achieving adequate standards of cleanliness
- waste materials for transfer and explain waste transfer requirements and conditions
- housekeeping tasks to be completed according to workplace procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time.

These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence.

Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence.

All assessment must be conducted against Australian meat industry standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Competency must be demonstrated for specific plant cleaning programs.

Context of, and specific resources for assessment

Assessment must occur in the workplace for established cleaning programs.

Method of assessment

Recommended methods of assessment include:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time.

Assessment practices should take into account any relevant language or cultural issues related to Aboriginality Or Torres Strait Islander, gender, or language backgrounds other than English. Language and

EVIDENCE GUIDE	
	literacy demands of the assessment task should not be higher than those of the work role.
Guidance information for assessment	A current list of resources for this Unit of Competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Workplace requirements</i> may include:	• enterprise-specific requirements • OH&S requirements • Quality Assurance (QA) requirements • Standard Operating Procedures (SOPs) • the ability to perform the task to production requirements • work instructions.
<i>Sites</i> to be cleaned may include:	• ceilings • chutes • drains • equipment • floors • machinery • shields • trays • walls • work surfaces.
<i>Regulatory requirements</i> may include:	• Export Control Act • hygiene and sanitation requirements • relevant regulations • regulations relating to the use, storage and disposal of chemicals

RANGE STATEMENT	
	- requirements set out in AS 4696:2007 Australian Standard for Hygienic Production and Transportation of Meat and Meat Products for Human Consumption - state regulations regarding meat processing.
OH&S requirements may include:	- enterprise OH&S policies, procedures and programs - OH&S legal requirements - Personal Protective Equipment (PPE) which may include: - coats and aprons - ear plugs or muffs - eye and facial protection - head-wear - lifting assistance - mesh aprons - protective boot covers - protective hand and arm covering - protective head and hair covering - uniforms - waterproof clothing - work, safety or waterproof footwear - requirements set out in standards and codes of practice.
Cleaning equipment may include:	- brooms - chemical foamers - hot or cold hoses and industrial hoses - industrial vacuum cleaners - scrub-down equipment.
Chemicals may include:	- cleaning fluids - detergents - fumigation compounds - sanitisers.
Communication skills may include:	- listening and understanding - reading and interpreting relevant workplace-related documentation - sharing information - speaking clearly and directly - working with diverse individuals and groups.

Unit Sector(s)

Unit sector	

Co-requisite units

Co-requisite units		

Competency field

Competency field	

MTMP2197B Clean after operations - boning room

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to clean and sanitise a boning room. It deals with the skills and knowledge required to operate, strip down and clean all the mechanical aids in the boning room (e.g. packing machinery, conveyors, elevators, scales, recording and labelling machines). It also involves the operation of high pressure cleaning equipment and the use of approved cleaning chemicals in the plant.

Application of the Unit

Application of the unit	This unit is applicable to workers cleaning boning rooms after production has finished. The boning rooms may be attached to abattoirs or in smallgoods plants or part of food services, game processing or wholesaling operations.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Clean boning room	1.1. Boning room is cleaned in accordance with cleaning schedule and work instructions. 1.2. Cleaning procedures are undertaken to minimise condensation. 1.3. Cleaning chemicals are used in accordance with manufacturer's specifications and Occupational Health and Safety (<i>OH&S</i>) <i>requirements</i>. 1.4. Major areas of contamination are identified. 1.5. Cleaning procedures meet pre-operational hygiene requirements. 1.6. Surfaces are left free of excess moisture.
2. Clean boning room machinery	2.1. <i>Machinery</i> is isolated in accordance with <i>workplace requirements</i>. 2.2. Boning room packing machinery is cleaned in accordance with workplace requirements and manufacturer specifications. 2.3. <i>Conveyers</i> and elevators are isolated and cleaned. 2.4. Electronic scales, recording and labelling machines are cleaned in accordance with workplace requirements and manufacturer's specifications.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- clean boning room in accordance with workplace requirements
- clean boning room machinery in accordance with workplace requirements
- work effectively as an individual and as part of a team
- observe OH&S requirements for cleaning the boning room
- identify and apply relevant **regulatory requirements**
- take action to improve own work performance as a result of self-evaluation, feedback from others, or in response to changed work practices or technology
- use relevant **communication skills**
- monitor program for boning room hygiene and sanitation including surface swabbing and pre-operational checks

Required knowledge

Knowledge of:

- importance of drying, and of avoiding condensation in boning rooms
- cleaning schedule for the boning room
- major sources and locations of contamination in the boning room
- specific cleaning programs and OH&S requirements for boning room machinery and conveyor systems

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects

EVIDENCE GUIDE	
	of competency over time. These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence. Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence. All assessment must be conducted against Australian meat industry standards and regulations.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Competency must be demonstrated during normal cleaning operations.
Context of and specific resources for assessment	Assessment must be conducted in a registered operating meat processing plant.
Method of assessment	Recommended methods of assessment include: • assignments • debriefs • quiz of underpinning knowledge • simulation • workplace demonstration • workplace project • workplace referee or third-party report of performance over time. Assessment practices should take into account any relevant language or cultural issues related to Aboriginality or Torres Strait Islander, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be higher than those of the work role.
Guidance information for assessment	A current list of resources for this Unit of Competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>OH&S requirements</i> may include:	• enterprise OH&S policies, procedures and programs • OH&S legal requirements • Personal Protective Equipment (PPE) which may include: • coats and aprons • ear plugs or muffs • eye and facial protection • head-wear • lifting assistance • mesh aprons • protective boot covers • protective hand and arm covering • protective head and hair covering • uniforms • waterproof clothing • work, safety or waterproof footwear • requirements set out in standards and codes of practice • tenderisers.
Types of <i>machinery</i> may include:	• mincers • sausage makers
<i>Workplace requirements</i> may include:	• enterprise-specific requirements • OH&S requirements • Quality Assurance (QA) requirements • Standard Operating Procedures (SOPs) • the ability to perform the task to production requirements • work instructions.
<i>Conveyers</i> include:	• roller and/or • conveyor systems.
<i>Regulatory requirements</i> may	• environmental protection standards, controls

RANGE STATEMENT	
include:	and protocols • Export Control Act • hygiene and sanitation requirements • relevant regulations • requirements set out in AS 4696:2007 Australian Standard for Hygienic Production and Transportation of Meat and Meat Products for Human Consumption'.
Communication skills may include:	• listening and understanding • reading and interpreting workplace documentation • sharing information • speaking clearly and directly • working with diverse individuals and groups.

Unit Sector(s)

Unit sector	

Co-requisite units

Co-requisite units		

Competency field

Competency field	

MTMP2198B Clean after operations - slaughter floor

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to clean and sanitise a slaughter floor after operations. It deals with the skills and knowledge required to operate, strip down and clean all the mechanical aids on the slaughter floor (e.g. knocking or stunning equipment, hoists, rails, chutes, bins, viscera tables). It also includes the operation of high pressure cleaning equipment and the use of approved cleaning chemicals in the plant.

Application of the Unit

Application of the unit	This unit is applicable to workers in abattoirs, knackeries and game processing plants.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Clean slaughter floor	1.1.Slaughter floor is cleaned in accordance with cleaning schedule and work instructions. 1.2.Cleaning chemicals are used according to manufacturer's specifications and Occupational Health and Safety (<i>OH&S</i>) <i>requirements</i>. 1.3.Post-cleaning monitoring is undertaken in accordance with <i>workplace requirements</i>. 1.4.Slaughter floor cleaning is conducted to OH&S requirements. 1.5.Specific areas of contamination risk for product are identified and cleaned according to workplace requirements.
2. Clean , <i>equipment and fittings</i>	2.1.Knocking or stunning area is cleaned and equipment isolated and/or immobilised. 2.2.Equipment is tagged out and immobilised during cleaning. 2.3.Machinery is isolated, stripped down, cleaned and sanitised according to work instructions. 2.4.Cleaned areas are checked according to workplace requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- identify significant areas of contamination on slaughter floor
- clean slaughter floor effectively in accordance with cleaning program
- clean slaughter floor equipment in accordance with work instructions and OH&S requirements
- work effectively as an individual and as part of a team
- apply relevant **regulatory requirements**
- take action to improve own work performance as a result of self-evaluation, feedback from others, or in response to changed work practices or technology
- use relevant **communication skills**

Required knowledge

Knowledge of:

- implications for production if slaughter floor fails to meet pre-operational check requirements
- cleaning schedule for slaughter floor
- hygiene and sanitation monitoring program for slaughter floor
- relevant regulatory requirements
- significant areas of contamination on slaughter floor
- specific OH&S risks associated with cleaning machinery on slaughter floor

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects

EVIDENCE GUIDE	
	of competency over time. These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence. Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence. All assessment must be conducted against Australian meat industry standards and regulations.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Competency must be demonstrated throughout the process area and in cleaning all items of equipment.
Context of, and specific resources for assessment	Assessment must be conducted in an abattoir under normal working conditions.
Method of assessment	Recommended methods of assessment include: • quiz of underpinning knowledge • workplace demonstration of competency for the assessor • workplace referee or third party report of performance over time. Assessment practices should take into account any relevant language or cultural issues related to Aboriginality or Torres Strait Islander, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be higher than those of the work role.
Guidance information for assessment	A current list of resources for this Unit of Competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>OH&S requirements</i> may include:	• enterprise OH&S policies, procedures and programs • OH&S legal requirements • Personal Protective Equipment (PPE) which may include: • coats and aprons • ear plugs or muffs • eye and facial protection • head-wear • lifting assistance • mesh aprons • protective boot covers • protective hand and arm covering • protective head and hair covering • uniforms • waterproof clothing • work, safety or waterproof footwear • requirements set out in standards and codes of practice.
<i>Workplace requirements</i> may include:	• enterprise-specific requirements • OH&S requirements • Quality Assurance (QA) requirements • Standard Operating Procedures (SOPs) • the ability to perform the task to production requirements • work instructions.
<i>Equipment</i> and fittings may include:	• knocking boxes • stunners • hoists • rails • pneumatic cutters • restrainers

RANGE STATEMENT	
	• rise and fall platforms • breaking saws • chutes and bins • viscera tables.
Regulatory requirements may include:	• environmental protection standards, controls and protocols • Export Control Act • hygiene and sanitation requirements • relevant regulations • regulations relating to the storage, use and disposal of chemicals • requirements set out in the AS 4696:2007 Australian Standard for Hygienic Production and Transportation of Meat and Meat Products for Human Consumption • state regulations regarding meat processing.
Communication skills may include:	• listening and understanding • reading and interpreting workplace-related documentation • sharing information • speaking clearly and directly • working with diverse individuals and groups.

Unit Sector(s)

Unit sector	

Co-requisite units

Co-requisite units	

Competency field

Competency field	

MTMPS201B Clean work area during operations

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to perform ongoing cleaning and housekeeping tasks for a production area during working hours.

Application of the Unit

Application of the unit	This unit is applicable to workers in meat processing plants, smallgoods factories, knackeries, food service operations and wholesale operations.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Remove waste from work areas	1.1. Waste is deposited into correct bins, hoppers and chutes in accordance with workplace requirements. 1.2. Correct shovels, brooms and bins are used when gathering waste material to avoid cross-contamination of product and work areas. 1.3. Work area is kept free from waste or trimmings to ensure a safe working environment for fellow workers. 1.4. Segregation of edible and inedible product is maintained at all times (where applicable). 1.5. Work is performed without contaminating edible product (where applicable). 1.6. Waste in bins and tubs is shifted in accordance with manual handling procedures.
2. Clean areas during production	2.1. Work areas are cleaned in accordance with workplace requirements including Quality Assurance (QA) and Occupational Health and Safety (OH&S) requirements. 2.2. Work areas are cleaned while avoiding contamination of product. 2.3. Cleaning chemicals are used as directed and in accordance with standard workplace procedures (where part of an individual's duties).
3. Wash and store cleaning equipment , tubs and bins	3.1. Hoses are rolled and stored safely in accordance with workplace requirements. 3.2. Brooms, shovels and scrubbing brushes are cleaned and stored appropriately when not in use.

ELEMENT	PERFORMANCE CRITERIA
	3.3. Chemicals, if used, are stored in accordance with workplace requirements in designated locations. 3.4. All bins, tubs etc are sanitised in accordance with workplace requirements (where applicable).

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- follow work instructions which may require the employee to:
 - **communicate** to supervisor any problems or difficulties
 - maintain cleanliness of work areas and surfaces to workplace requirements
 - sort and dispose of waste in accordance with workplace requirements
 - store equipment and chemicals (where applicable) safely
 - use cleaning materials and equipment in a safe and hygienic manner
 - use hoses in a manner that effectively cleans without contaminating surfaces, edible or inedible product
- apply relevant **regulatory requirements**
- apply relevant communication skills
- work effectively as an individual and as a team member
- demonstrate a broad understanding of the inedible waste processing that occurs in the meat industry
- **explain** potential threat to the edible product of inadequate cleaning demonstrate the capacity to clean the work area safely during operations
- take action to improve own work performance as a result of self-evaluation, feedback from others, or in response to changed work practices or technology

Required knowledge

Knowledge of:

- OH&S requirements associated with the work e.g. using very hot water, using correct manual handling procedures, and maintaining a safe work environment for others
- potential threat to the edible product of inadequate cleaning
- correct usage of chemicals (as required)

REQUIRED SKILLS AND KNOWLEDGE

- importance of dealing with or reporting problems associated with waste disposal eg blocked chutes or drains
- relevant regulatory requirements
- OH&S issues associated with cleaning during operations
- impact of incorrect disposal of waste on the environment and on by-products processing
- importance of following the documented cleaning procedure or schedule
- importance of, and difference between, wet and dry cleaning procedures

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time.

These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence.

Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence.

All assessment must be conducted against Australian meat industry standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Competency must be demonstrated under normal production conditions.

Context of, and specific resources

Assessment must occur in a registered meat processing

EVIDENCE GUIDE	
for assessment	or food handling premises.
Method of assessment	Recommended methods of assessment include: • assignments • quiz of underpinning knowledge • simulation • workplace demonstration • workplace project • workplace referee or third-party report of performance over time. Assessment practices should take into account any relevant language or cultural issues related to Aboriginality or Torres Strait Islander, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be higher than those of the work role.
Guidance information for assessment	A current list of resources for this Unit of Competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Work areas may include:	• amenities • boning room • by-products processing plant • meat retailing establishments • rendering plant • slaughter floor • smallgoods establishments

RANGE STATEMENT	
	• stockyards • any other area in a meat establishment.
OH&S requirements may include:	• enterprise OH&S policies, procedures and programs • OH&S legal requirements • Personal Protective Equipment (PPE) which may include: • coats and aprons • ear plugs or muffs • eye and facial protection • head-wear • lifting assistance • mesh aprons • protective boot covers • protective hand and arm covering • protective head and hair covering • uniforms • waterproof clothing • work, safety or waterproof footwear • requirements set out in standards and codes of practice.
Equipment used may include:	• bins and tubs • brooms and shovels • brushes • cleaning cloths • hot and cold hoses.
Workplace requirements may include:	• enterprise-specific procedures • OH&S requirements • QA requirements • Standard Operating Procedures (SOPs) • the ability to perform the task to production requirements • work instructions as documented in a government--approved Approved Hazard Analysis Critical Control Point (HACCP) program.
Communication skills may include:	• apply numeracy skills to workplace requirements • communicating and working with diverse individuals and groups

RANGE STATEMENT	
	• interpreting customer requirements • listening and understanding, speaking clearly and directly • reading and interpreting workplace-related documentation • sharing information.
Regulatory requirements may include:	• environmental protection standards, controls and protocols • Export Control Act • federal, state and territory regulations regarding meat processing • hygiene and sanitation requirements • relevant Australian Standards • relevant regulations • requirements set out in AS 4696:2007 Australian Standard for Hygienic Production and Transportation of Meat and Meat Products for Human Consumption.
Explanations may:	• be completed with the assistance of others • be directly related to own work and work area problem-solving • be in everyday workplace language and include mathematical language and commonly used technical terms • be presented in writing using standard formats or proformas, diagrams, symbols and charts • be presented orally • include information from several sources.

Unit Sector(s)

Unit sector	

Co-requisite units

Co-requisite units	

Co-requisite units		

Competency field

Competency field	

MTMPS205B Clean chillers

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to clean and sanitise chillers when empty of product.

Application of the Unit

Application of the unit	This unit is applicable to workers at abattoirs, boning rooms, smallgoods factories, game meat processing plants, food services, smallgoods establishments and wholesale operations.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Clean chillers	1.1. Chillers are cleaned in accordance with cleaning program and workplace, Occupational Health and Safety (OH&S) and regulatory requirements. 1.2. OH&S risks and requirements are identified specifically for chillers. 1.3. Specific areas of contamination risk for the products are identified. 1.4. Chemicals are handled and stored according to workplace requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- implement cleaning regime for chillers in accordance with workplace, OH&S and regulatory requirements
- apply relevant **communication** and mathematical skills
- work effectively as an individual and as a team member
- take action to improve work performance as a result of self-evaluation, feedback from others, or in response to changed work practices or technology

REQUIRED SKILLS AND KNOWLEDGE**Required knowledge**

Knowledge of:

- hygiene and sanitation monitoring programs for chillers
- importance of avoiding condensation in chillers
- chiller cleaning program
- potential contamination risks for product in chillers and freezers
- OH&S hazards of working in a cold environment

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time.

These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence.

Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence.

All assessment must be conducted against Australian meat industry standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Competency must be demonstrated when the chillers and plant are operating during normal production.

Context of, and specific resources

Assessment must occur in a registered meat processing

EVIDENCE GUIDE	
for assessment	plant or premises.
Method of assessment	Recommended methods of assessment include: • quiz of underpinning knowledge • workplace demonstration • workplace referee or third-party report of performance over time. Assessment practices should take into account any relevant language or cultural issues related to Aboriginality or Torres Strait Islander, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be higher than those of the work role.
Guidance information for assessment	A current list of resources for this Unit of Competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Workplace requirements may include:	• enterprise-specific procedures • OH&S requirements • Quality Assurance (QA) requirements • Standard Operating Procedures (SOPs) • the ability to perform the task to production requirements • work instructions.
OH&S requirements may include:	• enterprise OH&S policies, procedures and programs • OH&S legal requirements

RANGE STATEMENT	
	• Personal Protective Equipment (PPE) which may include: • coats and aprons • ear plugs or muffs • eye and facial protection • head-wear • lifting assistance • mesh aprons • protective boot covers • protective hand and arm covering • protective head and hair covering • uniforms • waterproof clothing • work, safety or waterproof footwear • requirements set out in standards and codes of practice.
Regulatory requirements may include:	• environmental protection standards, controls and protocols • Export Control Act • hygiene and sanitation requirements • relevant regulations and Australian Standards • requirements set out in AS 4696:2007 Australian Standard for Hygienic Production and Transportation of Meat and Meat Products for Human Consumption.
Communication skills may include:	• communicating and working with diverse individuals and groups • listening and understanding, speaking clearly and directly • reading and interpreting workplace documentation • sharing information • using mathematical skills in own work and in work area problem-solving.

Unit Sector(s)

Unit sector	

Co-requisite units

Co-requisite units		

Competency field

Competency field	

PUAFIR314A Utilise installed fire safety systems

Modification History

Not applicable.

Unit Descriptor

This unit covers the competency involved in the operation and restoration of installed fire safety systems and the operation of building evacuation systems and emergency procedures.

This unit covers the competency involved in the operation and restoration of installed fire safety systems and the operation of building evacuation systems and emergency procedures

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Locate the installed fire safety system/s and any	1.1 Installed fire safety systems are located for pre-fire planning, inspection, reports and/or on-site cues

associated controls and panels	1.2	Installed fire safety system's control/indicating panels, where applicable, are located and monitored according to procedures to facilitate their use in supporting firefighting operations
2 Utilise the installed fire safety system/s to maximise effectiveness of firefighting operations and occupant evacuation	2.1	Installed fire safety systems are used according to organisational procedures to facilitate locating the fire, to support occupant evacuation, rescue and fire suppression, and to minimise damage
	2.2	Any faults with the system are reported to the supervisor
3 Utilise building evacuation systems and procedures	3.1	Building emergency procedures and emergency response structures are identified and implemented in accordance with the organisation's procedures
	3.2	Wardens are consulted in accordance with the organisation's procedures
	3.3	Building evacuation systems are effectively operated in consultation with appropriate building facility personnel
4 Reinstate installed fire safety system/s to service	4.1	The system is reinstated to service after operation, or arrangements are made for its recommissioning, according to the organisation's procedures

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical aspects of evidence

It is essential for this unit that competence is demonstrated in:

locating, identifying, operating and restoring:

fire detection systems

fire suppression systems

hydrant systems

evacuation systems

smoke hazard management systems

implementing organisation's operating procedures relating to fire suppression

Interdependent assessment of units

Pre-requisite units:

PUAFIR206A Check installed fire safety systems

Co-requisite units:

Nil

Underpinning knowledge

components of a fire detection/suppression system

operation of fire detection/suppression systems

organisation's responsibility regarding fire detection and suppression systems

safety procedures relating to chemical/gaseous suppression systems

operating principles of an EWIS

roles and responsibilities of a warden

operating principles of air handling systems

function of component parts of mechanical venting and air handling equipment

function and components of hydrant systems

purpose of control and indicating equipment

organisation's procedures for reinstating fire safety systems

Underpinning skills

identify fire suppression and detection systems

operate an installed hydrant system

operate an installed suppression system

operate an EWIS

operate smoke hazard management system

report fire safety system equipment faults

Resource implications

This unit will require access to equipment and systems covered in the range of variables.

Consistency of performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments.

Context of assessment

Evidence of competence may be demonstrated on the job or by exercises in a simulated workplace environment

Written or verbal assessment of knowledge components may be used as supporting evidence

Checking, operating and reinstating of fire safety systems to be done under supervision

Critical aspects of evidence

It is essential for this unit that competence is demonstrated in:

locating, identifying, operating and restoring:

fire detection systems

fire suppression systems

hydrant systems

evacuation systems

smoke hazard management systems

implementing organisation's operating procedures relating to fire suppression

Interdependent assessment of units

Pre-requisite units:

PUAFIR206A Check installed fire safety systems

Co-requisite units:

Nil

Underpinning knowledge

components of a fire detection/suppression system

operation of fire detection/suppression systems

organisation's responsibility regarding fire detection and suppression systems

safety procedures relating to chemical/gaseous suppression systems

operating principles of an EWIS

roles and responsibilities of a warden

operating principles of air handling systems

function of component parts of mechanical venting and air handling equipment

function and components of hydrant systems

purpose of control and indicating equipment

organisation's procedures for reinstating fire safety systems

Underpinning skills

identify fire suppression and detection systems

operate an installed hydrant system

operate an installed suppression system

operate an EWIS

operate smoke hazard management system

report fire safety system equipment faults

Resource implications

This unit will require access to equipment and systems covered in the range of variables.

Consistency of performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments.

Context of assessment

Evidence of competence may be demonstrated on the job or by exercises in a simulated workplace environment

Written or verbal assessment of knowledge components may be used as supporting evidence

Checking, operating and reinstating of fire safety systems to be done under supervision

Range Statement**System component parts must include**

heat and smoke detectors

firefighting media

fire indicator panel

EWIS panels

dampers

controls

fans and motors

sprinkler heads

sprinkler controls and components

hydrants

pumps

boosters

connections

Operation of fire safety systems must include

Interrelated activities utilising the installed fire safety systems in the presence of smoke, heat or fire.

These include:

suppression systems

detection systems

evacuation systems

hydrant systems

smoke hazard management systems

Smoke hazard management systems may include

natural venting

mechanical venting

zone/stair pressurisation

control and indicating equipment

Evacuation systems must include

emergency warning and intercommunication systems

emergency warning systems

Warden Systems as set out in Australian Standard 3745

and may also include

emergency control organisation

Health Care Emergency Management Structures as set out in Australian Standard AS4083
-1997 Emergency Response for Health Care Facilities

Operation of these systems must include compliance with

organisational procedures

standards

and may also include

manufacturer's specifications

fire safety strategy for site

Suppression systems must include

sprinklers

gaseous flooding

foam flooding

control and indicating equipment

Detection systems must include

smoke detection

heat detection

flame detection

gas detection

control and indicating equipment

Hydrant systems must include

street hydrants

ring main hydrant systems

high rise hydrant systems

System component parts must include

heat and smoke detectors

firefighting media

fire indicator panel

EWIS panels

dampers

controls

fans and motors

sprinkler heads

sprinkler controls and components

hydrants

pumps

boosters

connections

Operation of fire safety systems must include

Interrelated activities utilising the installed fire safety systems in the presence of smoke, heat or fire.

These include:

suppression systems

detection systems

evacuation systems

hydrant systems

smoke hazard management systems

Smoke hazard management systems may include

natural venting

mechanical venting

zone/stair pressurisation

control and indicating equipment

Evacuation systems must include

emergency warning and intercommunication systems

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sprinklers

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Detection systems must include

smoke detection

heat detection

flame detection

gas detection

control and indicating equipment

Hydrant systems must include

street hydrants

ring main hydrant systems

high rise hydrant systems

Unit Sector(s)

Not applicable.

PUAFIR404A Inspect dangerous goods facilities

Modification History

Not applicable.

Unit Descriptor

This unit covers the competency to inspect dangerous goods facilities and identify areas of non-compliance.

This unit covers the competency to inspect dangerous goods facilities and identify areas of non-compliance

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify presence of dangerous goods and/or hazardous substances	1.1 Dangerous goods and/or hazardous substances are identified in accordance with the organisation's procedures

	1.2	Dangerous goods and hazardous substances labelling and documentation is located and interpreted
	1.3	Information about dangerous goods and/or hazardous substances is sought from authorised personnel and relevant authorities
2	Establish location and quantity of dangerous goods and/or hazardous substances	
	2.1	Location of dangerous goods and/or hazardous substances is identified
	2.2	Licensed quantity of dangerous goods and/or hazardous substances stored or handled in the different locations is determined
	2.3	Type of bulk or package storage is identified
	2.4	Use of storage, process or transport of dangerous goods and/or hazardous substances is identified
	2.5	Number of different classes of dangerous goods located in one area is identified
	2.6	Site manifests are located and examined
3	Identify product information	
	3.1	Material Safety Data Sheets are located and interpreted
	3.2	Product safety information is located and interpreted
	3.3	Additional information such as manifests, HAZCHEM signage, safety signs, is located and interpreted where applicable
4	Identify and locate the fire safety systems in the facility's plan and associated documentation	
	4.1	Type of facility is identified
	4.2	Fire safety systems and components are correctly identified on the facility plans and associated documentation
	4.3	Using the facility plans and associated documentation, the fire safety systems are located in the facility
	4.4	Variations between the plans and the actual locations are recorded
5	Verify the actual fire safety systems with the facility plan	
	5.1	Compare facility plans and associated documentation with the actual location of the

and associated documentation	facility's fire systems
	5.2 Variations between the facility's plans and associated documentation and actual locations are recorded
6 Assess the operation and maintenance of the fire safety systems	6.1 Installed automatic fire alarms systems are checked against stated facility requirements 6.2 Method of operation of the facility's evacuation system is checked using AS2220 requirements as a guide 6.3 The facility's emergency organisation is checked using AS3745 requirements as a guide 6.4 Maintenance procedures and logbook for automatic fire alarm systems are checked against AS1851 requirements as a guide 6.5 Maintenance procedures and logbooks are checked against design requirements as a guide 6.6 Other maintenance requirements for fire safety systems are identified and examined against the stated standard for the particular system 6.7 Fire safety systems are tested in conjunction with a facility representative and recorded and reported in accordance with the organisation's procedures 6.8 Variations to design requirements are noted and reported
7 Record and report information	7.1 Information relating to dangerous goods and/or hazardous substances located in the facility is documented in accordance with the organisation's procedures 7.2 Issues identified are documented in accordance with the organisation's procedures 7.3 Variations to the facility's plans and associated documentation are described 7.4 Information on the facility's fire safety system's operation and maintenance is provided 7.5 Collated information and issues identified are reported to the supervisor or relevant authorities in

accordance with the organisation's procedures

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical aspects of evidence

It is essential for this unit that competence be demonstrated in:

comparing stated fire safety systems with actual fire safety systems

identification of dangerous goods and hazardous substances

report on inspection and highlighting variations

determining maintenance requirements of fire safety systems and correct maintenance practices

identification and certification of fire safety systems

assessment of the operation

Interdependent assessment of units

Pre-requisite units:

PUAFIR403A Assess building plans

Co-requisite units:

Nil

Underpinning knowledge

difference between packaging and storage of dangerous goods

information systems to identify dangerous goods/hazardous substances

dangerous goods and hazardous substances

forms of identification

procedures involved in responding to a hazardous materials incident

containing and removing hazardous materials

special hazards

Underpinning skills

interpret regulations, codes and standards

inspect using the above documentation as a reference

produce reports

interpret facility plans and associated documentation (logbooks) and specifications

Resource implications

Appropriate regulations, codes and standards and access to a suitable facility.

Consistency of performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments.

Context of assessment

Evidence of competence may be demonstrated on the job or in a simulated workplace environment.

Verbal or written assessment of knowledge components may be used as supporting evidence.

Critical aspects of evidence

It is essential for this unit that competence be demonstrated in:

comparing stated fire safety systems with actual fire safety systems

identification of dangerous goods and hazardous substances

report on inspection and highlighting variations

determining maintenance requirements of fire safety systems and correct maintenance practices

identification and certification of fire safety systems

assessment of the operation

Interdependent assessment of units

Pre-requisite units:

PUAFIR403A Assess building plans

Co-requisite units:

Nil

Underpinning knowledge

difference between packaging and storage of dangerous goods

information systems to identify dangerous goods/hazardous substances

dangerous goods and hazardous substances

forms of identification

procedures involved in responding to a hazardous materials incident

containing and removing hazardous materials

special hazards

Underpinning skills

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interpret facility plans and associated documentation (logbooks) and specifications

Resource implications

Appropriate regulations, codes and standards and access to a suitable facility.

Consistency of performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments.

Context of assessment

Evidence of competence may be demonstrated on the job or in a simulated workplace environment.

Verbal or written assessment of knowledge components may be used as supporting evidence.

Range Statement

Hazardous materials must include

Any material which, without adequate safeguards, may contaminate the environment, and/or threaten life or property. It includes all dangerous goods, hazardous substances, scheduled poisons, environmental pollutants and prescribed listed wastes.

Hazmat identification information must include

United Nations numbers

proper shipping names

product names or trade names

chemical names and chemical abstract service numbers

dangerous goods class labels

packing groups

emergency information panels

placarding

storage manifests

transportation documents

chemical abstract service number

Installed fire safety system must include

fire main system

static water and pump sets

fire sprinkler system

cooling water system

fire/flame detection and alarm system

gas/vapour detection and alarm systems

communication system

evacuation system

fire suppression system

smoke/ventilation control system

passive fire protection

explosion relief devices

Bunding

Operation of these systems may include compliance with

Australian Standards

Australian Worksafe Standards and Codes

NFPA Standard

British/European Union Standard

industry association specification

manufacturer's specification

system designer specification

company/owner requirements

NSW Planning Guidelines Advisory Paper No.2 (Fire Safety Study)

Factory Mutual Systems - Loss Prevention Data

Information about hazardous materials must be accessed from

Emergency Response Guide Books

the HAZCHEM Code

the NFPA Code

European Marking ADR Hazard Identification Numbers

emergency procedure guides

electronic databases

HAZMAT Action Guides

material safety data sheets

and may also include

safe storage and handling information cards

technical advice

Worksafe list of hazardous substances

Consequences of a release must include

vapour cloud formation and tracking

ground water/watercourse contamination

fauna/flora impact

soil contaminants

effects on people

effects on property

atmosphere

Consequences of a fire must include

heat flux contours

explosive over pressure

toxic smoke/water/air concentration

direct flame impingement

direct impact from debris

potential for propagation/knock-on effect

secondary incidents

effects on people

effects on property

Scenarios must include

leaks into bunded/unbundled areas

structural failure of storage vessel on part of manufacturing plant

percussive unconfined vapour cloud explosion

vapour cloud explosion

boiling liquid expanding vapour explosion

bund fires

jet fires

pool fires

flash fires

toxic vapour clouds

vehicle fires

Hazardous materials must include

Any material which, without adequate safeguards, may contaminate the environment, and/or threaten life or property. It includes all dangerous goods, hazardous substances, scheduled poisons, environmental pollutants and prescribed listed wastes.

Hazmat identification information must include

United Nations numbers

proper shipping names
product names or trade names
chemical names and chemical abstract service numbers
dangerous goods class labels
packing groups
emergency information panels
placarding
storage manifests
transportation documents
chemical abstract service number

Installed fire safety system must include

fire main system
static water and pump sets
fire sprinkler system
cooling water system
fire/flame detection and alarm system
gas/vapour detection and alarm systems
communication system
evacuation system
fire suppression system
smoke/ventilation control system
passive fire protection
explosion relief devices
Bunding

Operation of these systems may include compliance with

Australian Standards
Australian Worksafe Standards and Codes
NFPA Standard
British/European Union Standard
industry association specification
manufacturer's specification
system designer specification
company/owner requirements
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Emergency Response Guide Books

the HAZCHEM Code

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material safety data sheets

and may also include

safe storage and handling information cards

technical advice

Worksafe list of hazardous substances

Consequences of a release must include

vapour cloud formation and tracking

ground water/watercourse contamination

fauna/flora impact

soil contaminants

effects on people

effects on property

atmosphere

Consequences of a fire must include

heat flux contours

explosive over pressure

toxic smoke/water/air concentration

direct flame impingement

direct impact from debris

potential for propagation/knock-on effect

secondary incidents

effects on people

effects on property

Scenarios must include

leaks into bunded/unbundled areas

structural failure of storage vessel on part of manufacturing plant

percussive unconfined vapour cloud explosion

vapour cloud explosion

boiling liquid expanding vapour explosion

bund fires

jet fires

pool fires

flash fires

toxic vapour clouds

vehicle fires

Unit Sector(s)

Not applicable.

PUAFIR405A Collect, analyse and provide regulatory information (adapted from PUACOM003A (Police))

Modification History

Not applicable.

Unit Descriptor

This unit covers the competency required to collect, analyse and provide information to support the achievement of the organisation's objectives in emergency management.

This unit covers the competency required to collect, analyse and provide information to support the achievement of the organisation's objectives in emergency management

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify regulatory information needs and	1.1 The information needs of individuals/managers are determined and the sources are identified

sources	1.2 Information held by the organisation is reviewed to determine suitability and accessibility
	1.3 Plans are prepared to obtain information which is not available or accessible within the organization
2 Collect and analyse regulatory information	2.1 Collection of information is timely and relevant to the needs of individuals/managers
	2.2 Information is in a format suitable for analysis, interpretation and dissemination
	2.3 Information is analysed to identify relevant trends and developments in terms of the needs for which it was acquired
3 Use management information systems	3.1 Management information systems are used to store and retrieve data for decision making
	3.2 Technology available in the work area/organisation is used to manage information
	3.3 Recommendations for improving the information system are submitted to designated persons/groups
4 Record and support regulatory information	4.1 The results of information gathering, analysis and synthesis are reported within specific time frames and to the standards defined by the organisation
	4.2 The results of information gathering, analysis and synthesis are reported and used to inform policy development and organisation decision-making
	4.3 Information which is gathered is disseminated to appropriate personnel within the specified timeframe

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical aspects of evidence

It is essential that competence in this unit is demonstrated in:

the effective use of the information system to facilitate achievement of organisational objectives

authoring and presenting reporting and submissions

an ability to collect, analyse and synthesise regulatory information

Interdependent assessment of units

Pre-requisite units:

Nil

Co-requisite units:

Nil

Underpinning knowledge

information collection, collation, analysis and display techniques

information evaluation issues

information storage requirements and methods

reporting procedures of the organisation

project management/research techniques

Underpinning skills

communicate effectively

collect and collate information

analyse record information

present information

disseminate information

use management information systems to store and retrieve data

Resource implications

No special requirements.

Consistency of performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments.

Context of assessment

Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.

Critical aspects of evidence

It is essential that competence in this unit is demonstrated in:

the effective use of the information system to facilitate achievement of organisational objectives

authoring and presenting reporting and submissions

an ability to collect, analyse and synthesise regulatory information

Interdependent assessment of units

Pre-requisite units:

Nil

Co-requisite units:

Nil

Underpinning knowledge

information collection, collation, analysis and display techniques

information evaluation issues

information storage requirements and methods

reporting procedures of the organisation

project management/research techniques

Underpinning skills

communicate effectively

collect and collate information

analyse record information

present information

disseminate information

use management information systems to store and retrieve data

Resource implications

No special requirements.

Consistency of performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments.

Context of assessment

Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.

Range Statement

Regulatory information may include

acts regulations, codes and guidelines

standards

building codes

dangerous goods codes

planning requirements.

ministerial or cabinet policy and guidelines documents

Presentation of information may include

routine and complex reports and submissions

briefing notes, ministerials

proposals, project plans

articles and promotional material

coronial inquiries

annual reports

royal commissions

Management information systems may include

computers

communication channels

records management

procedures

manuals

protocol

legislation, guidelines and awards

organisational, legal and policy materials

client information

market trends

registries and file records

library

financial records

basic statistical information

personnel resources

Analysis may include

application of statistical methods

mathematical calculations

critical analysis

problem solving

Collection techniques may include

research

surveys

literature search

interviews

databases

observation

Collection methods may include

indexing

linking

sorting

comparing

categorising

integrating

Evaluation of information issues may include

credibility

reliability

validity

accuracy

pertinence

relevance

Regulatory information may include

acts regulations, codes and guidelines

standards

building codes

dangerous goods codes

planning requirements.

ministerial or cabinet policy and guidelines documents

Presentation of information may include

routine and complex reports and submissions

briefing notes, ministerials

proposals, project plans

articles and promotional material

coronial inquiries

annual reports

royal commissions

Management information systems may include

computers
communication channels
records management
procedures
manuals
protocol
legislation, guidelines and awards
organisational, legal and policy materials
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market trends
registries and file records
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financial records
basic statistical information
personnel resources

Analysis may include

application of statistical methods
mathematical calculations
critical analysis
problem solving

Collection techniques may include

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surveys
literature search
interviews
databases
observation

Collection methods may include

indexing
linking
sorting
comparing
categorising
integrating

Evaluation of information issues may include

credibility

reliability

validity

accuracy

pertinence

relevance

Unit Sector(s)

Not applicable.

PUAPOL016A Manage risk

Modification History

Not applicable.

Unit Descriptor

This unit covers the competency to develop, implement and evaluate risk management strategies in accordance with organisational policies and procedures.

This unit covers the competency to develop, implement and evaluate risk management strategies in accordance with organisational policies and procedures

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify and describe risks	1.1 Environmental and workplace risks are clearly identified

	1.2	Relevant organisations and community representatives are consulted during the identification process
2	Analyse and evaluate risk and determine vulnerability	2.1 The nature of environmental and workplace risks are accurately and comprehensively analysed 2.2 Levels of risk are documented according to organisational guidelines and procedures 2.3 Evaluative criteria determined based on legal, technical, financial, political and social considerations and current best practice 2.4 Risks are compared against the evaluation criteria and are prioritised
3	Identify risk management strategies	3.1 Existing risk management strategies are reviewed through research and stakeholder consultation 3.2 A range of strategies is identified through researching current best practice, alternative options, and seeking expert opinion 3.3 Strategies are evaluated and limitations and impacts identified and communicated to stakeholders
4	Develop and document risk management strategies	4.1 Strategies are documented according to organisational requirements 4.2 Strategies are submitted for approval in line with organisational procedures
5	Implement and monitor prevention strategies	5.1 Risk prevention is implemented in accordance with selected strategies 5.2 Prevention activities are communicated to and coordinated with relevant stakeholders 5.3 Progress reports are provided to stakeholders in line with organisational procedures

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical aspects of evidence

It is essential for this unit that competence be demonstrated in environmental and workplace risks being fully identified and described.

Evaluation of risk must be undertaken against established criteria in consultation with relevant stakeholders

Interdependent assessment of units

Pre-requisite units: Nil

Co-requisite units: Nil

Underpinning knowledge

legislative requirements relevant to emergency management

problem solving and decision making techniques

emergency management concepts and principles

techniques for the prioritisation and evaluation of Public Safety risk management systems

organisation policy and procedures

Underpinning skills

analyse risk

define problems

identify stakeholders

negotiate with stakeholders

evaluate and prioritise risks

Resource implications

For the demonstration of competence in this unit it will be necessary to provide a real life environment and/or simulations based on real life incidents. These resources may involve complex scenarios sufficient to allow evidence to be gathered from a variety of sources and stakeholders on more than one occasion and over an extended period of time. Controlled access to organisational records and personnel may have significant cost implications for the staging of scenarios

Consistency in performance

Candidates should be expected to present evidence from at least one real event or potential event of major impact, or one or more simulations or a combination of real and simulated conditions

Context of assessment

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments

Critical aspects of evidence

It is essential for this unit that competence be demonstrated in environmental and workplace risks being fully identified and described.

Evaluation of risk must be undertaken against established criteria in consultation with relevant stakeholders

Interdependent assessment of units

Pre-requisite units: Nil

Co-requisite units: Nil

Underpinning knowledge

legislative requirements relevant to emergency management

problem solving and decision making techniques

emergency management concepts and principles

techniques for the prioritisation and evaluation of Public Safety risk management systems

organisation policy and procedures

Underpinning skills

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identify stakeholders

negotiate with stakeholders

evaluate and prioritise risks

Resource implications

For the demonstration of competence in this unit it will be necessary to provide a real life environment and/or simulations based on real life incidents. These resources may involve complex scenarios sufficient to allow evidence to be gathered from a variety of sources and stakeholders on more than one occasion and over an extended period of time. Controlled access to organisational records and personnel may have significant cost implications for the staging of scenarios

Consistency in performance

Candidates should be expected to present evidence from at least one real event or potential event of major impact, or one or more simulations or a combination of real and simulated conditions

Context of assessment

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments

Range Statement**Environmental and workplace risks may include**

commercial&legal relationships

economic

human behaviour

natural events

political circumstances

technology - technical issues

management activities&controls

individual activities

Risk evaluation criteria may be based on

technical

economic

legal

social

humanitarian

other criteria determined by stakeholders

Stakeholders may include

staff

client groups

members of the public

community groups

industry groups

public&private sector organisations

government authorities

non-government organisations.

Criteria for selection may include

equity

timing

leverage for further vulnerability-reducing action

cost effectiveness

workplace practices

administrative efficiency

continuity of effects

compatibility with other strategies

jurisdictional authority

effects on economy

effects on environment
possibility of vulnerability creation
vulnerability reduction potential
public and pressure group reaction
effects on individual freedom

Organisational documentation may include

existing disaster plans
operational manuals
historic time series data
policies&procedures
legislation

Community information may include

community information booklets
local media
local council
local emergency service personnel

Communication strategies may include

meetings
letters
facsimile
electronic transmission of information
small group or individual verbal communication

Communicating to promote understanding may include

using plain English (or appropriate community language)
avoidance of technical terminology and jargon
taking account of education levels
literacy levels
English language levels
familiarity with technical terms
may require use of interpreter or community liaison officer
open communication processes / techniques

Sources of risk may include

commercial and legal relationships
economic

human behaviour

natural events

political circumstances

technology/technical issues

management activities and controls

individual activities

Possible strategies may include

all aspects of comprehensive emergency management evolved from considering prevention/mitigation

preparedness

response and recovery including safety standards

legislation and regulation

building codes

land use management

public education

emergency management planning

mutual aid agreements

training and exercises

warning systems

critical incident stress management

community restoration

mobilising resources

implementing plans

financial support

restoration and reconstruction

personal support and counselling

Evaluation of strategies may include

determination of advantages

disadvantages

deficiencies and limitations

costs and benefits

Applicable legislation, regulations and organisational requirements may include

State, Territory and Commonwealth legislation and regulations relating to public safety

state of emergency

occupational health and safety regulations and legislation

industrial relations

workers compensation

privacy and confidentiality legislation

freedom of information

environment protection legislation

equal opportunity, equal employment opportunity and affirmative action legislation

standards and certification requirements

quality assurance procedures

memorandum of understanding/ agreement

conventions

protocols

policies

codes of practice

procurement procedures

Environmental and workplace risks may include

commercial&legal relationships

economic

human behaviour

natural events

political circumstances

technology - technical issues

management activities&controls

individual activities

Risk evaluation criteria may be based on

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Stakeholders may include

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Criteria for selection may include

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timing
leverage for further vulnerability-reducing action
cost effectiveness
workplace practices
administrative efficiency
continuity of effects
compatibility with other strategies
jurisdictional authority
effects on economy
effects on environment
possibility of vulnerability creation
vulnerability reduction potential
public and pressure group reaction
effects on individual freedom

Organisational documentation may include

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Communicating to promote understanding may include

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avoidance of technical terminology and jargon

taking account of education levels

literacy levels

English language levels

familiarity with technical terms

may require use of interpreter or community liaison officer

open communication processes / techniques

Sources of risk may include

commercial and legal relationships

economic

human behaviour

natural events

political circumstances

technology/technical issues

management activities and controls

individual activities

Possible strategies may include

all aspects of comprehensive emergency management evolved from considering prevention/mitigation

preparedness

response and recovery including safety standards

legislation and regulation

building codes

land use management

public education

emergency management planning

mutual aid agreements

training and exercises
warning systems
critical incident stress management
community restoration
mobilising resources
implementing plans
financial support
restoration and reconstruction
personal support and counselling

Evaluation of strategies may include

determination of advantages
disadvantages
deficiencies and limitations
costs and benefits

Applicable legislation, regulations and organisational requirements may include

State, Territory and Commonwealth legislation and regulations relating to public safety
state of emergency
occupational health and safety regulations and legislation
industrial relations
workers compensation
privacy and confidentiality legislation
freedom of information
environment protection legislation
equal opportunity, equal employment opportunity and affirmative action legislation
standards and certification requirements
quality assurance procedures
memorandum of understanding/ agreement
conventions
protocols
policies
codes of practice
procurement procedures

Unit Sector(s)

Not applicable.

RTE2506A Assess and receive raw materials for composting

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to receive raw material for processing at a compost facility, including measuring quantity for billing and assessing material quality for acceptability against specified enterprise requirements. It also covers following procedures for handling non-conformance.

The unit involves the application of knowledge and skills to a limited range of defined tasks and responsibility.

Application of the Unit

Application of the unit

Composting is used as a general expression for the processing of organic materials; with this unit being relevant for both aerobic composting and vermiculture technologies.

This unit of competency applies to an employee of an enterprise engaged in commercial-scale composting operations. Tasks are likely to be performed by a yard hand or general hand under supervision of an operations team leader or site foreman. Work is likely to be performed as a part of a team.

This unit must be read in conjunction with the National Guidelines for Occupational Health and Safety Competency Standards for Operation of Load-Shifting Equipment and Other Types of Specified Equipment [NOHSC: 7019 (1992)].

Where work requires the use of load-shifting equipment, appropriate training/certification must be provided according to state and territory safety and licensing requirements.

Licensing/Regulatory Information

Refer to Application of the Unit

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 1 Organise for work.	1.1 Specifications for raw materials for composting operation, acceptance criteria and receipt procedures are confirmed according to supervisor instructions and enterprise procedures. 1.2 Hand tools appropriate to job requirements are selected and checked for serviceability according to manufacturer specifications and enterprise procedures. 1.3 Existing and potential hazards to health and safety are identified, assessed and reported according to occupational health and safety (OHS) and enterprise procedures. 1.4 Suitable personal protective equipment (PPE) is selected, used, maintained and stored according to OHS procedures.
2 2 Receive raw materials.	2.1 Raw materials are accurately identified and assessed against specified acceptance criteria. 2.2 Unacceptable (non-conforming) materials are rejected according to enterprise procedures. 2.3 Non-conformances are documented and reported according to enterprise procedures.

- 2.4 Acceptable raw materials are **measured**, and quantity is recorded according to enterprise procedures.
 - 2.5 Fee is calculated based on raw material type and quantity, and charged to customer according to enterprise procedures.
 - 2.6 Correct fee payment is received and recorded, and receipt is provided according to enterprise procedures.
- 3 **3 Unload raw materials.**
 - 3.1 Drivers are given clear directions for unloading safely at a specific location.
 - 3.2 Unloading assistance is provided as required.
 - 3.3 Raw materials are inspected and assessed against specified acceptance criteria according to enterprise procedures.
 - 3.4 Unacceptable (non-conforming) materials are rejected according to enterprise procedures.
 - 3.5 Non-conformances are documented and reported according to enterprise procedures.
 - 3.6 Designated unloading areas are clearly identified and monitored to ensure compliance with unloading instructions, containment and segregation of materials, and availability of storage capacity.
- 4 **4 Remove contaminants and stockpile acceptable raw materials.**
 - 4.1 Physical **contaminants** are removed from raw materials according to enterprise procedures.
 - 4.2 Raw materials are segregated, stockpiled and contained in appropriate areas or otherwise managed according to enterprise procedures.
 - 4.3 Raw material stockpiles are monitored to ensure adequate available storage capacity and containment, and non-conformances are reported to supervisor.
 - 4.4 Raw material stockpiles are clearly labelled according to job and enterprise procedures.

Required Skills and Knowledge

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

Required skills include:

basic mathematics for volume estimation and calculation of quantities and fees

literacy levels sufficient to:

read and follow enterprise policies and procedures

read site operating guidelines to confirm acceptance criteria

operating a weighbridge

oral communication skills to:

give directions to drivers

confirm instructions from supervisor

performing basic administration procedures such as producing a receipt and operating a cash register.

Required knowledge includes:

characteristics of a range of raw materials

enterprise policies and procedures, including OHS procedures

safety risks to self and product posed by contaminants in raw materials and products

standard risk control measures used in the industry to minimise risk associated with handling raw materials and products.

Evidence Guide

Overview of assessment

This unit of competency could be assessed on its own or in combination with other units of competency relevant to the job function. For example it may be assessed with TD2298B

Conduct weighbridge operations and after RTE2507A **Recognise raw materials, production processes and products on a composting site.**

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The critical requirements for this unit of competency as a whole are listed below.

Assessment must confirm one's ability to:

inspect and assess raw materials for contamination and acceptability against established criteria

measure and assess quantity of raw material

handle and report non-conformances

record raw material quantity and calculate fee

maintain appropriate documentation

identify hazards in handling raw materials and implement risk control measures

provide clear directions to drivers entering site.

Context and specific resources for assessment

Assessment for this unit of competency is to be largely practical in nature and must be assessed in a commercial-scale composting facility or in a situation that reproduces and/or simulates operational conditions.

For valid assessment, candidates should have opportunities to participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge specified in this unit.

The candidate should also have access to the following resources:

weighbridge and scales

load-shifting equipment

hand tools/equipment for removing physical contaminants

PPE

raw materials for assessment

acceptability criteria and procedures for raw materials

forms (e.g. for recording quantity and reporting non-conformance).

Guidance information for assessment

To ensure consistency in performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities and, where possible, over a number of assessment activities.

The skills and knowledge required to demonstrate competency must allow for application in a broad industry context, and should be transferable to a range of work environments, including the ability to deal with unplanned events. For example, this could include work within composting operations of varying scale; processing a range of different raw materials; producing a range of different composts and value-added products to meet the demands of different markets; located in an urban or rural context with varying environmental constraints; and using various equipment, practices, technologies and management systems.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Raw materials assessed and/or received on animal mortalities

the site may include:

biosolids such as sewage sludge
crop residuals
dairy waste
fats and oils
food organics:
food waste
kitchen waste
food processing waste
forestry residuals
manures
organic sludges
paper mill wastes
paper-based materials
plant materials such as:
garden organics
green organics
green waste
yard waste
sawdust and wood shavings
sewage facility grit and screenings
wood and timber (non-treated)
other organic waste or by-product of processing.

Hand tools required may include:

bins and buckets
grabbers
mechanical hands
other physical contaminant removal hand tools and receptacles
shovels and scoops.

OHS **hazards** may include:

biological hazards
ergonomic hazards associated with manual handling
physical hazards such as:
compressed air and water

dust
hammer mills and grinders
hot or cold weather conditions
noise
shredders
underfoot conditions
vehicles and mobile machinery
sharps or other physical contaminants in materials.

PPE required may include:

dust masks
 earmuffs
 fire extinguishers
 gloves
 hard hats
 high visibility vests
 protective clothing
 safety footwear
 safety glasses.

Methods for **measuring** raw materials may include:

scale
volume estimates
weighbridge.

Contaminants that may need to be removed from raw materials include:

biological contaminants such as pathogens
chemical contaminants such as:
pesticides
heavy metals
physical contaminants such as:
glass, plastics and metals
rubble, stone and soil
sharps
other non-biodegradable materials.

Unit Sector(s)

Not applicable.

RTE2507A Recognise raw materials, production processes and products on a composting site

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to recognise raw materials and products, their characteristics, potential contamination, site location, and handling and management requirements; and recognise the function and relative location of key production processes. It also covers carrying out basic site maintenance.

The unit involves identifying the nature of enterprise processes and products in order to carry out day-to-day work responsibilities, including site maintenance.

Application of the Unit

Application of the unit

Composting is used as a general expression for the processing of organic materials; with this unit being relevant for aerobic and anaerobic composting and vermiculture technologies.

This unit of competency applies to an employee of an enterprise engaged in commercial-scale composting operations. Tasks are likely to be performed by a yard hand or general hand under supervision of an operations team leader or site foreman. Work is likely to be performed as a part of a team.

This unit must be read in conjunction with the National Guidelines for Occupational Health and Safety Competency Standards for Operation of Load-Shifting Equipment and Other Types of Specified Equipment [NOHSC: 7019 (1992)].

Where work requires the use of load-shifting equipment, appropriate training/certification must be provided according to state and territory safety and licensing requirements.

Licensing/Regulatory Information

Refer to Application of the Unit

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 1 Recognise, handle and locate raw materials on site.	1.1 Raw materials are identified for potential purpose. 1.2 Characteristics of raw materials, including handling risks and potential or common contaminants, are compared to site operating guidelines. 1.3 Potential hazards in handling raw materials are identified and reported to supervisor. 1.4 Initial handling requirements, stockpiling location and arrangement on site are confirmed from site operating guidelines. 1.5 Visible or physical contaminants present in raw materials are identified and recorded. 1.6 Physical contaminant handling, stockpiling location and arrangement on site are confirmed from site operating guidelines.
2 2 Recognise and locate key processes and technologies.	2.1 Composting technologies and methods, key process control steps and technologies are identified and locations on site are confirmed from site map. 2.2 Windrows or vessels are identified by reference to batch or code numbers.

- 2.3 **Machinery, plant and equipment** and their functional uses are confirmed from site operating guidelines.
- 3 **3 Recognise, handle and locate compost and other products on site.**
 - 3.1 Compost and other **products** are identified for their intended use.
 - 3.2 Characteristics of products, including handling risks and potential or common contaminants, are compared to site operating guidelines.
 - 3.3 Potential hazards in handling products are identified and reported to supervisor.
 - 3.4 Handling requirements, stockpiling location and arrangement on site are confirmed from site operating guidelines.
 - 3.5 Potential for contamination of products is identified and action is taken according to enterprise procedures.
 - 3.6 Batching sheets or other product formulas are matched to end product.
 - 3.7 Visible or physical contaminants present in products are identified and reported to supervisor.
 - 3.8 Physical contaminant handling, stockpiling location and arrangement on site are identified.
- 4 **4 Identify and carry out site maintenance requirements.**
 - 4.1 **Site maintenance** requirements are identified and carried out according to enterprise procedures.
 - 4.2 Traffic access routes and site traffic/pedestrian safety rules are identified from site operating plan and maintained according to enterprise and occupational health and safety (OHS) procedures.
 - 4.3 Vehicle access routes on site are maintained according to enterprise procedures.
 - 4.4 Machinery and site security requirements are identified and maintained according to enterprise procedures.

Required Skills and Knowledge

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

Required skills include:

applying communication skills including active listening, questioning and asking for clarification from supervisor

applying literacy and numeracy skills sufficient to read and follow enterprise policies and procedures

identifying and handling physical contaminants

identifying and handling raw materials and products

recognising and complying with site traffic and security requirements.

Required knowledge includes:

characteristics of a range of raw materials

company policies and procedures, including OHS requirements

key process control stages critical to consistent quality in compost production

overview of systems and technologies used in compost production, particularly as relevant to workplace

range and characteristics of products

risks associated with movement of vehicles and machinery on site

safety risks to self and product posed by contaminants in raw materials and products

standard risk control measures used in the industry to minimise risk associated with handling raw materials and products.

Evidence Guide

Overview of assessment

This unit of competency could be assessed on its own or in combination with other units of competency relevant to the job function such as:

RTC2701A Follow OHS procedures

RTC2702A Observe environmental work practices

RTE2608A Set up, operate and maintain a water delivery system.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The critical requirements for this unit of competency as a whole are listed below.

Assessment must confirm one's ability to:

identify, confirm, locate, handle and maintain raw materials, products and physical contaminants on site

maintain site arrangement and segregation of materials and products to avoid contamination
recognise and locate key process control stages of production cycle and associated machinery on site

maintain site and machinery security requirements

read and follow batch numbers and codes, and site operating plan

implement site machinery and traffic management plans.

Context and specific resources for assessment

Assessment for this unit of competency is to be largely practical in nature and must be assessed in a commercial-scale composting facility or in a situation that reproduces and/or simulates operational conditions.

For valid assessment, one should have opportunities to participate in exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge specified in this unit.

The candidate should also have access to the following resources:

personal protective equipment

commercial-scale compost piles

raw materials and products for recognition and handling

access to a commercial-scale compost facility with documented management system and batch documentation.

Guidance information for assessment

To ensure consistency in performance, competency should preferably be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances and operational contexts, and where possible, over a number of assessment activities.

The skills and knowledge required to demonstrate competency must allow for application in a broad industry context, and should be transferable to a range of work environments. For example, this could include work within commercial-scale composting operations of varying size; a range of different raw materials; a range of different composts and value-added products manufactured to meet the demands of different markets; location (i.e. urban or rural context); varying environmental constraints; and using various equipment, practices, technologies and management systems.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Raw materials may include:

animal mortalities
biosolids such as sewage sludge
crop residuals
dairy waste
fats and oils
food organics such as:
food waste
kitchen waste
food processing waste
forestry residuals
manures
organic sludges
paper mill wastes
paper-based materials
plant materials such as:
garden organics
green organics
green waste
yard waste
sewage facility grit and screenings
wood and timber (not treated)
other organic waste or by-product of processing.

OHS hazards:

may include:
biological hazards
compressed air and water
dusts
ergonomic hazards associated with manual handling
hazards to pedestrians
hot or cold weather conditions
mechanical hazards such as:
grinders

	hammer mills shredders noise physical hazards such as: mobile machinery vehicles sharps or other physical contaminants in materials underfoot conditions must be addressed by observing enterprise and OHS procedures for: hazard identification risk assessment risk control.
Physical contaminants observed may include:	binding and rubble glass metals plastics sharps stone and soil other non-biodegradable materials.
Composting technologies and methods may include:	aerated static pile agitated bay in-vessel composting technologies rotating drum turned pile vermiculture beds windrow.
Machinery, plant and equipment may include:	conveyor belts and associated attachments such as magnetic and blower or suction separators elevators excavators first-response firefighting equipment

front-end loaders
gantry cranes
hoppers, bins and other containers for
contaminant disposal
personal protective equipment such as:
dust mask
 earmuffs
hard hats
protective clothing
reflector high visibility vests
respirators
safety footwear
safety glasses and gloves
power or trommel screen
safety and road signs
size reduction machinery for grinding or
chipping
static machinery, such as weighbridges
windrow turners.

Products may include:

additives blended with recycled organic
products after composting such as:
inorganic fertilisers
lime and gypsum
organic fertilisers
sand
soil
wetting agents

recycled organic products such as:
composts
landscaping soils and materials
mulches
potting mixes
soft fall products

soil conditioners

vermicast.

Site maintenance activities may include:

implementation of site machinery and traffic
access and circulation plans

location and management of compost piles,
and recipe or batch blends

location of material during curing processes

placement and management of raw materials,
products and other inputs or material for
disposal.

Unit Sector(s)

Not applicable.

RTE3323A Dispatch materials and composted product

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to organise and dispatch bagged and bulk compost products from the site. It involves receiving orders, recognising products and measuring quantities; driving and loading skills; recording information; and supervising site drivers and loader operators.

The unit involves the application of well-developed skills with some discretion and judgement and limited supervision. It requires taking responsibility for work output with checking related to overall progress, and taking some responsibility for the work output of others, for example in the role of supervisor or team leader.

Application of the Unit

Application of the unit

Composting is used here as a general expression for the processing of organic materials; with this unit being relevant for aerobic and anaerobic composting and vermiculture technologies.

This unit of competency applies to an employee of an enterprise engaged in commercial-scale composting operations. Work is likely to be performed as a part of a team, and may include team leader responsibilities. In smaller enterprises, the majority of tasks associated with dispatch and loading may be undertaken by the one person rather than by contract drivers.

Where work requires the use of load-shifting equipment, the appropriate training/certification must be provided according to state and territory safety and licensing requirements.

Licensing/Regulatory Information

Refer to Application of the Unit

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills.

Prerequisite unit

The following unit is a prerequisite requirement for this unit:

TDTI297C **Apply customer service skills.**

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 1 Organise for loading and dispatch of product.	1.1 Dispatch order is obtained and reviewed for completeness. 1.2 Product dispatch requirements are checked with product and transport availability. 1.3 Request is made to designated personnel for specified quantity of specified product to be prepared and/or delivered to dispatch area. 1.4 Product dispatch is scheduled and confirmed with contractor or driver to ensure maximisation of load. 1.5 Contract or external drivers are advised of enterprise occupational health and safety (OHS) and site policies and procedures. 1.6 Appropriate machinery, equipment and labour required for dispatch activity are identified and organised according to enterprise procedures. 1.7 Hazards are identified and controlled according to job requirements and enterprise procedures. 1.8 Emergency and personal protective equipment (PPE) is selected and fitted according to job

requirements, manufacturer specifications, OHS procedures and enterprise requirements.

2 2 Coordinate loading of product.

- 2.1 **Loading site** is organised to ensure safe and efficient loading of product.
- 2.2 Product to be loaded and specific loading requirements are clearly communicated to drivers.
- 2.3 Signalling and instructions are provided to drivers to ensure safe and efficient loading.
- 2.4 Loading site is monitored to ensure compliance with loading instructions, containment of product within designated loading area, and availability of space for loading.
- 2.5 Product is accurately measured and loaded into dispatch vehicle according to enterprise procedures.
- 2.6 Product is recorded as loaded for dispatch according to enterprise requirements.
- 2.7 Load is checked to ensure that it is adequately covered, contained and/or secured according to enterprise and regulatory requirements.
- 2.8 Load is weighed to ensure dispatch order is met.
- 2.9 Driver is provided with load documentation and delivery note according to enterprise requirements.

3 3 Clean up loading area.

- 3.1 Loader and vehicle hygiene are maintained between loads.
- 3.2 Area and equipment are monitored for cleaning and clearing to ensure safe and effective operation according to enterprise requirements.

4 4 Document product dispatch.

- 4.1 **Dispatch information** is recorded accurately and promptly, and provided to sales office according to enterprise requirements.

Required Skills and Knowledge

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

Required skills include:

demonstrating safe and efficient work practices
measuring, including weights, volumes and bucket volumes
operating load-shifting equipment
organising a site
using a computer to obtain and record dispatch information
using PPE
using signalling and communication techniques and equipment.

Required knowledge includes:

bulk density and moisture effects on weight and volume
communication techniques and equipment
customer service
measurements, including weights, volumes and bucket volumes
OHS requirements
provisions of the Trade Practices Act in regard to weights and measurements of bulk product
relevant regulations governing site operation
types and performance characteristics of vehicles and loading equipment used in a composting enterprise.

Evidence Guide

Overview of assessment

This unit of competency could be assessed on its own or in combination with other units of competency relevant to the job function such as after:

RTC2210A Maintain properties and structures

RTC2701A Follow OHS procedures

RTC2702A Observe environmental work practices

RTE2507A Recognise raw materials, production processes and products on a composting site

RTE2709A Recognise and respond to fire emergencies on a composting site.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The critical requirements for this unit of competency as a whole are listed below.

Assessment must confirm one's ability to:

organise a loading site
correctly interpret dispatch orders

- organise and coordinate loading
- measure product quantity for dispatch
- load correct product for dispatch
- communicate instructions verbally and non-verbally (via signals)
- select and use emergency and PPE equipment
- identify hazards associated with loading
- implement risk minimisation actions.

Context and specific resources for assessment

Assessment for this unit of competency is to be largely practical in nature and must be assessed in a commercial-scale composting facility or in a situation that reproduces and/or simulates operational conditions.

For valid assessment, one should have opportunities to participate in exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge specified in this unit.

The candidate should also have access to the following resources:

- products for loading
- vehicles to be loaded
- quantity measurement machinery or equipment such as weighbridge, front-end loader or loader with bucket scales
- PPE
- computer and merchandising software
- forms used for product dispatch.

Guidance information for assessment

To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities and, where possible, over a number of assessment activities.

The skills and knowledge required to demonstrate competency must allow for application in a broad industry context, and should be transferable to a range of work environments, including the ability to deal with unplanned events. For example, this could include work within composting operations of varying scale; processing a range of different raw materials; producing a range of different composts and value-added products to meet the demands of different markets; located in an urban or rural context with varying environmental constraints; and using various equipment, practices, technologies and management systems.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Product types may include:

- composts
- mulches
- natural and blended soils for landscaping
- potting mixes
- soft fall or loose fill playground surfacing
- soil conditioners
- special purpose soils
- various recycled organic products for a range of specialised applications.

Information on product **dispatch order** may include:

- customer invoice
- customer name and site contact details
- delivery details
- job number
- product type and specification
- quantity of product to be dispatched
- transport method
- transportation requirements.

Machinery and equipment used in product dispatch may include:

- calculator
- communications equipment
- hoppers and conveyors
- load-shifting machinery
- recording equipment
- storage containers such as bins and skips
- weighbridge.

Potential **hazards** may include:

- biological hazards
- dust
- electricity and overhead powerlines
- ergonomic hazards associated with posture and vibration

exposure to loud noise and fumes
extreme weather conditions
hazardous substances such as:
fertiliser
fuel
oil
machinery, including hydraulics
mechanical malfunctions and exposed moving parts
oil and grease spills
presence of bystanders
solar radiation.

PPE must include:

apparel such as:
appropriate footwear
gloves
hard hats
high visibility clothing
overalls
emergency equipment and procedures:
emergency procedure guides
eye wash kit
fire extinguisher
first aid kit
material safety data sheets (MSDS)
eye and hearing protection
respirators or face masks.

Procedures for organising **loading site** may include:

arranging containment of products
designating access routes for trucks and load-shifting machinery
identifying and signposting parking and loading areas
pedestrian lock out
traffic flow and management.

Dispatch information may include:

amount or volume of product

client name

date dispatched

details of transport

job number

product type.

Unit Sector(s)

Not applicable.

RTE3512A Prepare raw materials and compost the feedstocks

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to prepare and mix raw materials comprising compostable organic materials into a suitable feedstock mixture for commercial-scale composting, and compost feedstock mixtures to manufacture compost products with suitable characteristics for intended use.

The unit involves the application of knowledge and skills to a range of processes and technologies.

Application of the Unit

Application of the unit

Composting is used here as a general expression for the processing of organic materials; with this unit being relevant for both aerobic composting and vermiculture technologies.

This unit of competency applies to an employee of an enterprise engaged in commercial-scale composting operations. Work is likely to be performed as a part of a team and under the supervision of a site manager or operations manager.

Where work requires the use of load-shifting or other equipment, appropriate training/certification must be provided according to state and territory safety and licensing requirements.

Licensing/Regulatory Information

Refer to Application of the Unit

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 1 Organise for processing.	1.1 Job sheet is reviewed to clearly identify all processing requirements. 1.2 Machinery, equipment and materials appropriate to the job requirements are selected and checked for serviceability and safe operation. 1.3 Potential OHS hazards are identified and assessed, and appropriate action is taken to minimise risk to self and others. 1.4 Suitable personal protective equipment (PPE) is selected, fitted, used, maintained and stored according to work requirements, manufacturer specifications and enterprise procedures. 1.5 Enterprise OHS guidelines are complied with.
2 2 Prepare raw materials and compost the feedstock mixture.	2.1 Raw materials and additives for processing are identified, collected and checked to ensure compliance with enterprise procedures, including assessment of physical contamination according to enterprise guidelines. 2.2 Composting technology and methods to be used are confirmed as appropriate to raw material types and enterprise product requirements. 2.3 Raw materials are variously pre-processed into suitable forms for composting according to enterprise product requirements. 2.4 Pre-processed raw materials are mixed into suitable feedstock mixtures for composting according to

documented recipes or batches.

- 2.5 Feedstock mixtures for composting are handled according to technology, appropriate method, and industry best practice and enterprise procedures.
- 2.6 Batch numbers or codes are assigned and **batch documentation** is created to enable tracking of batch through compost production cycle.
- 3 **3 Monitor composting process.**
 - 3.1 Composting batch is monitored by observation and use of **field testing equipment** to maintain effective composting process and efficient compost production schedule according to relevant Australian standards for the product.
 - 3.2 **Processing and operations records** are maintained for process control and to track batch through the compost production cycle.
 - 3.3 Faults or variations observed at any stage of process are reported to supervisor and **remedial action** is taken to maintain effective and consistent compost production.
- 4 **4 Conduct quality control inspection.**
 - 4.1 Finished compost is inspected and assessed for compliance with enterprise product requirements and relevant Australian standards.
 - 4.2 Faults or variations observed are reported to supervisor.
 - 4.3 Non-compliant product is further processed with necessary adjustments made as directed to processing technique and compost batch management to achieve compliance with product quality requirements.
 - 4.4 Compliance of compost batch with product requirements is confirmed.
 - 4.5 Batch documentation is completed for compliant compost product.
 - 4.6 Sales and operational staff members are informed that product is suitable for sale and/or preparation of value-added products.
 - 4.7 Work outcomes are reported to supervisor, feedback on performance is sought and any

required improvements are noted for future action.

5 5 Clean up area.

- 5.1 **Loading-shifting machinery** and other processing equipment are cleared and cleaned as required to avoid contamination between batches.
- 5.2 Raw materials and finished compost products are cleared away to designated areas, and processing site is cleaned to ensure safe and effective future operation according to enterprise procedures.

Required Skills and Knowledge

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

Required skills include:

establishing and maintaining accurately and promptly appropriate compost batch documentation

conducting basic field tests according to specified procedures

operating equipment safely and efficiently

identifying and handling raw materials and products

preparing batches for composting according to defined compost recipes

preparing raw materials in accordance with enterprise product requirements.

Required knowledge includes:

awareness of compost quality standards

basic principles of composting science as related to commercial compost production

characteristics of a range of raw materials

fundamental characteristics of compost quality

key process control stages critical to consistent compost production

overview of systems and technologies used in compost production, particularly as relevant to candidate's workplace

range and characteristics of categories of compost product.

Evidence Guide

Overview of assessment

This unit of competency could be assessed on its own or in combination with other units of competency relevant to the job function such as after:

RTC2210A Maintain properties and structures

RTC2701A Follow OHS procedures

RTC2702A Observe environmental work practices

RTE2507A Recognise raw materials, production processes and products on a composting site

RTE2608A Set up, operate and maintain water delivery systems

RTE2709A Recognise and respond to fire emergencies on a composting site.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The critical requirements for this unit of competency as a whole are listed below.

Assessment must confirm one's ability to:

prepare raw materials for composting according to enterprise product requirements

prepare batches for composting according to defined compost recipes

operate equipment in a safe and efficient manner

conduct all work in a safe and efficient manner

conduct basic field tests according to specified procedures

interpret basic field test results to confirm effective processing and define intervention required to rectify composting processes

establish and maintain appropriate compost batch documentation accurately and promptly.

Context and specific resources for assessment

Assessment for this unit of competency is to be largely practical in nature and must be assessed in a commercial-scale composting facility or in a situation that reproduces and/or simulates operational conditions.

For valid assessment, one must have opportunities to participate in exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge specified in this unit.

The candidate must also have access to the following resources:

access to a commercial-scale composting facility

access to a range of load-shifting equipment and a qualified operator if required

PPE

raw materials for recognition and preparation

forms (batch recording forms)

water or irrigation system

copies of relevant product quality standards

compost recipe calculators and procedures

compost management procedures

batch documentation systems.

Guidance information for assessment

To ensure consistency in performance, competency should preferably be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances and operational contexts, and where possible, over a number of assessment activities.

The skills and knowledge required to demonstrate competency must allow for application in a broad industry context, and should be transferable to a range of work environments. For example, this could include work within commercial-scale composting operations of varying scale; range of different raw materials; range of different composts and value-added products manufactured to meet the demands of different markets; located in an urban or rural context with varying environmental constraints; and using various equipment, practices, technologies and management systems.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Job sheet or work order may include:

batch number
compost (batch) recipe
job number
product batch order and packaging requirements
raw materials or product quantity and quality requirements
raw materials preparation (pre-processing) requirements.

Machinery may include:

particle size screening machinery such as trommel screens, vibrating screens, power screens or screening plants
size reduction machinery such as tub-grinder, hammer mill, shredder or rotary shear
windrow turning machinery and other specialised machinery.

OHS hazards may include:

biological hazards associated with waste
ergonomic hazards associated with manual handling

physical hazards such as:
compressed air and water
dust
hammer mills and grinders
hot or cold weather conditions
noise
shredders
underfoot conditions

vehicles and mobile machinery
sharps or other physical contaminants in materials.

PPE may include:

dust masks
 earmuffs
 fire extinguishers
 gloves
 hard hats
 protective clothing
 reflector high visibility vests
 safety footwear
 safety glasses.

Enterprise procedures may include:

forms, work orders and job sheets
hazard, incident and non-conformance reporting processes
management system documents
policies
work practices, procedures and work instructions.

Raw materials or compostable organic materials may include:

animal mortalities
biosolids such as sewage sludge
crop residuals
dairy waste
fats and oils
food organics such as:

food processing waste
food waste
kitchen waste
forestry residuals
manures
organic sludges
other organic waste or by-product of processing
paper mill wastes
paper-based materials
sawdust and wood shavings
sewage facility grit and screenings
wood and timber (non-treated).

Additives may include:

biological inoculants that aid the processing of particular raw materials or manufacture of compost products with particular attributes
ferrous sulphate or other chemical additives
lime
nutrients
urea.

Contaminants may include:

biological contaminants such as pathogens
chemical contaminants such as pesticides or heavy metals
physical contaminants such as:
glass
metals
plastics
rubble, stone and soil
sharps
other non-biodegradable materials.

Composting and processing technologies and methods may include:

in-vessel, such as:
aerated turned trough
agitated bed
rotating drum

	turned windrow composting open, such as: aerated static pile static pile vermiculture.
Pre-processing of raw materials commonly involves:	immediate incorporation with absorbent raw materials materials size reduction moisture adjustment through such things as addition of water particle size screening physical contaminant removal.
Batch documentation may include:	manual or electronic recording systems that enable tracking of product such as: delivery of final product via the assignment of batch numbers individual batch preparation and formation production process.
Equipment used for basic field tests may include:	oxygen probe representative sampling protocol sample preparation: sieving, weighing and drying spade or fork test to assess moisture content temperature probe water electrical conductivity (EC) meter.
Processing and operational records may include:	manual and electronic tracking systems finished product manufacturing work order laboratory analysis results and reports non-conformance, incident or customer complaint form and records product dispatch work order raw material receipt form and records windrow/batch construction and recipe work

order

windrow/batch data form and records

windrow/batch recipe and work order

windrow/batch release tags

windrow/batch tags.

Remedial action or adjustments to processing technique and compost batch management required may include:

action carried out to maintain effective and consistent compost production such as:

adding water

adjusting the air flow

drying out

turning

action taken in response to problems identified by self or others, or at direction of manager.

Load-shifting machinery may include:

backhoe

conveyor belts and associated equipment

excavator

front-end loader

skid steer loader

wheel loader.

Unit Sector(s)

Not applicable.

RTE3513A Prepare value-added compost-based products

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to prepare and/or blend finished compost with other materials or products to produce various value-added compost-based products.

The unit involves the application of well-developed skills with some discretion and judgement and limited supervision.

Application of the Unit

Application of the unit

Composting is used here as a general expression for the processing of organic materials; with this unit being relevant for aerobic and anaerobic composting as well as vermiculture systems.

This unit of competency applies to people working at a commercial-scale composting facility that produces value-added products. It will require taking responsibility for work output with checking related to overall progress, and taking limited responsibility for the work output of others for example as a loader operator or team leader.

Where work requires the use of load-shifting or other equipment, appropriate training/certification must be provided according to state and territory safety and licensing requirements.

Licensing/Regulatory Information

Refer to Application of the Unit

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 1 Organise for value-added product preparation.	1.1 Job sheet or work order is reviewed to clearly identify all product requirements. 1.2 Equipment required for safe, effective and efficient product preparation is identified and organised. 1.3 Occupational health and safety (OHS) hazards in workplace are identified, and risk is assessed and managed according to enterprise procedures. 1.4 Environmental implications associated with product preparation are identified, assessed and reported to supervisor.
2 2 Prepare value-added products.	2.1 Compost and product additives are clearly identified and confirmed against job sheet and enterprise procedures. 2.2 Suitable personal protective equipment (PPE) and clothing are selected, used, maintained and stored according to OHS requirements. 2.3 Required quantities of compost and product additives are measured and transported to product preparation area. 2.4 Compost and product additives are regularly monitored and checked against value-added product specifications and variations or non-conformances are identified and reported, and remedial action is taken according to enterprise procedures and product specifications.

- 2.5 **Preparation method** and machinery to be used are confirmed as appropriate for product and as meeting enterprise product requirements.
- 2.6 Plant and machinery are operated in a **safe and controlled** manner, and monitored for performance and efficiency.
- 2.7 Compost, materials and other product additives are blended and processed according to product requirements.
- 2.8 Products are monitored and adjustments to machinery operations are made to meet job sheet specifications.
- 2.9 Batch numbers of compost materials and other additives are combined or reassigned.
- 2.1 Blending, processing machinery and site are cleared and cleaned as required to avoid contamination between batches according to enterprise procedures.
- 0
- 3 **3 Conduct quality inspection and readiness for sale.**
 - 3.1 Value-added product is inspected and checked for compliance with job sheet and product requirements.
 - 3.2 Product details are documented accurately and promptly according to enterprise procedures.
 - 3.3 Value-added product is transported to holding bay and quantity of product is confirmed.
 - 3.4 Value-added product is clearly labelled according to regulatory and customer requirements.
 - 3.5 Value-added product is released for dispatch according to enterprise procedures.
 - 3.6 Work outcomes are reported to supervisor, feedback on performance is sought and any required improvements are noted for future action.

Required Skills and Knowledge

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

Required skills include:

communicating with work team and supervisor
demonstrating safe and environmentally responsible workplace practices
following material safety data sheets (MSDS)
identifying and handling raw materials, products, additives and contaminants
interpreting and applying instructions
measuring and calculating volumes and consumption requirements
reading and interpreting job sheets
recording and reporting equipment faults, workplace hazards and accidents
using emergency and personal protective equipment.

Required knowledge includes:

common product contaminants
enterprise product specifications and standards
environmental licence requirements, aspects and management measures associated with operation of machinery and equipment
hazards in handling materials and additives and appropriate risk control measures
identification of contaminants
legislation, regulations and codes of practice with regard to workplace OHS and use and control of hazardous substances
operating principles and methods for plant and machinery
procedures for cleaning, securing and storing machinery, equipment and materials
potential risks and hazards associated with operation of machinery and equipment
product types and characteristics
raw materials, compost and additives commonly used to manufacture value-added products
relevant Australian standards for products
relevant state and territory legislation, regulations and codes of practice with regard to licensing, roads and traffic requirements
value-added product types and characteristics.

Evidence Guide

Overview of assessment

It is preferred that this unit of competency be assessed in a commercial-scale composting facility.

The unit could be assessed on its own or in combination with other units of competency relevant to the job function such as after:

RTC2210A Maintain properties and structures

RTC2701A Follow OHS procedures

RTC2702A Observe environmental work practices

RTC2706A Apply chemicals under supervision

RTE2507A Recognise raw materials, production processes and products on a composting site

RTE2608A Set up, operate and maintain a water delivery system

RTE2709A Recognise and respond to fire emergencies on a composting site.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The critical requirements for this unit of competency as a whole are listed below.

Assessment must confirm one's ability to:

interpret batch sheets and follow enterprise production procedures

recognise, quantify and handle products according to enterprise requirements and procedures

recognise value-added products and their characteristics

prepare batches of value-added product according to defined batch recipes and methods

conduct work in a safe and efficient manner

establish and maintain appropriate documentation accurately and promptly.

Context and specific resources for assessment

Assessment for this unit of competency is to be largely practical in nature and must be assessed in a commercial-scale composting facility or in a situation that reproduces and/or simulates operational conditions.

For valid assessment, one must have opportunities to participate in exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge specified in this unit.

The candidate must also have access to the following resources:

a commercial-scale value-added compost-based product facility

a range of load-shifting machinery and measuring equipment

PPE

finished compost

additives

job sheets or work orders.

Guidance information for assessment

To ensure consistency in performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities and, where possible, over a number of assessment activities.

The skills and knowledge required to demonstrate competency must allow for application in a broad industry context, and should be transferable to a range of work environments, including the ability to deal with unplanned events. For example, this could include work within composting operations of varying scale; processing a range of different raw materials; producing a range of different composts and value-added products to meet the demands of different markets; located in an urban or rural context with varying environmental constraints; and using various equipment, practices, technologies and management systems.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Value-added products:

are defined as a basic compost output with the addition of certain materials to form a new product

are produced using defined batch recipes to meet documented product specifications

may include:

composted and pasteurised mulches for various applications

composted and pasteurised soil conditioners for various applications

effluent, stormwater or emission treatment products

general and special purpose landscaping soils

soft fall or loose fill materials for playground surfacing or other applications

mushroom substrate

ornamental mulches

products for agricultural disease suppression

products for erosion control or site remediation

sports turf substrates

standard and specialised potting mixes

other products for specialised applications

Job sheet or work order may include:

batch number
compost (batch) recipe
job number
product batch order and packaging requirements
raw materials or product quantity and quality requirements
raw materials preparation (pre-processing) requirements.

Measuring **equipment** used may include:

automatic volume measuring equipment
containers for measuring volume
scales or balances for measuring weight.

OHS hazards:

may include:
dust
ergonomic hazards associated with posture and vibration
exposure to loud noise and fumes
extreme weather conditions
hazardous substances such as:
fertiliser
fuel
oils
machinery, including hydraulics
mechanical malfunctions and exposed moving parts
obstacles
oil and grease spills
pests
solar radiation
the presence of bystanders
varying gradients, potholes, ditches and embankments

may be addressed by systems and procedures for:
appropriate use, maintenance and storage of

PPE

hazard identification, assessment and reporting

outdoor work, including protection from solar radiation

pedestrian safety

protection from hazardous noise, mechanical vibration and organic and other dusts

protection of people in the workplace

safe lifting, carrying and handling

safe operation and maintenance of machinery and equipment, including hydraulics

guarding of moving parts.

Environmental implications associated with operation of plant and machinery may include:

negative environmental impacts resulting from:

aerosol particulates

excessive noise and exhaust emissions

incorrect use and disposal of hazardous substances such as:

fuel

fertiliser

incorrect use and disposal of maintenance debris such as:

oil containers

chemical residues

organic dusts

impacts such as:

dust problems from high speed and frequent traffic

run-off flows of water and cleaning agents from servicing, maintenance and cleaning activities

soil disturbance.

Compost and product additives may include:

finished compost of varying maturity and characteristics

product additives such as:

- biological inoculants
- bulking agents or other products that alter the visual, physical, chemical or biological characteristics of finished product
- colouring agents
- inorganic or organic fertiliser
- liming agents
- wetting agents
- raw materials (compostable organic materials).

PPE and clothing may include:

apparel such as:

- appropriate footwear
- gloves
- hard hats
- high visibility clothing
- overalls

emergency equipment and procedures such as:

- emergency procedure guides
- eye wash kit
- fire extinguisher
- first aid kit
- MSDS
- eye and hearing protection
- face shields and masks
- respirators.

Preparation methods may include:

- load-shifting
- measuring quantities
- mixing and blending materials
- particle size screening
- size reduction.

Safe and controlled operation of machinery and equipment may include:

appropriate selection and use of machinery and equipment

effective communication between work team members

maintaining working loads within specifications

using operational techniques for specific weather conditions.

Unit Sector(s)

Not applicable.

RTE4519A Develop a composting recipe

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to calculate composting recipes from documented formulas that can be followed in the preparation and mixing of raw materials of known characteristics in specified proportions for composting.

The unit involves applying a broad knowledge base to identify and apply solutions to a range of unpredictable problems, and taking responsibility for production outputs in relation to specified quality standards.

Application of the Unit

Application of the unit

Composting is used as a general expression for the processing of organic materials; with this unit being relevant for both aerobic composting and vermiculture technologies.

This unit of competency applies to people working at a commercial-scale composting facility. It will require taking responsibility for own work output and that of others, for example as a site foreman or operations supervisor.

Where work requires the use of load shifting or other equipment, appropriate training/certification must be provided according to state and territory safety and licensing requirements.

Licensing/Regulatory Information

Refer to Application of the Unit

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 1 Identify and characterise raw materials.	1.1 Raw materials are visually identified and categorised against established enterprise criteria. 1.2 Raw material characteristics are entered into enterprise compost recipe calculator to achieve a balanced recipe. 1.3 Where raw material identity or characteristics are uncertain or unknown, designated personnel are requested to take representative samples of material for laboratory analysis. 1.4 Receival and handling requirements for raw materials are determined.
2 2 Establish production objectives.	2.1 Identified market requirements and priorities are translated into product specifications using product performance data and enterprise records. 2.2 Raw material combinations that can potentially meet market requirements are identified.
3 3 Calculate compost recipe.	3.1 Raw material characteristics are recorded in enterprise compost recipe. 3.2 Raw material proportions or ratios suitable for composting by the enterprise by a particular technology and method are specified by weight in resulting compost recipe. 3.3 Pre-processing requirements of raw materials, feasible volumes of compost upon formation, and compost production plan are determined.

- 3.4 Composting batch management procedures are reviewed and any required variations to standard management procedures are defined and documented as a new procedure.
 - 3.5 Compost production schedule is estimated and documented.
 - 3.6 Compatibility of resulting compost recipe and production schedule is confirmed against documented customer requirements and priorities.
 - 3.7 Density of pre-processed raw materials is quantified, and weight-based recipe is translated into volume-based recipe for production.
 - 3.8 Volumetric compost recipe and production procedures are recorded as operational batch or bucket recipe and procedure.
- 4 **4 Validate compost recipe.**
- 4.1 Raw materials are pre-prepared and mixed according to new compost recipe to form feedstock for composting.
 - 4.2 Composting batch is managed according to revised enterprise procedure.
 - 4.3 Composting process is monitored for efficiency in relation to estimated production schedule and enterprise requirements.
 - 4.4 **Environmental** and occupational health and safety (OHS) aspects and impacts are monitored for compliance with enterprise plan and regulatory requirements.
 - 4.5 Faults, variations or problems observed at any stage of process are identified and **remedial action** is carried out to maintain effective compost production.
 - 4.6 Sampling and testing of material during composting is conducted to determine completion of production process.
 - 4.7 End product quality is evaluated against established product specifications.
 - 4.8 Compost recipe, production schedule and

procedures are revised to improve process efficiency and reliability, and product compliance with defined specifications.

Required Skills and Knowledge

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

Required skills include:

documenting procedures in writing
interpreting and applying written procedures and formulas
reading and interpreting laboratory results
reading and interpreting sampling and testing data
using a computer.

Required knowledge includes:

control of hazards in handling raw materials and composting materials
processing duration required for various raw materials
range of commercial compost-based products
raw materials and their characteristics
relationship between key compost recipe variables and compost production
systems, technologies and methods in compost production.

Evidence Guide

Overview of assessment

This unit of competency could be assessed on its own or in combination with other units of competency relevant to the job function such as after:

RTE3512A Prepare raw materials and compost the feedstocks

RTE3513A Prepare value-added compost-based products

RTE3713A Carry out workplace OHS procedures

RTE3714A Maintain and monitor environmental work practices.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The critical requirements for this unit of competency as a whole are listed below.

Assessment must confirm one's ability to:

calculate a compost recipe that is consistent with the technology and method available from combinations of raw materials

produce a compost recipe that will achieve defined product specifications
document compost production plan consistent with plant capabilities and site constraints.

Context and specific resources for assessment

Assessment for this unit of competency is to be largely practical in nature and must be assessed in a commercial-scale composting facility or in a situation that reproduces and/or simulates operational conditions.

For valid assessment, one should have opportunities to participate in exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge specified in this unit.

The candidate should also have access to the following resources:

a range of load-shifting equipment

hand tools and equipment such as temperature probe, oxygen probe, mulch fork, gloves and shovel

personal protective equipment

raw materials for assessment, recognition and preparation

drying oven for testing

electronic balance or scales

batch recording forms and compost recipe forms

water and irrigation system

compost recipe calculators, either manual or electronic

Wilkinson, K et al 2001, **Guide to Best Practice - Composting Green Organics**, second edition, Department of Natural Resources, Government of Victoria.

Guidance information for assessment

To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities and, where possible, over a number of assessment activities.

The skills and knowledge required to demonstrate competency must allow for application in a broad industry context, and should be transferable to a range of work environments, including the ability to deal with unplanned events. For example, this could include work within composting operations of varying scale; processing a range of different raw materials; producing a range of different composts and value-added products to meet the demands of different markets; located in an urban or rural context with varying environmental constraints; and using various equipment, practices, technologies and management systems.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Raw materials or compostable organic materials may include:

animal mortalities
biosolids such as sewage sludge
crop residuals
dairy waste
fats and oils
food organics such as:
food waste
kitchen waste
food processing waste
forestry residuals
manures
organic sludges
other organic waste or by-product of processing
paper mill wastes
paper-based materials
plant materials such as:
garden organics
green organics
green waste
yard waste
sawdust and wood shavings
sewage facility grit and screenings
wood and timber (non-treated).

Raw materials can be **characterised** by their: physical, chemical or biological properties
point of origin and any associated issues
arising such as variability in material
qualities.

Compost recipe:

is a mixture of materials that results in
characteristics suitable for rapid and reliable
biological transformation while minimising

	potential for negative environmental emissions compost recipe calculations may involve: simple calculations that can be carried out by hand or using a computerised spreadsheet determination of carbon to nitrogen (C:N) ratio with suitable moisture content, structure and porosity for efficient and trouble-free composting for a given site and processing method key variables in compost recipe that need to be balanced such as: C:N ratio moisture content other nutrients acidity or alkalinity (pH) structure and porosity.
Pre-processing of raw materials commonly involves:	immediate incorporation with absorbent raw materials materials size reduction moisture adjustment through such things as addition of water particle size screening physical contaminant removal.
Compost production plan may include:	additional water required compost recipe final product or market specifications to be met handling and pre-processing requirements for raw materials maximum size of compost pile for effective management with available machinery monitoring schedule processing duration value adding required.
Environmental aspects and impacts of	attraction of pests

production may include:

emissions from vehicle and machinery operations
erosion
fire
leaks
litter
noise
odours
organic dusts
spills
water pollution from run-off or leachate.

OHS hazards may include:

biological hazards associated with raw materials or product
ergonomic hazards associated with manual handling
physical hazards such as:
compressed air and water
dust
hammer mills and grinders
hot or cold weather conditions
noise
shredders
underfoot conditions
vehicles and mobile machinery
sharps or other physical contaminants in materials.

Remedial action may include:

action taken in response to problems identified by self or others or at direction of manager such as:
actions carried out to maintain effective and consistent compost production
adjustments to compost batch management
adjustments to processing technique.

Unit Sector(s)

Not applicable.

SIRXMER002A Coordinate merchandise presentation

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to supervise sales and other staff implementing and maintaining displays according to store merchandising standards.

Application of the Unit

Application of the unit

This unit requires the team member to apply knowledge of store merchandising and pricing policy and standards staff to support and coordinate relevant frontline staff members and ensure that they arrange, present and label or price merchandise according to store requirements. It also involves informing staff of store merchandise presentation requirements for sales, promotions and special events, and providing feedback to management in regard to improvement of store marketing and promotional activities.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills	The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Coordinate merchandise presentation and display.	1.1 Identify items to be advertised or promoted according to store merchandising policy. 1.2 Plan, coordinate and evaluate promotions or special events as directed by management. 1.3 Plan and supervise construction and maintenance of <i>displays</i> in order to achieve balance and visual impact. 1.4 Inform <i>staff</i> of store <i>display standards and requirements</i>. 1.5 Inform staff of occurrence and timing of <i>promotions and special events</i>. 1.6 Ensure product or service <i>display information</i> accurately depicts product or service being promoted.

ELEMENT	PERFORMANCE CRITERIA
1.7	Ensure displays are completed according to required time schedule, with minimum disruption to customer service and traffic flow.
1.8	Construct and maintain displays in a safe, secure manner.
1.9	Regularly monitor replenishment of merchandise and rotation of stock on store displays and take action as required.
1.10	Inform staff of appropriate timing for dismantling and disposal of displays.
1.11	Evaluate merchandise presentation against sales turnover and store presentation standards.
1.12	Provide management with feedback in regard to improvement of store marketing and promotional activities.
2 Implement merchandise pricing.	2.1
	Implement store policy and procedures in regard to pricing and ticketing.
	2.2
	Identify current prices for products and services and amend according to store policy.
	2.3
	Inform team members of price changes and current pricing policies.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

The following skills must be assessed as part of this unit:

- use and maintenance of electronic labelling and ticketing equipment
- interpersonal communication skills to:
 - provide information to staff
 - provide feedback to management through clear and direct communication
 - share information

REQUIRED SKILLS AND KNOWLEDGE

- give instructions
- use language and concepts appropriate to cultural differences
- use and interpret non-verbal communication
- literacy and numeracy skills in relation to:
 - machine or manual preparation of labels and tickets
 - reading and interpreting store policies and procedures
 - merchandise presentation and pricing.

The following knowledge must be assessed as part of this unit:

- store policies and procedures, in regard to:
 - merchandising, pricing and ticketing
 - merchandise range
 - storage of stock
 - stock rotation and replenishment
 - minimum stock levels required
- procedure for accessing information and implementing price changes
- principles of display and design
- location of display areas
- availability and use of materials
- store promotional themes
- occurrence and timing of store promotions, including advertising, catalogues and special offers
- load-bearing capacity of fixtures and display areas
- correct storage procedures for labelling and ticketing equipment and materials
- relevant OHS legislation and codes of practice
- relevant legislation and statutory requirements, including Trade Practices and Fair Trading Acts
- pricing procedures, including GST requirements
- relevant industry codes of practice
- principles and techniques of interpersonal communication skills
- manufacturer specifications for the use of electronic labelling and ticketing equipment.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the

EVIDENCE GUIDE

performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- implements store policies and procedures in regard to displaying, merchandising, ticketing and pricing of stock
- coordinates and monitors display, promotion and presentation of merchandise according to store policies and procedures and legislative requirements
- identifies products to be advertised or promoted according to store merchandising policies
- coordinates construction and maintenance of displays within time schedule set in regard to advertising, catalogues, special offers and in-store promotions in a safe and secure manner
- informs staff of pricing policies, promotions, special events, display standards and requirements and timing for dismantling and disposal of displays
- evaluates and reports sales and presentation effectiveness of store merchandising and promotional activities to management and staff as required by store policies and procedures.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail environment
- pricing and ticketing equipment
- merchandise for display
- display materials and props
- relevant documentation, such as:
 - store policy and procedures manuals on merchandising
 - OHS requirements
 - manufacturer instructions and operation manuals on electronic ticketing equipment
 - legislation and statutory requirements
 - industry codes of practice
 - a work team.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Displays may be located in a variety of areas, including:

- windows
- shelves
- walls
- fixtures on floor
- permanent or temporary
- interior or exterior
- publicly accessible areas.

RANGE STATEMENT

Staff may be:

- full-time, part-time, casual or contract
- from within or outside own work team
- from a range of social, cultural and ethnic backgrounds.

Display standards and requirements may include :

- setting up new displays
- maintaining existing displays
- ticketing and display signage
- safety.

Promotions and special events may include:

- stock characteristics
- industry codes of practice.

Display information may include:

- product brand
- product characteristics, such as:
 - size
 - weight capacity
 - materials
- special guarantees
- price
- discount information.

Customers may include:

- new or repeat contacts
- external and internal contacts
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field	Merchandising

SIRXSL003A Coordinate sales performance

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to implement and monitor adherence to sales policies and procedures, and monitor the achievement of sales targets.

Application of the Unit

Application of the unit

This unit requires the team member to implement and monitor store policies and procedures and relevant legislation in relation to sales transactions, and to provide feedback to management and staff on sales performance in relation to sales targets and planning. Those with managerial responsibility undertake this role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Implement sales policies and procedures.	1.1 Implement and monitor adherence to <i>store policy and procedures</i> and <i>relevant legislation</i> in regard to <i>selling</i>. 1.2 Implement and monitor store policy and procedures in regard to <i>sales transactions</i>. 1.3 Monitor <i>team</i> to ensure information is entered into point-of-sale equipment accurately. 1.4 Monitor team to ensure the efficient and safe <i>handling</i> of goods through point-of-sale areas. 1.5 Monitor team to ensure that products and services are matched to <i>customer</i> needs.
2 Monitor achievement of sales targets.	2.1 Monitor and record individual and department sales targets according to store policy. 2.2 Monitor and record store sales results in line with sales targets and according to store policy.

ELEMENT**PERFORMANCE CRITERIA**

- 2.3 Provide ***feedback*** to management and staff on sales performance in relation to sales targets and planning.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
 - provide feedback, coaching and performance analysis through clear and direct communication
 - ask questions to identify and confirm requirements
 - share information
 - give instructions
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- literacy skills in regard to:
 - reading and understanding store policy and procedures
 - processing, recording and documenting information
- numerical skills in regard to:
 - analysis of store, department and individual sales figures.

The following knowledge must be assessed as part of this unit:

- store policies and procedures, in regard to:
 - external and internal customer contact
 - selling products and services
 - allocated duties and responsibilities
- store merchandise and services
- customer profile
- location of store departments and importance of sales to store performance
- store and department sales targets
- factors that enhance sales performance
- stock control procedures

REQUIRED SKILLS AND KNOWLEDGE

- relevant legislation and statutory requirements
- relevant industry codes of practice
- relevant OHS requirements
- pricing procedures, including GST requirements
- principles and techniques of interpersonal communication.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- consistently applies store policies and procedures and industry codes of practice in regard to customer service and selling products and services
- implements and monitors store policies and procedures in relation to sales transactions, including non-cash sales and variations to standard sales transactions
- monitors and provides feedback to management and staff on sales performance in relation to sales targets and planning.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
 - policy and procedures manuals
 - individual and department sales targets and results
 - reporting proformas
 - legislation and statutory requirements
- a sales team
- point-of-sale equipment and materials.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of the candidate in the workplace
- third-party reports from a supervisor
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Store policy and procedures in regard to:

- selling products and services
- sales transactions
- reporting.

RANGE STATEMENT

Relevant legislation may include:

- Trade Practices and Fair Trading Acts
- tobacco laws
- liquor laws
- lottery legislation
- industry codes of practice
- OHS
- sale of second-hand goods
- sale of X and R rated products
- pricing procedures, including GST requirements
- trading hours
- transport, storage and handling of goods.

Selling may include:

- face to face
- telephone
- internet.

Sales transactions may include:

- cash
- EFTPOS
- cheque
- credit card
- store card
- lay-by
- gift voucher.

Team may include:

- full-time, part-time, casual or contract staff
- people with varying degrees of language and literacy
- people from a range of cultural, social and ethnic backgrounds
- people with a range of responsibilities and job descriptions.

Handling techniques may vary according to:

- stock characteristics
- OHS
- industry codes of practice.

RANGE STATEMENT

Customers may include:

- new or repeat contacts
- external or internal contacts
- customers with routine or special requests
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Feedback to management and staff may include:

- presentations
- reports
- informal meetings
- email
- financial reports
- business documents
- records of store sales.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Sales

SITHACS005A Prepare rooms for guests

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment.

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

Application of the Unit

This unit applies to housekeeping attendants in all tourism and hospitality establishments where accommodation is provided.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

This unit must be assessed after the following prerequisite units:

SITXOHS002A Follow workplace hygiene procedures

SITHACS006A Clean premises and equipment.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Set up equipment and trolleys.	1.1 Select and prepare equipment required for servicing rooms. 1.2 Identify supplies for trolleys and select or order them in sufficient numbers according to enterprise procedures. 1.3 Load trolleys safely with adequate supplies according to enterprise procedures.
2 Access rooms for servicing.	2.1 Identify rooms requiring service from information supplied to housekeeping staff. 2.2 Access rooms according to enterprise customer service and security procedures.
3 Make up beds.	3.1 Strip beds and mattresses and check pillows and linen for stains and damage. 3.2 Remove stains according to enterprise procedures. 3.3 Replace bed linen according to enterprise standards and procedures.
4 Clean and clear rooms.	4.1 Clean rooms in the correct order and with minimum disruption to guests. 4.2 Clean and check all furniture, fixtures and fittings according to enterprise procedures and safety and hygiene guidelines. 4.3 Reset all items according to enterprise standards. 4.4 Check, replenish or replace room supplies according to enterprise standards. 4.5 Identify pests promptly and take appropriate action according to safety and enterprise procedures. 4.6 Check rooms for any defects and report them according to enterprise procedures. 4.7 Record damaged items according to enterprise procedures.

- 4.8 Report promptly any unusual or suspicious items or occurrences according to enterprise procedures.
 - 4.9 Collect guest items that have been left in vacated rooms and store them according to enterprise procedures.
- 5 Clean and store trolleys and equipment.
 - 5.1 Clean trolleys and equipment after use according to safety and enterprise procedures.
 - 5.2 Store all items according to enterprise procedures.
 - 5.3 Check supplies and items and replenish or reorder them according to enterprise procedures.

Required Skills and Knowledge

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

The following skills must be assessed as part of this unit:

problem-solving skills to identify and deal with problems related to room servicing, and fabric and carpet stains

literacy skills to read schedules and timetables for room servicing, product labels and product safety instructions.

The following knowledge must be assessed as part of this unit:

cleaning procedures and techniques for various surfaces and equipment, including wet and dry

correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials

enterprise procedures and standards in relation to presentation of guest rooms

safe work practices relating to use of cleaning chemicals and equipment, bending and manual handling

security and safety issues for guest rooms.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

demonstrated ability to organise and carry out the complete servicing of a guest room

ability to undertake duties according to organisational health, safety and security practices

ability to complete servicing within the timeframe required by a commercial accommodation establishment.

Context of and specific resources for assessment

Assessment must ensure:

demonstration of skills within a fully equipped operational accommodation environment, as defined in the Assessment Guidelines, including fully equipped guest rooms requiring cleaning, housekeeping storage areas and all housekeeping equipment required for room cleaning

demonstration of skills in cleaning and preparing multiple rooms within industry-realistic timeframes.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

direct observation of the candidate preparing and servicing a guest room

inspection of rooms cleaned by the candidate

written and oral questions to test knowledge about housekeeping and room preparation procedures

review of portfolios of evidence and

third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Equipment must include:

cleaning agents and chemicals
vacuum cleaners
mops
brushes
buckets
cleaning and polishing cloths
gloves
protective clothing.

Rooms may include:

bathroom

bedroom
lounge
kitchen
balcony
lobby or vestibule.

Furniture, fixtures and fittings may include:

floor surfaces
mirrors and glassware
wardrobes
soft furnishings
desks
light fittings
telephones
televisions
refrigerators
shelving.

Room supplies may include:

stationery
linen
bathroom supplies
enterprise promotional material
local tourist information
magazines and newspapers
mini-bar supplies
glassware
crockery
cutlery
tea, coffee, sugar and milk
biscuits
discretionary supplies and gifts such as fruit, beverages and chocolates.

Unit Sector(s)

Hospitality

Competency field

Accommodation Services

TAAASS401C Plan and organise assessment

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competence required to plan and organise the assessment process, including recognition of prior learning (RPL), in a competency-based assessment system.

Application of the Unit

This unit addresses the competence of planning the assessment process and making the organisational arrangements which enable assessment to occur. It includes assessments carried out as part of a Recognition of Prior Learning Process (RPL) or as part of a learning and assessment pathway.

The critical focus of this unit is on developing an assessment plan that will be used to guide assessor/s in conducting competency-based assessments. The unit also covers contextualisation of the assessment benchmarks and assessment tools to address the environment in which assessment will take place and organising the human, material and physical resources needed to conduct the assessment.

This competence applies to planning and organising an assessment process, including RPL which may involve single or multiple candidates being assessed against individual or multiple unit/s of competency.

The planning function in assessment is distinguished as a discrete activity and may be undertaken by the assessor responsible for assessing the candidates reflected in the assessment plan or by another person in the organisation.

This competence is to be applied in the context of an existing assessment strategy which documents the overall framework for assessment at a qualification level. In this context, the assessment plan adds further detail relating to the specific organisational arrangements for assessment/s, including RPL against individual unit/s of competency.

The competence of developing an assessment strategy is separately addressed in two other units of the **TAA04 Training and Assessment Training Package: TAADES501B Design and develop learning strategies** (in a learning and assessment pathway) and **TAAASS501B Lead and co-ordinate assessment systems and services** (in an assessment only pathway).

The achievement of this unit includes interpretation of competency standards, (where competency standards are used as the benchmarks for assessment). **TAADES401B Use Training Packages to meet client needs** addresses this skill in depth.

The competence specified in this unit is typically required by assessors, workplace supervisors with assessment planning responsibilities, trainers or other assessors responsible for planning assessment, including RPL

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Determine approach for assessment	1.1 Candidate/s are identified/confirmed and the purpose/s and context of assessment/ RPL are established/ confirmed with relevant people in accordance with legal/organisational/ethical requirements 1.2 A decision is made whether assessment will be undertaken within an RPL, a learning and assessment pathway or a combined approach 1.3 The assessment strategy is accessed and used to guide the development of the assessment plan, where applicable 1.4 The benchmarks for assessment/ RPL are identified/confirmed and accessed
2 Prepare the assessment/	2.1 The assessment benchmarks are interpreted to determine the evidence and types of evidence

- RPL plan**
- needed to demonstrate competency in accordance with the **rules of evidence**
- 2.2 Where competency standards are used as benchmarks, **all component parts of the competency standards**, are addressed in defining and documenting the evidence to be collected
- 2.3 Any **related documentation** to support planning the assessment process is accessed and interpreted
- 2.4 **Assessment/RPL methods** and **assessment tools** are **selected/confirmed** which address the evidence to be collected in accordance with the **principles of assessment**
- 2.5 Specific **material and physical resources** required to collect evidence are identified and documented
- 2.6 Roles and responsibilities of all people involved in the assessment process are clarified, agreed and documented
- 2.7 Timelines and time periods for evidence collection are determined and all information to be included in the **assessment plan** is documented
- 2.8 The assessment/RPL plan is confirmed with **relevant personnel**
- 3 **Contextualise and review assessment/ RPL plan**
- 3.1 **Characteristics of the candidate/s** and any allowances for **reasonable adjustments and/or specific needs** are identified/clarified with relevant people and documented
- 3.2 Where required, competency standards are **contextualised**, to reflect the operating environment in which assessment will occur, in accordance with **contextualisation guidelines**
- 3.3 Selected assessment methods and assessment tools are examined and adjusted, where required, to ensure continuing applicability taking into account: any contextualisation of competency standards
reasonable adjustment/s, where identified
integration of assessment activities, where appropriate and practical

capacity to support **recognition of prior learning**

- 3.4 Adjusted assessment tools are reviewed to ensure the specifications of the competency standards are still addressed
 - 3.5 The assessment plan is updated, as needed, to reflect ongoing contextualisation needs, any changes in organisational resource requirements or changes in response to the conduct of assessment
 - 3.6 Assessment plan/s are stored and retrieved in accordance with **assessment system policies and procedures** and legal/organisational/ethical requirements
- 4 **Organise assessment/ RPL arrangements**
- 4.1 Identified material and physical resource requirements are arranged in accordance with assessment system policies and procedures and legal/organisational/ethical requirements
 - 4.2 Any **specialist support** required for assessment/ RPL is organised and arranged in accordance with organisational/ethical/legal requirements, where required
 - 4.3 Roles and responsibilities of all people involved in the assessment/ RPL process are organised
 - 4.4 Effective **communication strategies** are established to encourage regular communication flow and feedback with relevant people involved in the assessment/RPL process
 - 4.5 Assessment/ RPL record keeping and reporting arrangements are confirmed

Required Skills and Knowledge

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

Required skills

cognitive interpretation skills to:

accurately interpret competency standards and other assessment documentation

identify opportunities for integrated competency assessment

contextualise competency standards to the operating assessment environment, including RPL

sort information

observation skills to:

assess the effectiveness of the organisation's assessment, including RPL operations

identify where improvement to the assessment process can be made

identify where improvement to RPL policy and procedures can be made

technology skills to:

use appropriate equipment and software to communicate effectively with others

research and evaluation skills to:

obtain competency standards and other assessment information, assessment tools and other relevant assessment resources

research candidate characteristics and any reasonable adjustment needs

identify and confirm required material and physical resources

evaluate feedback, and determine and implement improvements to processes

make recommendations

planning skills relating to formulation of the assessment plan

organisational skills relating to organising resources required

literacy skills to:

read and interpret relevant information to design and facilitate assessment and recognition processes

prepare required documentation and information for those involved in assessment processes

communication skills to:

discuss assessment, including RPL processes with clients and assessors

establish professional relationships and networks

sensitivity to access and equity considerations and candidate diversity

capacity to promote and implement equity, fairness, validity, reliability and flexibility in planning an assessment process

Required knowledge

competency-based assessment: work focused, criterion referenced, standards-based, evidence-based

the different purposes of assessment and different assessment contexts, including RPL.

how to read and interpret the identified competency standards as the benchmarks for

assessment

how to contextualise competency standards within relevant guidelines

the four principles of assessment and how they guide the assessment process

what is evidence and different types of evidence used in competency-based assessments, including RPL

the four rules of evidence and how they guide evidence collection

different types of assessment methods, including suitability for collecting various types of evidence

assessment tools and their purpose; different types of tools; relevance of different tools for specific evidence gathering opportunities

different resource requirements for assessment and associated costs

where to source other relevant assessment information and how to incorporate this into the plan

the principles of inclusivity, and strategies for reasonable adjustment, without compromise to the competency standards

sources and types of specialist support to candidates

methodologies suitable for reviewing assessment tools

the assessment system policies and procedures established by the industry and/or organisation

the RPL policies and procedures established by the organisation

risks and requirements associated with different assessment applications in various contexts, including:

capacities of assessors at higher AQF levels

when linked to licensing

legal implications of assessing competence

the relevant organisational/legal/ethical requirements impacting on the planning and organisation of assessment, as set out in the Range Statement of the relevant competency standards

other relevant policy, legislation, codes of practice and national standards including national Commonwealth and state/territory legislation for example:

copyright and privacy laws in terms of electronic technology

security of information

plagiarism

licensing requirements

anti-discrimination including equal opportunity, racial vilification and disability discrimination

workplace relations

industrial awards/enterprise agreements

OHS responsibilities associated with planning and organising assessment, such as:

hazards commonly found, and preferred risk controls for the specific assessment environment

OHS procedures to be observed in the assessment process

safe use and maintenance of relevant equipment

sources of OHS information

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competence against this unit, candidates must be able to provide evidence that they have developed an assessment plan and organised the material resources and personnel to support the assessment process.

The evidence provided must describe how the purpose of assessment was identified; contain structured plans that detail the selection/confirmation of assessment methods and tools, and assessment environments; include appropriate communication strategies with relevant people regarding the assessment process; outline resource requirements and special assistance required throughout the assessment process; and include recording and reporting requirements

Products that could be used as evidence include:

assessment plans
modified/adjusted assessment tools to allow for specific needs
contextualised competency standards
documentation of consultations with clients and other stakeholders regarding the

Processes that could be used as evidence include:

assessment purpose and context

how competency standards and other documents were interpreted

how assessment activities were scheduled

how RPL is incorporated in the assessment process

how resources were identified and obtained

how communication systems were used to include relevant stakeholders in the planning process

how assistance was sought from individuals providing specialist support

Resource implications for assessment include:

access to relevant Training Package/s

access to assessment materials and tools

access to other relevant assessment information

access to suitable assessment venue/equipment

access to RPL policy and procedures

workplace documentation

cost/time considerations

personnel requirements

The collection of quality evidence requires that:

assessment must address the scope of this unit and assessment must address the scope of this unit and reflect all components of the unit, i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills

a range of appropriate assessment methods/evidence gathering techniques is used to determine competency, including RPL.

evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and

Specific evidence requirements must include:

assessment pathway these must be separated by further learning and practice

evidence collected must relate to at least one RPL assessment

assessment meets the rules of evidence

a judgement of competence should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrate

evidence of planning and organising the assessment process on a minimum of two occasions. The evidence collected must:

address the provision of documented assessment plans

cover a range of assessment events

cater for a number of candidates

relate to different competency standards or accredited curricula

address an RPL assessment

involve the contextualisation of competency standards and the selected assessment tools, where required

incorporate consideration of reasonable adjustment strategies

include organisational arrangements

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAAASS402C Assess competence

TAAASS403B Develop assessment tools

TAAASS404B Participate in assessment validation

TAADES401B Use Training Packages to meet client needs

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Purpose/s of assessment may include:

- recognising current existing competence of candidate/s
- determining if competence has been achieved following learning
- establishing candidate/s progress towards achievement of competence
- determining language, literacy, numeracy needs of candidates/s
- certifying competence through a Statement of Attainment
- establishing progress towards a qualification
- determining training gaps of candidate/s
- measuring work performance
- classifying employees/support career progression
- meeting organisational requirements for work - operate equipment/develop new skills
- licensing or regulatory requirements

Context of assessment/ RPL may include:

- part of the enrolment process
- the environment in which the assessment/RPL will be carried out, including real work/simulation
- opportunities for collecting evidence in a number of situations
- relationships between competency standards and evidence to support recognition of prior learning
- who carries out the assessment/RPL
- relationships between competency standards and work activities in the candidate's

	workplace
	relationships between competency standards and learning activities
	auspicing and partnership arrangements
	the period of time during which the assessment takes place
	apportionment of costs/fees, if applicable
	quality assurance mechanisms
Relevant people must include:	the candidate/s
	the assessor/s responsible for conducting the assessment/RPL, which may be self or other assessors
Relevant people may include:	the client, company or organisation
	team leaders, managers, supervisors
	delivery personnel
	technical/subject experts
	training and assessment coordinators
	RPL coordinators
	industry regulators
	employee and employer representatives
	members of professional associations
	Commonwealth department
	official/Centrelink personnel/caseworker
	Australian Apprenticeship Centre (AAC) personnel
Legal/organisational/ethical requirements may include:	assessment system policies and procedures
	assessment strategy requirements
	reporting, recording and retrieval systems for assessment, including RPL
	quality assurance systems
	business and performance plans
	access and equity policies and procedures
	collaborative/partnership arrangements
	defined resource parameters
	mutual recognition arrangements

industrial relations systems and processes,
 awards/enterprise agreements
 Australian Quality Training Framework
 (AQTF2007)
 registration scope
 human resources policies/procedures
 legal requirements including
 anti-discrimination, equal employment, job
 role/responsibilities/conditions
 relevant industry codes of practice
 confidentiality and privacy requirements
 OHS considerations, including:
 ensuring OHS requirements are adhered to
 during the assessment process
 identifying and reporting OHS hazards and
 concerns to relevant personnel

The **assessment strategy** is a documented
 framework to guide and structure assessment
 arrangements for a vocational education and
 training qualification. In a learning and
 assessment pathway it is addressed as part of
 the learning strategy. In an assessment only
 pathway it is a separate document. The
 assessment strategy may encompass:

the identification of the competency
 standards forming the qualification and
 interpretation of the packaging rules of the
 qualification, where part of a Training
 Package
 interpretation of the competency standards as
 the benchmarks for assessment
 application of Training Package Assessment
 Guidelines, where part of a Training Package
 arrangements for RPL, including provision
 of guidance and assistance to candidates in
 gathering and evaluating evidence
 determination of assessment methods for
 identified competency standards
 selection of assessment tools for identified
 competency standards
 organisational arrangements for assessment,
 including physical and human resources,
 roles and responsibilities and partnership
 arrangements (where relevant)
 nominated quality assurance mechanisms
 identified risk management strategies

Benchmark/s for assessment/ RPL refers

the criterion against which the candidate is

to: assessed or prior learning recognised which, may be a competency standard/unit of competency, assessment criteria of course curricula, performance specifications, product specifications

Evidence is: material collected which, when matched against the specifications in the competency standards, provides proof of competency achievement

Types of evidence may include:

- direct, e.g. observation of work activities under real/simulated work conditions, examples of work products
- indirect, e.g. third party reports from a range of sources
- supplementary, e.g. question and answer, work records, training records, portfolios
- candidate gathered evidence
- assessor gathered evidence
- current/recent/historical
- combination of above

The **rules of evidence** guide the evidence collection process to ensure evidence is:

- valid, for example:
 - address the elements and Performance Criteria
 - reflect the skills and knowledge described in the relevant unit/s of competency
 - show application in the context described in the Range Statement
 - demonstrate performance skills and knowledge are applied in real/simulated workplace situations

- current, for example:
 - demonstrate the candidate's current skills and knowledge
 - comply with current standards

- sufficient, for example:
 - demonstrate competence over a period of

time

demonstrate repeatable competence

not inflate the language, literacy and numeracy requirements beyond those required in performing the work task

authentic, for example:

be the work of the candidate

be corroborated/verified

All component parts of the competency standards refers to:

Elements

Performance Criteria

Employability Skills

Range Statement including advice on:

range of contexts/conditions to be met in assessment

aspects of the Performance Criteria that can be contextualised

information which adds definition to support assessment

links to knowledge and skills

underpinning language, literacy and numeracy requirements

Evidence Guide requirements, including:

underpinning/required knowledge

underpinning/required skills and attributes

underpinning language, literacy and numeracy requirements

critical aspects of evidence to be considered/quality evidence requirements

concurrent assessment and interdependence of units

assessment methods/resources/context

dimensions of competency, which include:

task skills

task management skills
contingency management skills
job role/environment skills

requirements set out in the Assessment
Guidelines of the relevant Training
Package/s

Related documentation may include:

information from the competency standards
about the resources required for assessment,
the assessment context, appropriate
assessment methods

assessment activities identified in accredited
modules derived from the relevant
competency standards

assessment activities in Support Materials
related to the relevant competency standards

RPL policy and procedures

any requirements of OHS, legislation, codes
of practice, standards and guidelines

indicators and levels of competence of the
National Reporting System

organisational requirements for
demonstration of work performance

product specifications

direct observation, for example:

real work/real time activities at the
workplace

work activities in a simulated workplace
environment

Assessment/ RPL methods are the particular
techniques used to gather different types of
evidence and may include:

structured assessment activities, for example:

simulation exercises/role-plays

projects

assignments

presentations

activity sheets

questioning, for example:

written questions, e.g. on a computer

interviews

self-assessment

verbal questioning questionnaires

oral/written examinations (for higher AQF levels)

portfolios, for example:

collections of work samples by the candidate

product with supporting documentation

historical evidence

journal/log book

information about life experience

review of products, for example:

products as a result of a project

work samples/products

third party feedback, for example:

testimonials/reports from

employers/supervisors

evidence of training

authenticated prior achievements

interview with employer, supervisor, peers

the instruments developed from the selected assessment methods to be used for gathering evidence such as:

a profile of acceptable performance measures

templates/proformas

specific questions or activities

evidence/observation checklists

checklists for the evaluation of work samples

candidate self-assessment materials

Assessment tools contain:	the procedures, information and instructions for the assessor/candidate relating to the use of assessment instruments and assessment conditions
Selected/confirmed means:	selected on the basis that they are suitable and effective in collecting the evidence in light of the purpose and context confirmed in accordance with the assessment strategy, where appropriate
Principles of assessment are:	fairness flexibility reliability validity
Material and physical resources may include:	documents required for the assessors and candidates, including competency standards and assessment tools plant and equipment technology personal protective equipment venues for assessment adaptive technologies physical adjustments to assessment environment
Assessment plan is the overall planning document for the assessment process and may include:	the purpose and aims of the assessment the context of assessment/RPL relevant competency standards to be used as the benchmarks for assessment/RPL other assessment information/documentation identified as relevant identified personnel identified assessment methods and assessment tools possibilities for clustering units of competency for assessment purposes identified OHS hazards, including assessed risks and control strategies

material and/or physical resources required
organisational arrangements for conducting
assessment/RPL

OHS reporting requirements

any special assessment needs, e.g. personal
protective equipment requirements

outline of assessment milestones, time lines
and target dates

candidate self-assessment procedures

connections to relevant organisational plans,
policies and procedures

Relevant personnel may include:

self in such contexts as one-person/small
training and/or assessment organisation

lead assessor

training and/or assessment
supervisor/coordinator

training and/or assessment manager

Characteristics of the candidate/s may
include:

level of work experience

level and experiences of previous learning
and assessment

motivation for assessment -
personal/organisational

English language, literacy and/or numeracy
levels/needs

physical impairment or disability involving
hearing, vision, voice, mobility

intellectual impairment or disability

medical condition such as arthritis, epilepsy,
diabetes, asthma that is not obvious but may
impact on assessment

differences in learning progress

psychiatric or psychological disability

religious and spiritual observances

cultural background images/perceptions

age

gender

Reasonable adjustments and/or specific needs must not compromise the integrity of the competency standards and may include:

adjustments to the assessment process taking into account candidate's language, literacy, numeracy requirements

provision of personal support services, for example, reader, interpreter, attendant carer, scribe, member of community in attendance

use of adaptive technology or special equipment

flexible assessment sessions to allow for fatigue or administering of medication

format of assessment materials, for example, in braille, first language, use of audiotape/ videotape

adjustments to the physical environment or venue

revising proposed assessment methods/tools

considerations relating to age and/or gender,

considerations relating to cultural beliefs, traditional practices, religious observances

Contextualised means:

to change the wording of some component parts of the competency standard to reflect the immediate operating environment

Contextualisation guidelines relate to:

DEST Guidelines on Training Package Contextualisation

relevant Training Package contextualisation guidelines

Recognition of prior learning is defined as:

an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to and/or partial or total completion of a qualification

Assessment system policies and procedures may include:

candidate selection

rationale and purpose of competency-based assessment

assessment records/data

management/information management

recognition of current

competency/recognition of prior learning/credit arrangements
assessors - needs, qualifications, maintaining currency
assessment reporting procedures
assessment appeals
candidate grievances/complaints
validation
evaluation/internal audit
costs/resourcing
access and equity/reasonable adjustment
partnership arrangements
links with human resource or industrial relations systems
links with overall quality management system

Specialist support may include:

assistance by third party - carer, interpreter
development of online assessment activities
support for remote or isolated candidates and/or assessors
support from subject matter or safety experts
advice from regulatory authorities
assessment teams/panels
support from lead assessors
advice from policy development experts

Communication strategies may include:

interviews (face-to-face or telephone)
email, memos and correspondence
meetings
video conferencing/e-based learning
focus groups
email, memos and correspondence
meetings
video conferencing/e-based learning
focus groups

Unit Sector(s)

Not applicable.

Competency Field

Assessment

TAAASS402C Assess competence

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competence required to assess the competence of a candidate.

Application of the Unit

This unit addresses the competence of conducting competency assessment in accordance with a developed assessment plan. It includes assessment for recognition of prior learning (RPL) or as part of a learning and assessment pathway.

The critical focus of this unit is on interpreting the collected evidence and making a judgement of competence against the specified competency standards by applying the principles of assessment and rules of evidence. This unit also covers demonstration of the professional relationship between assessor and candidate/s and the skills needed to support this relationship.

The achievement of this unit includes interpretation of competency standards, (where competency standards are used as the benchmarks for assessment). **TAADES401B Use Training Packages to meet client needs** addresses this skill in depth.

This unit does not address the development of an assessment/RPL plan or organisation of required resources for assessment/RPL, which is addressed in **TAAASS401C Plan and organise assessment**.

The competence specified in this unit is typically required by assessors.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Establish and maintain the assessment environment	1.1 The assessment/ RPL plan is interpreted and assessment system policies and procedures and organisational/ legal/ethical requirements for conducting assessment are confirmed with relevant people 1.2 The relevant benchmarks for assessment/ RPL and nominated assessment tools are accessed and interpreted to confirm the evidence to be collected and how it is to be collected 1.3 Details of the assessment/ RPL plan and the assessment process are explained, discussed and clarified with the candidate including opportunities for assessment, reasonable adjustment, re-assessment and appeals 1.4 Proposed changes to the assessment process are negotiated and agreed with the candidate, where relevant
2 Gather quality evidence	2.1 The assessment/ RPL plan is followed to guide the conduct of assessment and assessment methods and assessment tools are used to gather, organise and document evidence in a format suitable for determining competence 2.2 The principles of assessment and rules of evidence are applied in gathering quality evidence 2.3 Opportunities for evidence gathering in work activities/simulated work activities are determined with the candidate and relevant personnel

- 2.4 Opportunities for integrated assessment activities/ RPL are identified and assessment tools are modified, where required
- 2.5 Identified assessment/ RPL system policies and procedures and organisational/legal/ethical and requirements for assessment are addressed
- 3 **Support the candidate**
 - 3.1 Candidates are **guided** in gathering their own evidence to support **recognition of prior learning**
 - 3.2 Appropriate **communication** and **interpersonal skills** are used to develop a professional relationship with the candidate which reflects sensitivity to **individual differences** and enables two-way **feedback**
 - 3.3 Decisions on reasonable adjustment/s, where applicable, are made with the candidate, based on candidate's needs and characteristics
 - 3.4 Reasonable adjustments must maintain the integrity of the relevant competency standards and provide balanced application of the principles of assessment and rules of evidence
 - 3.5 **Specialist support** is accessed, where required, in accordance with the assessment plan
 - 3.6 Any occupational health and safety (OHS) risk to person or equipment is **addressed** immediately
- 4 **Make the assessment decision**
 - 4.1 **Limitations** in obtaining and evaluating quality evidence are identified and assistance is sought, where required, from relevant people
 - 4.2 Collected evidence is examined and evaluated to ensure that it reflects the evidence required to demonstrate competency and which:
 - encompasses **all component parts of the competency standards** and the dimensions of competency (where competency standards are the benchmarks for assessment/ RPL)
 - addresses other **related documentation**
 - complies with the rules of evidence
 - 4.3 **Judgement** is used to infer whether competence has been demonstrated, based on the available

evidence

- 4.4 Relevant assessment, including RPL, system policies and procedures and organisational/legal/ethical considerations are addressed in making the assessment decision
- 4.5 Clear and constructive feedback is provided to the candidate regarding the assessment decision and a follow-up **action plan** is developed, where required
- 5 **Record and report the assessment decision**
 - 5.1 Assessment/ RPL outcomes are recorded promptly and accurately in accordance with assessment/ RPL system policies and procedures and organisational/legal/ethical requirements
 - 5.2 An **assessment report** is completed and processed in accordance with assessment system policies and procedures and organisational/legal/ethical requirements
 - 5.3 **Recommendations** for follow up action are submitted to relevant people, where required
 - 5.4 **Other relevant parties** are informed of the assessment decision where required, and in accordance with confidentiality conventions
- 6 **Review the assessment process**
 - 6.1 The assessment/ RPL process is reviewed against **criteria in consultation** with relevant people to improve and modify future assessment practice
 - 6.2 The review is documented and recorded in accordance with relevant assessment system policies and procedures and organisational/legal/ethical requirements
 - 6.3 Reflection skills are used to review and self-evaluate assessment practice

Required Skills and Knowledge

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

Required skills

analysis and interpretation skills to:

unpack competency standards

interpret assessment tools and other assessment information, including those used in RPL

identify candidate needs

make judgements based on assessing available evidence

observation skills to:

recognise candidate prior learning

determine candidate readiness for assessment

observe candidate performance

identify when candidate may need assistance throughout the assessment processes

research and evaluation skills to:

access required human and material resources for assessment

access assessment system policies and procedures

access RPL policies and procedures

evaluate evidence

evaluate the assessment process

cognitive skills to:

weigh up the evidence and make a judgement

consider and recommend reasonable adjustments

decision making skills to:

recognise a candidate's prior learning

make a decision on a candidate's competence

literacy skills to:

read and interpret relevant information to conduct assessment

prepare required documentation and records/reports of assessment outcomes in required format

communications/interpersonal skills to:

explain the assessment, including RPL process to the candidate

give clear and precise instructions

ask effective questions

provide clarification

discuss process with other relevant people

give appropriate feedback to the candidate
discuss assessment outcome with the candidate
using language appropriate to the candidate and assessment environment
establish a working relationship with the candidate
attributes including:
a willingness to guide and support candidates
capacity to encourage, accept and utilise feedback
sensitivity to individual difference and need
ethical conduct in assessment

Required knowledge

competency-based assessment covering:
vocational education and training as a competency-based system
assessment is criterion referenced/distinction to norm referenced assessment
criterion used in national VET is endorsed or accredited competency standards defining specifications for performance of work/work functions and skills/knowledge
reporting of competency-based assessment
competency standards as the basis of qualifications
the principles of competency-based assessment
the structure and application of competency standards
what are the principles of assessment and how are they applied (validity, reliability, fairness, flexibility)
what are the rules of evidence and how are they applied (valid, authentic, sufficient, current)
the range of assessment purposes and assessment contexts, including RPL
different types of assessment methods, including suitability for gathering various types of evidence; suitability for content of units; resource requirements and associated costs
what are reasonable adjustments/when are they applicable/not applicable
basic evaluation methodologies suitable for reviewing personal assessment practice
types and forms of evidence, including assessment tools that are relevant to gathering different types of evidence used in competency-based assessments, including RPL
practical knowledge of the potential barriers and processes relating to assessment tools and methods
the assessment system and assessment policies and procedures established by the industry, organisation or training authority
the RPL policies and procedures established by the organisation

cultural sensitivity and equity considerations

relevant policy, legislation, codes of practice and national standards including national Commonwealth and state/territory legislation for example:

copyright and privacy laws in terms of electronic technology

security of information

plagiarism

Training Packages/competency standards

licensing requirements

industry/workplace requirements

duty of care under common law

recording information and confidentiality requirements

anti-discrimination including equal opportunity, racial vilification and disability discrimination

workplace relations

industrial awards/enterprise agreements

OHS responsibilities associated with assessing competence such as:

requirements for reporting hazards and incidents

emergency procedures and procedures for use of relevant personal protective equipment

safe use and maintenance of relevant equipment

sources of OHS information

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

To demonstrate competence against this unit, candidates must be able to provide evidence that they can assess the competence of another individual through a process of collecting and reviewing evidence and making an informed judgement.

The evidence provided must show: how the assessment environment was established and how the candidate's needs were met; how the

units of competency were interpreted to determine the evidence requirements; how the assessment plan was followed; how the assessment tools were used in collecting evidence; the basis for the assessment decision using the rules of evidence; communication skills used to guide, support and provide feedback to the candidate during the assessment process; records and reports; and how the assessment process was reviewed.

Products that could be used as evidence include:

completed RPL/assessment tools/templates/checklists
documentation of evidence collected and assessment, including RPL decisions
feedback from candidate/assessor/supervisor/RPL coordinator
feedback to candidate with recommendations for future options
completed assessment/RPL records/reports
reviews of assessment practices and recommended changes to future practices

Processes could be used as evidence include:

how competency standards and other documents were interpreted
how assessment activities, including RPL, were scheduled
how the assessment plan was modified to meet candidate needs
how evidence was collated and evaluated against the rules of evidence

Resource implications for assessment include:

access to candidates to be assessed
access to competency standards
access to assessment materials and tools
access to suitable assessment venue/equipment
workplace documentation
access to RPL policies and procedures
access to documentation/records of candidate

to determine specific requirements
cost/time considerations
personnel requirements

The collection of quality evidence requires that:

assessment must address the scope of this unit and reflect all components of the unit, i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills

a range of appropriate assessment methods/evidence gathering techniques is used to determine competency

evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

evidence collected must relate to at least one example of a RPL assessment

assessment meets the rules of evidence

a judgement of competence should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

carrying out assessment of a number of candidates, assessed against different units of competency or accredited curricula, following the relevant assessment plan

at least one candidate must be assessed through an assessment only pathway

at least one candidate must be assessed for RPL

at least one assessment must include consideration of reasonable adjustment and the reasons for decisions and approach

all must show:

the application of different assessment methods and tools involving a range of assessment activities and events

demonstration of two-way communication and feedback

how judgement was exercised in making the assessment decision how and when assessment outcomes were recorded and reported

completion of assessment records/reports in accordance with assessment system - legal/organisational ethical requirements

how the assessment process was reviewed and the review outcomes documented

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAAASS401C Plan and organise assessment

TAAASS403B Develop assessment tools

TAAASS404B Participate in assessment validation

TAADES401B Use Training Packages to meet client needs.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

An **assessment/ RPL plan** is the overall planning document for the assessment process and may include:

the purpose and aims of the assessment, including RPL

the context of assessment

Assessment system policies and procedures may include:

identified personnel
relevant competency standards and other assessment documentation
relationship with RPL policy and procedures
evidence plan
identified assessment methods and assessment tools
possibilities for clustering units of competency for assessment purposes
identified OHS hazards, including assessed risks and control strategies
material/physical resources required
organisational arrangements for conducting assessment
OHS reporting requirements
any special assessment needs, e.g. personal protective equipment requirements
outline of assessment milestones, time lines and target dates
candidate self-assessment procedures
connections to relevant organisational plans, policies and procedures
candidate selection
rational and purpose of competency-based assessment
assessment records/data management/information management
recognition of prior learning
recognition of credit transfer arrangements
assessors - needs, qualifications, maintaining currency
assessment reporting procedures
assessment appeals
candidate grievances/complaints
validation
evaluation/internal audit

costs/resourcing
access and equity/reasonable adjustment
partnership arrangements
links with human resource or industrial relations systems
links with overall quality management system

Organisational/legal/ethical requirements
may include:

assessment system policies and procedures
Recognition of prior learning policies and procedures
reporting, recording and retrieval systems for assessment
licensing/legal ramifications of assessing competence
requirements of training and/or assessment organisations relating to assessment and validation
quality assurance systems
business and performance plans
collaborative/partnership arrangements
policies, procedures and programs
defined resource parameters
mutual recognition arrangements
industrial relations systems and processes, awards/enterprise agreements
Australian Quality Training Framework (AQTF2007) Essential Standards for Registration
registration scope
human resources policies/procedures
legal requirements including anti-discrimination, equal employment, job role/responsibilities/conditions
relevant industry codes of practice
confidentiality and privacy requirements of information relating to completed assessments

	OHS considerations, including: - ensuring OHS requirements are adhered to during the assessment process - identifying and reporting OHS hazards and concerns to relevant personnel
Relevant people may include:	- the candidate/s - other assessors - the client, company or organisation - team leaders, managers, supervisors - trainers/facilitators - RTO coordinators - technical/subject experts - training and assessment coordinators - industry regulators - employee and employer representatives - members of professional associations - Commonwealth department official/Centrelink staff/caseworker - Australian Apprenticeship Centre (AAC) personnel
Benchmark/s for assessment/ RPL refers to:	the criterion against which the candidate is assessed which, may be a competency standard/unit of competency, assessment criteria of course curricula, performance specifications, product specifications
Assessment tools contain both the instrument and the procedures for gathering and interpreting evidence in accordance with designated assessment methods and may include:	- the instruments to be used for gathering evidence such as: - a profile of acceptable performance measures - templates/proformas - specific questions or activities - evidence/observation checklists - checklists for the evaluation of work samples - candidate self-assessment materials - the procedures, information and instructions for the assessor/candidate relating to the use

Reasonable adjustment must not compromise the integrity of the competency standard and may include:

of assessment instruments and assessment conditions

adjustments to the assessment process taking into account candidate's language, literacy, numeracy requirements

provision of personal support services, for example, reader, interpreter, attendant carer, scribe, member of community in attendance

use of adaptive technology or special equipment

flexible assessment sessions to allow for fatigue or administering of medication

format of assessment materials, for example, in Braille, first language, use of audiotape/videotape

adjustments to the physical environment or venue

revising proposed assessment methods/tools

considerations relating to age and/or gender,

considerations relating to cultural beliefs, traditional practices, religious observances

Assessment methods are the particular techniques used to gather different types of evidence and may include:

direct observation, for example:

real work/real time activities at the workplace

work activities in a simulated workplace environment

structured activities, for example:

simulation exercises/role-plays

projects

presentations

activity sheets

questioning, for example:

written questions, e.g. on a computer

interviews

self-assessment

verbal questioning
questionnaires
oral/written examinations (for higher AQF levels)
portfolios, for example:
collections of work samples by the candidate
product with supporting documentation
historical evidence
journal/log book
information about life experience

review of products, for example:
products as a result of a project
work samples/products

third party feedback, for example:
testimonials/reports from
employers/supervisors
evidence of training
authenticated prior achievements
interview with employer, supervisor, peer

Principles of assessment guide the assessment process and must address:

validity
reliability
flexibility
fairness

Rules of evidence are closely related to the assessment principles and provide guidance on the collection of evidence to ensure that it is:

valid
sufficient
authentic
current

Quality evidence addresses the rules of evidence and must:

encompass the Performance Criteria to demonstrate achievement of the outcomes (Elements)
reflect the skills, knowledge and attributes defined in the relevant units of competency

show application of the skills in the context described in the Range Statement

demonstrate competence over a period of time

demonstrate repeatable competence

be the work of the candidate

be able to be verified

demonstrate current skills/knowledge of the candidate

not inflate the language, literacy and numeracy requirements beyond those required in the performance of the competency

Guided means to explain to the candidate:

what is recognition of prior learning

what is assessment

what are assessment tools

how to use these tools

the rules of evidence that must be met by the evidence they provide

Recognition of prior learning is defined as:

an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to and/or partial or total completion of a qualification.

Communication skills may include:

providing constructive and supportive feedback

using active listening

using appropriate questioning to clarify and confirm instructions for evidence gathering

accurately interpreting verbal messages

assisting candidates to paraphrase advice/instructions to the assessor

making clear and concrete presentations of options/advice

Interpersonal skills may include:

accurately interpreting non-verbal messages

	engaging in two-way interaction
	using language appropriate to candidate, assessment context and work performance addressed by competency standards
	using language and concepts appropriate to cultural differences
	using culturally inclusive and sensitive techniques
Individual differences may include:	English language, literacy and numeracy barriers
	physical impairment or disability involving hearing, vision, voice, mobility
	intellectual impairment or disability
	medical conditions such as arthritis, epilepsy, diabetes and asthma that are not obvious but may impact on assessment
	learning difficulties
	psychiatric or psychological disability
	religious and spiritual observances
	cultural images/perceptions
	age
	gender
Feedback may include:	ensuring assessment/RPL process is understood
	ensuring candidate concerns are addressed
	enabling question and answer
	confirming outcomes
	identifying further evidence to be provided
	discussing action plans
	confirming gap training needed
	information regarding available appeal processes
	suggesting improvements in evidence gathering and presentation
Specialist support may include:	assistance by third party - carer, interpreter
	support from specialist educator

	development of online assessment activities
	support for remote or isolated candidates and/or assessors
	support from subject matter or safety experts
	advice from regulatory authorities
	assessment teams/panels
	support from lead assessors
	advice from policy development experts
Addressed may include:	stopping the assessment until the OHS risk is rectified
	stopping the assessment until the equipment is fixed or replaced
Limitations may relate to:	job role and responsibilities
	meeting candidate needs
	assessment panels
	training and/or assessment organisation's quality processes
	personal competency level
	organisational, industry and national training requirements
	personal level of knowledge of competency-based assessment
	legal responsibilities
All component parts of the competency standards refers to:	Elements
	Performance Criteria
	Employability Skills
	Range Statement/range of variables, including:
	contextualisation
	link to knowledge and enterprise requirements
	focus of assessment
	underpinning language, literacy and numeracy requirements

Evidence Guide requirements, including:
underpinning/required knowledge
underpinning/required skills and attributes
underpinning language, literacy and numeracy requirements
critical aspects of evidence to be considered/quality evidence requirements
concurrent assessment and interdependence of units
assessment methods/resources/context

dimensions of competency, which include:
task skills
task management skills
contingency management skills
job role/environment skills

Related documentation may include:

Assessment Guidelines of the relevant Training Package/s
the assessment criteria of accredited modules
evidence to be collected as set out in assessment plans
definition and interpretation of evidence in developed assessment tools
RPL policies and procedures
any requirements of OHS, legislation, codes of practice, standards, guidelines
indicators and levels of competence of the National Reporting System
organisational requirements for work performance
product specifications
integrated competency assessment tool

Judgement is a two-step process and means:
the decision made by the assessor on whether the evidence provided meets the principles of assessment and rules of evidence
the decision made by the assessor, based on the evidence provided and evaluated, on

	whether the candidate is competent/not yet competent
An action plan is required when the decision of not yet competent is recorded and may include:	gap training, further learning additional practice opportunities additional assessment opportunities/evidence gathering opportunities individual facilitation, where relevant referral to specialist support
An assessment report may include:	personal details of candidate details of assessment/s, date, time, venue details of assessor's summary of evidence considered and copies of assessment papers feedback to and from the candidate justification of decision summary of candidate's action plan other critical information including appeals and outcomes sign-off by assessor and candidate electronic/paper reports to funding bodies
Recommendations may include:	recommendations for RPL recommendation to support training and/or assessment in new areas of competency recommendations in the action plan reassessment appeal implications
Other relevant parties may include:	Centrelink personnel Department of Immigration and Multicultural Indigenous Affairs (DIMIA) parties nominated by the candidate parties to be informed because of contractual obligations
Criteria may include:	following the assessment plan confirming and addressing organisational, ethical and legal requirements where appropriate, including OHS

providing appropriate information regarding the assessment process to the candidate and explaining all steps, using effective communication and interpersonal skills

demonstrated application of the rules of evidence and principles of assessment in gathering quality evidence

demonstrated support and guidance to the candidate throughout the assessment process

using assessment methods and tools appropriately to gather, organise and document evidence

applying reasonable adjustments where required/ appropriate, in consultation with relevant people

providing clear and constructive feedback to the candidate regarding the assessment decision

reviewing range of own decisions for consistency

Consultation may involve:

moderation with other assessors, training and assessment coordinators

discussions with the client, team leaders, managers, RPL Coordinators, supervisors, coaches, mentors

technical/subject experts

English language, literacy and numeracy experts

Unit Sector(s)

Not applicable.

Competency Field

Assessment

TAAASS404B Participate in assessment validation

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competence required to participate in an assessment validation process.

Application of the Unit

Validation is a process involving assessors working in collaboration to review, compare and evaluate their assessment process and their assessment outcomes in relation to the same unit/s of competency. This includes validating assessment methods/tools, the evidence that was collected using these assessment methods/tools and the interpretation of that evidence to make a judgement of competence.

Validation forms part of the quality systems of the **training/ and/or assessment organisation** (refer to definition in the Range Statement) and is undertaken to improve the quality of the assessment process.

Validation may be undertaken prior to and post the assessment of candidates and includes validation of formative and summative assessment activities (the latter includes assessment for recognition purposes).

Validation may be an internal process involving assessors from the same training and/or assessment organisation, or it may occur as an external exercise involving assessors from different organisations.

This unit focuses on the skills and knowledge needed to participate in assessment validation. It does not address the competence of leading the validation process - that function is addressed in **TAAASS501B Lead and coordinate assessment systems and services**.

The achievement of this unit includes interpretation of competency standards (where competency standards are used as the benchmarks for assessment). **TAADES401B Use Training Packages to meet client needs** addresses this skill in depth.

Achievement of this unit requires competence in conducting assessment. Therefore **TAAASS402C Assess competence is a prerequisite/co-requisite unit**.

Interpretation of the effectiveness of the assessment plan and selected/modified assessment tools also forms part of this unit of competency. Therefore, competence in the following units is also highly recommended.

TAAASS401C Plan and organise assessment

TAAASS403B Develop assessment tools

The competence specified in this unit is typically required by assessors, lead assessors, training and/or assessment consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for validation	1.1 The purpose, focus and context of validation is confirmed and discussed with relevant people 1.2 The approach to validation is discussed and confirmed in accordance with the defined purpose/s, context, relevant assessment system policies and procedures and organisational/legal/ethical requirements 1.3 Relevant benchmarks for assessment are analysed and the evidence needed to demonstrate that competency is collectively agreed 1.4 Any related documentation relevant to validation proceedings is identified and collectively agreed

	1.5	Material/s to be used in validation sessions are obtained, read and interpreted and validation activities collectively agreed
2	Contribute to validation process	2.1 Active participation in validation sessions and activities is demonstrated using appropriate communications skills 2.2 Participation in validation sessions and activities, includes the review, comparison and evaluation of: the overall assessment process assessment plans interpretation of competency standards or other benchmarks for assessment selection and application of assessment methods selection and use of assessment tools the collected evidence assessment decisions including the exercise of judgement 2.3 The review, comparison and evaluation is undertaken in accordance with the principles of assessment and rules of evidence 2.4 All documents used in the validation process are checked for accuracy and version control
3	Contribute to validation outcomes	3.1 Validation findings are collectively discussed, analysed and agreed to support improvements in the quality of assessment 3.2 Recommendations to improve assessment practice are discussed, agreed and recorded 3.3 Changes to own assessment practice, arising from validation and appropriate to assessment role and responsibilities, are implemented

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competence against this unit candidates must be able to provide evidence that they have actively participated in and have contributed to a minimum of two validation sessions, using different validation approaches and validation activities.

The evidence provided must: explain the validation purpose and context and the legal and ethical responsibilities of assessors; include the collation of documentation to be submitted to the validation process; demonstrate access and interpretation of the competency standard and evidence requirements; demonstrate communication and liaison with relevant people and participation in providing feedback and interpreting documentation in validation sessions; demonstrate how the critical aspects of validation were addressed; show involvement in reviewing findings/outcomes, including, where relevant, contributing to the finalised validation documentation.

Evidence Requirements

Required knowledge includes:

what is competency-based assessment including

vocational education and training as a competency-based system

assessment is criterion referenced/distinction to norm referenced assessment

criterion used in national VET is endorsed or accredited competency standards defining specifications for performance of work/work functions and skills/knowledge

reporting of competency-based assessment

competency standards as the basis of qualifications

the principles of competency-based assessment

the structure and application of competency standards

how to interpret competency standards and other related assessment information to determine the evidence needed to

demonstrate competency including:
the components of competency
assessment of Employability Skills,
dimensions of competency and OHS
requirements
Training Package Assessment Guidelines
the qualification level of units

Australian Qualifications Framework
Guidelines including characteristics of AQF
levels

different assessment methods and which
methods may be appropriate and relevant to
different units/ different parts of individual
units

different types of assessment tools, what
tools work for what types of evidence, what
are well constructed assessment tools and
why

what are the principles of assessment and
how they guide assessment and validation
processes

what are the rules of evidence, why are they
important, particularly in a validation context

the various reasons for carrying out
validation and the different approaches to
validation that may be appropriate:

before assessment

during assessment

after assessment

the critical aspects of validation, including
validation of:

assessment processes

methods and tools

the collected evidence leading to assessment
decisions

assessment decisions

different aspects of quality systems such as:
local/relevant strategies to meet the AQTF
continuous improvement systems
quality assurance policies and processes
Assessment system policies and procedures
records management systems

relevant policy, legislation, codes of practice
and national standards including national
Commonwealth and state/territory legislation
for example:

Training Packages/competency
standards/other assessment benchmarks
licensing requirements
providing accurate information
meeting environmental standards
industry/workplace requirements
duty of care under common law
recording information and confidentiality
requirements
anti-discrimination
workplace relations
industrial awards/enterprise agreements

relevant OHS legislation, codes of practice,
standards and guidelines, impacting on
assessment

Required skills and attributes include:

research skills to:
access and analyse relevant documents for
validation
use a range of source documents to access
information for validation

evaluation/revision skills to:
determine evidence requirements from
competency standards

review assessment process

review assessment methods and tools

review collected evidence

literacy skills to:

read and understand the documents relevant to validation

observation skills to:

evaluate and compare assessment planning, organisation, methods, tools, and evidence documentation leading to assessment judgements

identify where improvements to the assessment process can be made

communications and interpersonal skills to:

effectively participate and contribute to validation activities and sessions

collaborate with colleagues

seek and receive feedback on assessment practice

share sensitive information

maintain confidentiality of sensitive information

gain and maintain trust of colleagues

provide advice and support to colleagues

planning skills to:

participate within agreed timeframes

problem solving skills to:

identify information that is inconsistent, ambiguous or contradictory

suggest/confirm recommendations for improvements in assessment

Products that could be used as evidence

recommendations as a result of reviewing

include:	assessments, and why evaluations of the quality of assessment tools against the identified competency standards evaluations of the evidence collected against identified competency standards, and whether it meets the rules of evidence suggested recommendations discussed for modification
Processes that could be used as evidence include:	how competency standards and other documents were interpreted and evidence requirements identified how assessment decisions were evaluated how assessment feedback was collated and evaluated what contribution was made to validation activities
Resource implications for assessment include:	access to competency standards and other related assessment documentation access to completed assessment tools access to assessment reports/records access to suitable assessment validation venue/equipment access to a validation group access to relevant workplace documentation cost/time considerations meeting personnel requirements retime management
The collection of quality evidence requires that:	assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills a range of appropriate assessment methods/evidence gathering techniques is used to determine competency evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be

Specific evidence requirements must include:

provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competence should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

active participation in a minimum of two validation sessions/meetings which, in combination, address the critical aspects of validation using different validation approaches and activities

clear explanations of the purposes of validation and the legal and ethical responsibilities of assessors

collation of all documentation relating to the validation process in a logical manner

demonstration of communications and liaison with relevant people

provision of feedback and interpretation of documentation in validation sessions

record of contribution to validation findings

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the

candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Training and/or assessment organisation refers to:

a Registered Training Organisation (RTO), i.e. an organisation registered to provide recognised training and assessment services; includes TAFE institutes, private commercial colleges/ companies, enterprises, community organisations, group training companies and schools

an organisation working in a partnership arrangement with an RTO to provide recognised training and assessment services

an organisation that provides non-recognised training and assessment services

Purpose and focus of validation may include:

as part of organisational quality assurance processes

to address an identified area of risk in assessment practice and quality

to demonstrate compliance with the Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations (RTOs)

to ensure assessments meet the evidence requirements of the competency standards or other assessment benchmarks

to provide evidence for external audit

to provide evidence for internal audit

to improve assessment practices

to evaluate the quality of assessment tools

to provide professional development

to increase assessor confidence

to determine whether different assessors using the same tools collect the same types and levels of evidence

to determine whether different assessors interpret the same evidence similarly

to determine whether assessment decisions reflect the principles of assessment and rules of evidence

Context of validation may include:	- internal to the organisation, e.g. same site or across sites - external to the organisation, e.g. in a industry, region, city, state, assessor network through licensing or similar body - with co-assessors - with peers/colleagues from other training and/or assessment organisations
Relevant people must include:	other assessor/s involved in the validation exercise
Relevant people may include:	- lead assessors - managers, supervisors - technical and subject experts, including occupational health and safety (OHS) experts and language, literacy and numeracy specialists - personnel or partners with responsibilities for input into the quality assurance system - training and/or assessment coordinators - industry clients - industry regulators - employee and employer representatives - members of professional associations - personnel from a state or territory registering body - independent validators
Approach to validation may include:	- assessment panels - moderation meetings - collectively developing/reviewing banks of assessment tools and exemplars - benchmarking - field testing, trialling and piloting assessment tools - peer review - team assessment - internal audit process

Assessment system policies and procedures may include:

client feedback mechanisms

mentoring of less experienced by more experienced assessors

use of independent assessment validator to review validation processes

candidate selection

rational and purpose of competency-based assessment

assessment records/data management/information management

recognition of current competency/recognition of prior learning/credit arrangements

assessors - needs, qualifications, maintaining currency

assessment reporting procedures

assessment appeals

candidate grievances/complaints

validation

evaluation/internal audit

costs/resourcing

access and equity/reasonable adjustment

partnership arrangements

links with human resource or industrial relations systems

links with overall quality management system

Organisational/legal/ethical requirements may include:

legal and ethical responsibilities of assessors

assessment system policies and procedures

reporting, recording and retrieval systems for assessment, including documenting the agreed approach to validation

licensing/legal ramifications of assessing competence

requirements of training and/or assessment organisations relating to assessment and validation

quality assurance systems
business and performance plans
access and equity policies and procedures
collaborative/partnership arrangements
policies, procedures and programs
defined resource parameters
mutual recognition arrangements
industrial relations systems and processes,
awards/enterprise agreements
AQTF Standards for Registered Training
Organisations (RTOs), in particular Standard
8, RTO assessment
registration scope
human resource policies/procedures and
legal requirements including
anti-discrimination, equal employment, job
role/responsibilities/conditions
relevant industry codes of practice
confidentiality and privacy requirements of
information relating to completed
assessments
OHS considerations, including:
ensuring OHS requirements are adhered to
during the assessment process
identifying and reporting OHS hazards and
concerns to relevant personnel

Benchmark/s for assessment refers to:

the criterion against which the candidate is
assessed which, may be a competency
standard/unit of competency, assessment
criteria of course curricula, performance
specifications, product specifications

Evidence:

is material collected which, when matched
against the specifications in the competency
standards, provides proof of competency
achievement

Related documentation may include:

the Assessment Guidelines of the relevant
Training Package/s
information from the competency standards
about the resources required for assessment,

the assessment context, appropriate
assessment methods
standards

assessment activities identified in accredited
modules derived from the relevant
competency

assessment activities in Support Materials
related to the relevant competency standards

any requirements of OHS, legislation, codes
of practice, standards and guidelines

indicators and levels of competence of the
National Reporting System

organisational requirements for
demonstration of work performance

product specifications

Material/s may include:

assessment tools

samples of collected evidence

documentation outlining the basis of
assessment decisions

reports/records of assessment decisions

validation templates

validation checklists

assessment exemplars and competency
standards

sampling techniques

banks of assessment tools

survey proformas

Validation activities may include:

analysing and reviewing assessment tools

analysing and reviewing collected evidence

analysing and reviewing assessment
decisions/records of assessment outcomes

examining assessment records

examining assessment systems

discussing the assessment process, issues,
difficulties in interpretation

holding interviews with each other or with

management, trainers/facilitators, candidates
analysing client feedback
observing assessment conduct
using validation tools
reviewing and interpreting Assessment
Guidelines
examining assessor qualifications
analysing appeals processes
recording evidence of validation processes
and outcomes

Assessment process is defined as:

Assessment plan is the overall planning document for the assessment process and may include:

key steps involved in the assessment cycle
the purpose and aims of the assessment
the context of assessment
relevant competency standards to be used as the benchmarks for assessment
other assessment information/documentation identified as relevant
identified personnel
identified assessment methods and assessment tools
possibilities for clustering units of competency for assessment purposes
identified OHS hazards, including assessed risks and control strategies
material and/or physical resources required
organisational arrangements for conducting assessment
OHS reporting requirements
any special assessment needs, e.g. personal protective equipment requirements
outline of assessment milestones, time lines and target dates
candidate self-assessment procedures
connections to relevant organisational plans, policies and procedures

Assessment methods are the particular

direct observation, for example:

techniques used to gather evidence and may include:

real work/real time activities at the workplace

work activities in a simulated workplace environment

structured activities, for example:

simulation exercises/role-plays

projects

presentations

activity sheets

questioning, for example:

written questions, for example, on a computer

interviews

self-assessment

verbal questioning

questionnaires

oral or written examinations (applicable at higher AQF levels)

portfolios, for example:

collections of work samples compiled by the candidate

product with supporting documentation

historical evidence

journal/log book

information about life experience

review of products, for example:

products as a result of a project

work samples/products

third party feedback, for example:

testimonials/reports from employers/supervisors

	evidence of training authenticated prior achievements interview with employer, supervisor, peer
Assessment tools contain:	the instruments to be used for gathering evidence such as: a profile of acceptable performance measures templates/proformas specific questions or activities evidence/observation checklists checklists for the evaluation of work samples candidate self-assessment materials the procedures, information and instructions for the assessor/candidate relating to the use of assessment instruments and the conditions for assessment
Judgement is a two-step process and means:	the decision made by the assessor on whether the evidence provided meets the principles of assessment and rules of evidence the decision made by the assessor, based on the evidence provided and evaluated, on whether the candidate is competent/not yet competent
Principles of assessment are:	validity reliability flexibility fairness
Rules of evidence are:	validity sufficiency currency authenticity
Recommendations for improvement may include:	ongoing professional development strategies for assessors changes to assessment system policies and procedures

changes to assessment strategies
changes to assessment plans
changes to selected assessment methods
changes/development of new assessment tools
improved records management
changes to assessment resources
instigation of/changes to partnership arrangements
improvements to evidence collection
provision of additional information for assessors/candidates
greater advice/support/supervision of assessors
exemplars
liaison with technical experts/specialist support

Unit Sector(s)

Not applicable.

Competency Field

Assessment

TAADEL301C Provide training through instruction and demonstration of work skills

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to conduct individual and group instruction and demonstration of work skills.

Application of the Unit

Demonstration of work skills is typically provided by experienced workers or supervisors in the workplace. The focus of this instruction is usually on specific learner and organisation requirements, including workplace induction, learning how to operate new equipment and processes, developing new skills at work, improving efficiency and effectiveness, and meeting safety procedures. A range of delivery techniques should be used to enhance the experience for the learner.

This unit covers the skills required to provide instruction and demonstration of work skills using existing learning resources, in a safe and comfortable learning environment, and to determine the success of both the training provided and personal training performance.

The unit addresses the skills and knowledge required to organise and conduct the instruction and demonstration through a planned approach. It emphasises the training as being driven by the work process and context.

The training may be delivered to achieve competency standards/ units of competency prescribed by a Training Package, or may be delivered to meet organisational requirements.

Skills and knowledge relating to assessment are not covered in this unit. This is addressed in relevant units from the Assessment field of the **TAA04 Training and Assessment Training Package**.

This unit is not equivalent to **TAADEL401B Plan and organise group based delivery** and/or **TAADEL402B Facilitate group based learning** and cannot be assessed in place of either of these units.

This unit has been developed to support a wide range of applications across any workplace setting and therefore can be used by any organisation.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Organise instruction and demonstration	1.1 Information about learner characteristics and their learning needs is gathered 1.2 A safe learning environment is confirmed 1.3 Instruction and demonstration objectives are gathered and checked and assistance is sought if required 1.4 Relevant learning resources and learning materials are accessed and reviewed for suitability and relevance and assistance sought to interpret the contextual application 1.5 Access to necessary equipment or physical resources required for instruction and demonstration is organised 1.6 Learners are engaged in the selection of the delivery techniques to be used 1.7 Learners are notified of details regarding the implementation of the learning program and/or delivery plan

- 2 **Conduct instruction and demonstration**
 - 2.1 **Interpersonal skills** are used to establish a safe and comfortable learning environment
 - 2.2 The **learning program** and/or **delivery plan** is followed to ensure all learning objectives are covered
 - 2.3 Learners are briefed on any **occupational health and safety (OHS) procedures** and requirements prior to and during training
 - 2.4 **Delivery techniques** are used to structure, pace and enhance learning
 - 2.5 **Coaching** techniques are applied to assist learning
 - 2.6 **Communication skills** are used to provide information, instruct learners and demonstrate relevant work skills
 - 2.7 Opportunities for practice are provided during instruction and through work activities
 - 2.8 Feedback on learner performance is provided and discussed to support learning
- 3 **Check training performance**
 - 3.1 **Measures** are used to ensure learners are acquiring and can use new technical/generic skills and knowledge
 - 3.2 Learner progress and outcomes are monitored in consultation with the learner
 - 3.3 The relationship between the trainer/coach and the learner is reviewed and adjusted to suit the needs of the learner
- 4 **Review personal training performance and finalise documentation**
 - 4.1 Personal performance in providing instruction and demonstration is **reflected** upon and strategies for improvement are developed.
 - 4.2 Learner records are maintained, stored and secured in accordance with legal/organisational requirements

Required Skills and Knowledge

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

Required skills

verbal and non-verbal communication techniques, for example:

ask relevant and appropriate questions

provide explanations

organise and give demonstrations

use listening skills

provide information clearly

engage, motivate and connect with learners

provide constructive feedback

implement OHS requirements, by acting and responding safely in order to:

identify hazards

conduct pre-start up checks if required

observe and interpret learner behaviour which may put people at risk

time management, for example:

ensure all learning objectives are covered

pace learning

reflection skills in order to:

identify areas for improvement

maintain personal skill development

literacy skills to:

complete and maintain documentation

read and follow learning program/plan

read and analyse learner information

skills to operate audio-visual and technical equipment

interpersonal skills to:

maintain appropriate relationships

establish trust

use appropriate body language

maintain humour

demonstrate tolerance

manage a group

observation skills to:

monitor learner acquisition of new skills/knowledge/competency requirements

assess learner communication and interaction skills with others

identify learner concerns

recognise learner readiness to take on new skills/tasks

recognising and being sensitive to individual difference and diversity, for example:

being sensitive to and valuing culture

acting without bias/discrimination

responding to individuals with particular needs

recognising the importance of religion

using equipment for demonstration

Required knowledge

learner characteristics and needs

content and requirements of the relevant learning program and/or delivery plan

sources and availability of relevant learning resources and learning materials

content of learning resources/learning materials

training techniques which enhance learning and when to use them, e.g. using:

instruction and explanation

questioning

practice

written information

group/pair/team activities

individual activities

coaching skills

demonstration

learning principles (introductory), for example:

learning and experience are connected for meaning

adults need to know why they are learning

adults can self-evaluate

adults learn in different ways

different learning styles, (introductory), for example:

visual

audio

theoretical

activist

reflective

OHS, for example:

roles and responsibilities of key personnel in learning environment

responsibilities of learners learning environment

relevant policies and procedures including hazard identification, risk assessment, reporting requirements, safe use of equipment and emergency procedures

hazard identification and risk controls for the specific learning environment

organisational policies, systems of operation relevant to specific area of training, e.g. job roles, industrial relations requirements

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

a minimum of three training sessions involving demonstrating and instructing of particular work skills for different groups. Each session must address different learning objectives, a range of techniques and effective communication skills appropriate to the audience

Context of and specific resources for assessment

Assessment must ensure:

access to an actual workplace whenever possible. Where no workplace is available, a simulated workplace must be provided

assessment must be conducted at different points in time and, in a learning and assessment pathway, these must be separated by further learning and practice

Resources required include:

the necessary materials for instruction/demonstration

access to required technology for instruction/demonstration

developed learning activities

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

analysis of responses to case studies and scenarios

analysis of responses for identifying processes for checking learning achievement

learner evaluations

analysis of responses for selecting learning techniques

peer evaluations

analysis of responses to the provision of practice opportunities for learners

questioning (oral or written)

analysis of responses to reasons for selecting learning resources and their organisation

review of testimony from team members, colleagues, supervisors or managers

tests of knowledge on sources of workplace diversity

video/observation of a demonstration/instruction

This unit can be assessed alone or as part of an holistic assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package** or any other Training Package. Suggested units include but are not limited to:

TAADEL403B Facilitate individual learning.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Information about learner characteristics may include:

language, literacy and numeracy levels
learning styles
past learning and work experiences
specific needs
workplace culture

Safe learning environment may include:

exit requirements
personal protective equipment, if needed
safe access
use of equipment

Instruction and demonstration objectives may relate to:

competencies to be achieved
generic and/or technical skills and may be:
provided by the organisation
developed by a colleague individual/group
objectives
learning outcomes

Learning resources may be:

CDs and audio tapes
commercially available support materials for Training Packages/courses
competency standards as a learning resource
learning resources and learning materials developed under the Workplace English Language and Literacy (WELL) program
learning resources produced in languages

other than English as appropriate to learner group and workplace manuals

organisational learning resources

record/log books

references and texts

Training Package noted support materials, such as:

learner/user guides

trainer/facilitator guides

how to organise training guides

example training programs

specific case studies

professional development materials

assessment materials

videos

Learning materials may include:

handouts for learners

materials sourced from the workplace, e.g. workplace documentation, operating procedures, specifications

prepared activity sheets

prepared case studies

prepared presentations and overheads

prepared research tasks

prepared role-plays

prepared scenarios, projects, assignments

prepared task sheets

prepared topic/unit/subject information sheets

worksheets

workbooks

Delivery techniques may include:

case studies

coaching

demonstrations

	discovery activities
	explanations
	group/pair work
	problem solving
	providing
	opportunities to practise skills
	question and answer
Details may include:	location
	outcomes of instruction/demonstration
	reason for instruction/demonstration
	who will be attending
	time of instruction/demonstration
The learning program includes:	an overview of the content to be covered in each chunk/segment of the learning program
	assessment methods and tools to be used to collect evidence of competency, where assessment is required competencies or other criteria to be achieved
	delivery methods for each segment of the learning program
	identification of assessment points to measure learner progress
	learning resources, learning materials and activities for each chunk/segment of the learning program
	number and duration of training sessions/classes required and overall timelines
	OHS issues to be addressed in delivery
	specific learning outcomes derived from the criteria for each chunk or segment of the learning program
The delivery plan is used by the trainer/facilitator to guide and manage delivery to a group and may include:	content of sessions as specified in the session plans
	individual/group learning objectives or outcomes for the segment of the learning program to be addressed
	identify delivery techniques to be used to

cater for a range of learning styles
learning resources, learning materials and
learning activities to be used in sessions
number of learners and their specific support
requirements
other resource requirements
OHS considerations, including:
incident or hazard reporting
emergency procedures
timelines/duration of activities within
sessions

Interpersonal skills may include:

actively listening
adjusting personal language to suit others'
requirements
communicating clearly and effectively
engaging and motivating learners
maintaining appropriate body language
responding to learners appropriately and
individually

**Occupational health and safety (OHS)
procedures may include:**

emergency procedures
hazards and their means of control
incident reporting
use of personal protective equipment
safe working practices
safety briefing
site-specific safety rules

Coaching may encompass:

acquisition of specific job skills and
knowledge
action learning arrangements
less formal learning arrangements requiring
immediate interaction and feedback
on-the-job instruction and 'buddy' systems
relationships targeting enhanced
performance
short-term learning arrangements

Communication skills may include:

working on a one-one basis
asking clear and probing questions
communicating with learners in the learning environment and training context
providing constructive feedback
providing explanations
providing information coherently and clearly
using legible writing

Measures to ensure learners are acquiring new skills and knowledge may include:

informal review or discussion
learner surveys
on-the-job observation
peer coaching systems questioning

Personal performance may be reflected upon by:

critical questioning of personal performance
discussions with other trainers/facilitators
learner evaluations
peer assessment or feedback
personal reflection
video recording of session

Unit Sector(s)

Not applicable.

Competency Field

Delivery and Facilitation

TAADEL401B Plan and organise group-based delivery

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to plan and organise training for individuals within a group.

Application of the Unit

This competency involves developing a delivery plan that is used by the trainer/facilitator to guide and manage delivery to a group. It encompasses interpreting the learning environment and delivery requirements for the identified group of learners, developing session plans, and preparing and organising the resources required.

The delivery plan is based on a documented learning program and provides a context specific plan for implementation.

The competency of designing and developing learning programs is separately addressed in **TAADES402B Design and develop learning programs**.

In some situations the learning program and delivery plan may be developed concurrently while in other circumstances the delivery plan is developed separately. Where the application is concurrent co-learning and/or co-assessment of these two units is recommended.

The planning and organising of group delivery is essential to the effective conduct of group delivery/facilitation which is also addressed as a unit of competency in **TAADEL402B Facilitate group-based learning**. While these two units are discrete, co-learning and assessment are strongly recommended. Both units are written from the perspective of a face-to-face delivery mode in a learning context such as a training room, classroom, meeting room, community setting or any location a group can access which is safe, relevant and conducive to learning. Other units in the Delivery and Facilitation Field of the **TAA04 Training and Assessment Training Package** address other modes of delivery and learning contexts.

Throughout this unit the learner refers to the individuals in the group being trained/participating in a learning process; not the candidate undertaking this unit.

The competency specified in this unit is typically required by trainers/facilitators, vocational education and training teachers and training consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Interpret the learning environment and delivery requirements	1.1 The learning context is established and the organisational arrangements for delivery are confirmed 1.2 The learning program documentation is accessed, read and interpreted to determine delivery requirements 1.3 Group and individual learning needs and learner characteristics are identified using available information and documentation 1.4 Processes to identify learner support requirements are undertaken 1.5 Constraints and risks to delivery are identified and assessed 1.6 Personal role and responsibilities in the planning, delivery and review of training are confirmed with relevant personnel
2 Prepare session plans	2.1 Specific learning objectives and assessment activities (where required) are refined in accordance with learning program requirements

and specific needs of individual learners

- 2.2 Ideas for managing the delivery are generated using knowledge of **learning principles and learning theories** and reflect the learning needs and characteristics of the group
 - 2.3 Existing **learning resources, learning materials** and documented **learning activities** identified in the learning program are evaluated and selected for use in the specific delivery context
 - 2.4 **Session plans** are developed and documented for each segment of the learning program to be addressed
- 3 **Prepare resources needed for delivery**
 - 3.1 Selected existing learning resources, learning materials and learning activities are modified and contextualised for the particular group
 - 3.2 Additional new, relevant and engaging learning activities and associated learning materials are developed and documented to meet specific session requirements based on the application of learning principles and **learner styles** of individuals and the group
 - 3.3 All learning materials required by learners are finalised and organised in time for delivery
 - 3.4 **Specific facility, technology and equipment needs** for each session are identified and organised in time for delivery
 - 3.5 **Additional resourcing to meet identified learner support needs** is identified and organised, where required, in time for delivery
 - 3.6 The overall **delivery plan** is confirmed with relevant personnel

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they have planned and organised training for a group of learners to be trained in a face-to-face learning environment.

Evidence should show that candidates can develop a delivery plan that incorporates: interpreting a specific learning environment; interpreting an existing learning program to develop and document specific training sessions that address a whole or part of a learning program and which reflect the needs and characteristics of a specific learner group; selecting and modifying existing learning resources, learning materials and learning activities and developing new learning materials and learning activities; planning and organising the resources required in delivery.

Evidence Requirements

Required knowledge includes:

a sound knowledge of learning principles, including:

- learning needs to be learner-centred
- the learning process needs to support increasing learner independence
- emphasis is on experimental and participative learning
- use of modelling
- the learning process needs to reflect individual circumstances and needs
- adults have a range of life experience which they can connect to learning
- adults have a need to know why they are learning something and its benefits
- adults have a need to be self-directing
- a sound knowledge of learner styles, for example:
 - auditory
 - visual

kinaesthetic

left/right brain

global/analytical

theoretical

activist

pragmatist

reflective

an introductory knowledge level of learning theories, for example:

cognitive learning theory

andragogy

pedagogy

information processing

behavioural learning theory

learner profile including characteristics and needs of learner group/learner target group

learning program design and structure and content

how to structure and develop session plans

the availability, types and content of relevant existing learning resources and learning materials

how to develop new learning materials and learning activities

the industry area/subject matter of the delivery, for example:

the relevant industry competency standards

the specific topic/subject/unit content

specific areas of content knowledge as defined in the learning strategy or learning program

basic instructional design principles, for example:

sequencing information

providing opportunities for practise

different delivery methods and techniques
appropriate to face-to-face delivery

the availability and sources of specific
resources, equipment and support services
for learners with specific needs

organisational records management system
and reporting requirements which may
include Australian Quality Training
Framework (AQTF) and AVETMISS
requirements

relevant policy, legal requirements, codes of
practice and national standards including
Commonwealth and state/territory
legislation, including:

competency standards

licensing

industry/workplace requirements

duty of care under common law

OHS

recording information and confidentiality
requirements

anti-discrimination including equal
opportunity, racial vilification and disability
discrimination

workplace relations

industrial awards/enterprise agreements

National Reporting System

OHS relating to the work role, including:

reporting requirements for hazards

safe use and maintenance of relevant
equipment

emergency procedures

sources of OHS information

Required skills and attributes include:

planning and organisational skills to:

- reflect the group and individual learning needs and learner characteristics within session plans
- incorporate relevant/modified learning objectives and assessment methods (where required) in session plans
- determine the structure and time requirements for each session
- identify specific facility, technology and equipment needs for each session

literacy skills to:

- document the delivery plan, prepare or customise learning activities
- prepare or customise learning materials such as handouts and information sheets
- read and interpret learner information

technology skills to:

- use computers to produce documents, prepare presentations e.g. PowerPoint and communicate through email and the web

time management skills to:

- determine time allocations for each part of the session plan
- determine overall session time
- determine how many sessions may be required
- schedule training sessions

reflection skills to:

- identify areas for improvement
- maintain own skill development

recognising and being sensitive to individual difference and diversity, for example:

	- being sensitive to and valuing culture - acting without bias/discrimination - responding to individuals with particular needs - recognising the importance of religion
	ensure the correct industrial relations climate of the learning environment
Products that could be used as evidence include:	- documented delivery plan - individual session plans forming part of the delivery plan - feedback forms from learners on quality/effectiveness of delivery planning - modified/contextualised learning resources and learning materials - new learning materials and documented learning activities
Processes that could be used as evidence include:	- how the learning program was interpreted - how responsibilities were identified and clarified - why sessions were planned as documented - how ideas for delivery were generated - how individual learning needs were managed in the planning and organising process
Resource implications for assessment include:	- access to relevant learning programs - access to relevant learning resources and learning materials - access to real or simulated learning environment that addresses organisational requirements of this unit
The collection of quality evidence requires that:	- assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills - a range of appropriate assessment methods/evidence gathering techniques is used to

Specific evidence requirements must include:

determine competency

evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

the ability to transfer skills to different training environments and learner groups

evidence of the preparation of a minimum of two delivery plans:

one of these delivery plans must address a learning program that is linked to competency standards or an accredited curricula

one delivery plan should address the whole or substantial part of a learning program and contain session plans for a series of training sessions

assessment must also include evidence of both developing and contextualising learning activities for the delivery plan and of developing new learning materials such as handouts, overheads, etc., and organising the material and physical requirements for delivery

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAADEL402B Facilitate group-based

learning**TAADES402B Design and develop learning programs.**

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Learning contextincludes:

where the learning will occur, for example:

in the workplace

in a simulated work environment

in the training room/classroom

in specialist environments - e.g. laboratory/
computer room

in an external venue

in an internal venue

in a community setting

Organisational arrangementsmay include: finalising specific location/s or venue/s for delivery

coordinating locations

enrolment procedures

scheduling requirements

size of group

special equipment or technology needs

providing for specific needs of the learners

investigating the learning environment to
identify, assess and control occupational
health and safety (OHS) risks

allowable time for training

management expectations

	people to be involved
	reporting requirements
	access issues, e.g. to work practice environment
A learning program may include:	- a subset of a learning strategy - a short course/vocational program - a professional development program - a community education program - a workplace learning program - part of a VET in Schools program - part of an apprenticeship/traineeship - a short-term development plan developed by a coach - a short-term induction program
A learning program provides a documented guide to support a cohesive and integrated learning process for the learner and includes:	- the competencies or other benchmarks to be achieved - the specific learning outcomes for each chunk or segment of the learning program - an overview of the content to be covered in each chunk/segment of the learning program - learning resources, learning materials and activities for each chunk/segment of the learning program - number and duration of training sessions/ classes required and overall timelines - delivery methods for each chunk/segment of the learning program - OHS issues to be addressed in delivery - identification of assessment points to measure learner progress - assessment methods and tools to be used to collect evidence of competency, where assessment is required
Learning needs may be:	- a competency or group of competencies - aspects of competency such as skills, knowledge or technical applications

	skills in operating specific equipment
	generic skills development
	personal development and growth
	English language, literacy and numeracy
	underpinning skills
Learner/srefers to:	existing industry/enterprise employees
	school leavers
	new entrants to the workforce
	apprentices/trainees
	individuals learning new skills/knowledge
	individuals seeking to upgrade skills/knowledge
	individuals changing careers
	unemployed people
	learners who have a disability
	members of target groups such as Aboriginal and Torres Strait Islander communities
	overseas learners
	recent migrants
	individuals/groups meeting licensing or other regulatory requirements
Learner characteristicsmay include:	language, literacy and numeracy requirements
	specific needs, physical or psychological
	preferred learning styles
	employment status
	past learning experiences
	level of maturity
	cultural background and needs
	level of formal schooling in Australia or overseas
	length of time resident in Australia
Information and documentationmay include:	enrolment information
	employee/personnel records (confidentiality)

	protected)
	results of organisational training needs analyses
	outcomes of RCC/RPL assessments
	communication with individual learners
Processes may be formal or informal, and may include:	analysing learner information on enrolment forms
	discussions with learners to identify learning support needs
	observation of the learners
Learner support requirements may include:	support arrangements for meeting disability needs
	support arrangements for meeting cultural needs
	support arrangements for meeting language, literacy and numeracy needs
Constraints may include:	access to industry experts
	access to workplace
	access to practice opportunities
	cost of training
	time required/available for delivery
	scheduling difficulties
	consideration of appropriate groupings of learners and meeting learner needs/characteristics
Risks may include:	OHS considerations
	inappropriate location
	inadequate equipment/technology/resources
	capacity to meet learner needs and characteristics
Personal role and responsibilities may include:	responsibility for planning and organising provision of parts of the relevant learning strategy, or learning program or parts of the learning program
	responsibility for planning and organising provision of a specific number of sessions

	planning and organising the availability of relevant learning materials
	relationships with other trainers/facilitators
	arrangements for assessment
	reporting arrangements
Relevant personnel may include:	own supervisor
	other trainers/facilitators
	other workplace supervisors
	workplace management
	industry personnel
	OHS representatives
	English language, literacy and numeracy specialists
Learning objectives may relate to:	competencies to be achieved by learners
	learning outcomes
	individual/group objectives
	generic and/or technical skills
Learning principles include:	adults have a need to be self-directing
	adults have a range of life experience, and connecting learning to experience is meaningful
	adults have a need to know why they are learning
	training needs to be learner-centred to engage learners
	the learning process needs to support increasing learner independence
	emphasis on experimental and participative learning
	use of modelling
	reflecting individual circumstances
Learning theories may include:	behavioural learning theory
	information processing theory
	cognitive learning theory
	constructivist

situational
problem-based
andragogy
pedagogy

Existing learning resources may include:

Training Packages noted support materials, such as:

learner/user guides
trainer/facilitator guides
how to organise training guides
example training programs
specific case studies
professional development materials
assessment materials

other published, commercially available support materials for Training Packages/courses
organisational learning resources
competency standards as a learning resource
videos
CDs and audio tapes
references and texts
manuals
record/log books
learning resources and learning materials developed under the Workplace English Language and Literacy (WELL) program
learning resources produced in languages other than English as appropriate to learner group and workplace

Learning materials may include:

handouts for learners
worksheets
workbooks
prepared case studies
prepared task sheets

Learning activities may include:

prepared activity sheets
prepared topic/unit/subject information sheets
prepared role-plays
prepared presentations and overheads
prepared scenarios, projects, assignments
materials sourced from the workplace, e.g. workplace documentation, operating procedures, specifications
prepared research tasks
discussions
role-plays
written activities/tasks
case studies
simulation
audio or visual activities
demonstration
practice, e.g. practicum or supervised teaching/facilitation
individual activities/projects/assignments
group activities/projects/assignments
workplace tasks
research
problem-based tasks
thinking skills exercises
question and answer
working through self-paced materials
games

Session plans may include:

introductions
outline of objectives/content to be addressed
ice breakers to be used
delivery methods for each part of the session
plan of learning activities to be used within the session

	timelines/duration for each learning activity
	formative assessment points/opportunities
	learning materials required
	summary/overview/wrap up
Learner styles may include:	auditory
	visual
	kinaesthetic
	left/right brain
	global/analytical
	theoretical
	activist
	pragmatist
	reflective
Specific facility, technology and equipment needs may include:	specific location/room
	availability of appropriate furniture
	adequate lighting
	comfortable seating and temperature
	overhead projector
	computer hardware and software
	video equipment
	audio equipment
	technical machinery/equipment
	working tools
	scientific laboratory and equipment
Additional resourcing to meet identified learner support needs includes:	providing referrals to internal services such as language, literacy and numeracy support unit or individual learning unit
	providing referrals to external services such as community language, literacy and numeracy program, disability support service, counselling support, etc.
	incorporating techniques such as modelling/demonstrating, chunking, visual/diagrammatic, opportunities to practise skills, peer support, and repetition

drawing on range of resources from first language, including peer support

ensuring appropriate physical and communication supports are available

listening to problems and helping within own area of responsibility and/or knowledge

building required knowledge and skills using support materials

A delivery plan may include:

individual/group learning objectives or outcomes for the segment of the learning program to be addressed

number of learners and their specific support requirements

content of sessions as specified in the session plans

timelines/duration of activities within sessions

learning resources, learning materials and learning activities to be used in sessions

other resource and equipment requirements

OHS considerations, including:

incident or hazard reporting

emergency procedures

Unit Sector(s)

Not applicable.

Competency Field
Delivery and Facilitation

TAADEL402B Facilitate group-based learning

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to facilitate learning by individuals within a group.

Application of the Unit

The competency of delivering training and facilitating learning to a group involves preparing, guiding supporting and managing learners using a range of delivery methods, knowledge, skills and behaviours that enhance learning.

It also includes the skills needed to support and manage interactions with and between individuals in a group. The competency of individual facilitation is addressed by a separate unit of competency - **TAADEL403B Facilitate individual learning**.

The vocational outcomes and performance requirements of this unit are set in the context that the learning outcomes to be achieved are defined and documented through a learning program (**TAADES402B Design and develop learning programs**) and the organisational arrangements to support delivery have been previously determined (**TAADEL401B Plan and organise group-based delivery**). The focus of the group facilitator is on guiding and supporting learners progress towards the learning outcomes/competency to be achieved.

The skill of group facilitation, which is not linked to specified learning outcomes, is also addressed in this Training Package through **TAATAS504B Facilitate group processes**. The competency defined in that unit focuses on facilitating a group to determine its own outcomes.

Co-learning and assessment with **TAADEL401B Plan and organise group-based delivery** is strongly recommended where both these competencies are required. Both units are written from the perspective of a face-to-face delivery mode within an off-the-job learning context such as a training room, classroom, meeting room, community setting or any location a group can access which is safe, relevant and conducive to learning.

Throughout this unit the learner refers to the individual participating in the group learning process, not the candidate undertaking this unit.

The competency specified in this unit is typically required by trainers/facilitators, teachers and training consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Establish an environment conducive to group learning	1.1 The learning program and delivery plan are read and interpreted to identify and confirm delivery requirements for the specified session 1.2 Availability of all resource needs is confirmed prior to commencement of session/s 1.3 Outcomes of learner recognition processes are obtained from relevant persons to provide flexible responses to individual learner needs 1.4 The learning program/segment of the learning program is introduced and objectives, expectations and requirements including occupational health and safety (OHS) are discussed, clarified and agreed 1.5 A learning facilitation relationship is established between trainer/facilitator and the group using appropriate oral communication and language skills and interpersonal skills 1.6 Relationships with and between learners are initiated which support inclusivity, acknowledge diversity and enable a positive learning

environment

2 Deliver and facilitate training sessions

- 2.1 Interactions with learners are based on the application of **learning principles** in accordance with **learner styles** and identified **learner characteristics**
- 2.2 Each training session is conducted in accordance with **session plans** but modified where appropriate to meet the needs of the learners
- 2.3 All **resource requirements** for delivery are addressed and the **diversity** of the group is used as another resource to support learning
- 2.4 **Generic skills** relevant to the learning objectives are addressed in delivery
- 2.5 A range of **delivery methods** are employed and **appropriate technology and equipment** are used as training aids to optimise the learner experience
- 2.6 Opportunities for practice and formative assessment are built into the delivery, where assessment is required

3 Demonstrate effective facilitation skills

- 3.1 **Presentation skills** are used to ensure the delivery is engaging and relevant
- 3.2 **Group facilitation skills** are used to ensure effective participation and group management
- 3.3 Oral communication and language skills are used to motivate the learner and to transfer knowledge and skills
- 3.4 Interpersonal skills are used to maintain appropriate relationships and ensure inclusivity
- 3.5 **Observation skills** are used to monitor individual and group progress

4 Support and monitor learning

- 4.1 Learner progress is monitored and documented to ensure outcomes are being achieved and the needs of individual learners are being met
- 4.2 Adjustments are made to the delivery plan to reflect specific needs and circumstances and **unanticipated situations**

- 4.3 Learners are encouraged to reflect on personal learning progress
 - 4.4 Group dynamics are managed to ensure effective participation by all learners and to maintain effective relationships
 - 4.5 **Inappropriate behaviour** is managed using **conflict resolution and negotiation skills** to ensure learning can take place
 - 4.6 Learner records are maintained, stored and secured in accordance with legal/organisational requirements
- 5 **Review and evaluate effectiveness of delivery**
 - 5.1 The delivery plan is evaluated to determine its effectiveness as a tool in guiding the learning process and feedback is provided to the writer, as appropriate
 - 5.2 Feedback from learners/management/peers is sought on the quality of delivery, and areas for improvement are identified and documented
 - 5.3 Trainer/facilitator **reflects on own performance** in training delivery
 - 5.4 Areas of improvement/new ideas to improve the quality of delivery/facilitation and to enhance the learning experience are considered and implemented

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they have delivered training and facilitated learning within a group in a face-to-face learning environment, on a number of occasions, that involves a series of training sessions covering a number of learning outcomes. They should also provide evidence of reviewing and evaluating the effectiveness of the delivery plan and their personal performance in training delivery.

Evidence should show that they can provide training using appropriate sequencing and activities to develop the skills and knowledge of learners, as well as enhancing motivation, interest and enthusiasm. Trainers must demonstrate high-level facilitation, observation, communication and interpersonal skills to support and teach each learner effectively.

Evidence Requirements

Required knowledge includes:

a sound knowledge of learning principles, including:

- adults have a range of life experience which they can connect to learning
- adults have a need to know why they are learning something and its benefits
- learning needs to be learner-centred
- adults have a need to be self-directing
- the learning process needs to support increasing learner independence
- emphasis is on experimental and participative learning
- use of modelling
- the learning process needs to reflect individual circumstances and needs
- a sound knowledge of learner styles, for example:
 - auditory
 - visual
 - kinaesthetic
 - left/right brain
 - global/analytical
 - theoretical
 - activist
 - pragmatist
 - reflective

the industry area/subject matter of the delivery, for example:

the relevant industry competency standards

the specific topic/subject/unit

specific areas of knowledge as defined in the learning strategy or learning program

an introductory knowledge of learning theories, for example:

cognitive learning theory

andragogy

pedagogy

information processing

behavioural learning theory

learner group profile including characteristics and needs of individual learners in the group

the content and requirements of the learning program and/or delivery plan

different delivery methods and techniques appropriate to face-to-face group delivery

techniques for the recognition and resolution of inappropriate behaviours

behaviours in learners which may indicate learner difficulties

organisational records management system and reporting requirements which may include Australian Quality Training Framework (AQTF) and AVETMISS requirements

evaluation/revision techniques, for example:

developing simple questionnaires and feedback forms

administering evaluation forms

using questioning for evaluation purposes

specific resources, equipment and support services available for learners with special needs

relevant policy, legal requirements, codes of practice and national standards including Commonwealth and state/territory legislation, for example:

competency standards

licensing requirements

industry/workplace requirements

duty of care under common law

OHS legislation

recording information and confidentiality requirements

anti-discrimination including equal opportunity, racial vilification and disability discrimination

workplace relations

industrial awards/enterprise agreements

National Reporting System

OHS relating to the facilitation of group-based learning, including:

assessment and risk control measures

reporting requirements for hazards

safe use and maintenance of relevant equipment

emergency procedures

sources of OHS information

role of key workplace persons

policies and procedures relevant to the learning environment

Required skills and attributes include:

group facilitation skills to:

facilitate discussion and group interaction

maintain group cohesion

- handle difficult learners/situations
- manage group activities
- manage conflict
- observe and interpret behaviour that puts others at risk
- different delivery and facilitation methods/ techniques, such as:
 - demonstration/modelling
 - instruction
 - presentations/lectures
 - guided facilitation of individual and group learning activities/group work/case studies
 - initiating and facilitating group discussions
 - brainstorming activities
 - providing and guiding practice opportunities
 - enabling and supporting effective learner participation
 - tutoring
 - project-based
 - individual facilitation techniques - coaching/ mentoring
 - blended

- oral communication and interpersonal skills to:
 - present information
 - provide sequenced, structured instructions
 - use questioning techniques
 - use listening techniques
 - adjust language to suit the audience
 - maintain appropriate relationships
 - establish trust
 - build rapport
 - be open to others' opinions
 - use appropriate body language

negotiation and conflict resolution skills

observation skills to:

monitor learner progress

monitor group and individual interactions

monitor conflict/behavioural difficulties

monitor learner cues about
concerns/difficulties in learning

monitor learner readiness for assessment/new
areas of learning

literacy skills to:

prepare presentations

prepare questions

prepare or customise learning activities

prepare or customise learning materials such
as handouts and information sheets

develop feedback documentation

record learner information

technology skills to:

use overhead projectors

use audiovisual equipment

use computers to produce documents,
prepare presentations e.g. PowerPoint, and
communicate through email and the web

manage time to:

schedule training

be flexible

make adjustments to suit learners

reflection skills to:

identify areas for improvement

maintain own skill development

	- recognising and being sensitive to individual difference and diversity, for example: - being sensitive to and valuing culture - acting without bias/discrimination - responding to individuals with particular needs - recognising the importance of religion - ensure the correct industrial relations climate of the learning environment
Products that could be used as evidence include:	- identified generic skills relevant to the learning objectives - feedback forms and other evaluation evidence from learners - observations or videotaped examples of presentation, group facilitation, oral communication and interpersonal and observation skills used during the training sessions - examples of completed learning activities that are product- or document-based - notes showing reflection on own performance and own learning
Processes that could be used as evidence include:	- how the delivery plan was followed and why - how group or individual conflict was managed - how individual learning needs were managed - ways in which initial relationships in the group were established - how the trainer/facilitator reflected on own performance - learning achieved by the learners
Resource implications for assessment include:	- delivery venue for programmed learning activities - access to more than one group of learners - access to learner group over time - access to learning program/s - access to delivery plan/s

time to ensure that assessment covers the range of specific evidence requirements

The collection of quality evidence requires that:

assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills

a range of appropriate assessment methods/evidence gathering techniques is used to determine competency

evidence must be gathered in the workplace whenever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

the ability to transfer delivery and facilitation skills to different training environments and learner groups

evidence of the delivery, facilitation and review of a series of training sessions including at least two consecutive sessions that follow a learning program design:

at least one session (minimum) should be based on a learning program that is derived from Training Package competency standards or accredited curricula

at least one session must be based on using learning outcomes from another source

at least one session must be delivered to a different learner group with evidence of how the characteristics and needs of this group were addressed

at least one training session should be one hour minimum duration

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include but are not limited to:

TAADES402B Design and develop learning programs

TAADEL401B Plan and organise group-based delivery.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

The learning program provides a documented guide to support a cohesive and integrated learning process for the learner and includes:

the competencies or other benchmarks to be achieved

the specific learning outcomes derived from the benchmarks for each chunk or segment of the learning program

an overview of the content to be covered in each chunk/segment of the learning program

learning resources, learning materials and activities for each chunk/segment of the learning program

number and duration of training sessions/ classes required and overall timelines

delivery methods for each chunk/segment of the learning program

OHS issues to be addressed in delivery

identification of assessment points to measure learner progress

assessment methods and tools to be used to

The delivery plan is used by the trainer/facilitator to guide and manage delivery to a group and includes:

collect evidence of competency, where assessment is required

individual/group learning objectives or outcomes for the segment of the learning program to be addressed

number of learners and their specific support requirements

content of sessions as specified in the session plans

timelines/duration of activities within sessions

learning resources, learning materials and learning activities to be used in sessions

other resource requirements

OHS considerations, including:

incident or hazard reporting

emergency procedures

All resource needs include:

the learning resources required by the trainer/facilitator and learners to be used in the session/s

the learning materials and documented learning activities required by the trainer/facilitator and learners to be used in the session/s

specific facility, technology and equipment to be used in the session/s

learner support requirements

Learner recognition processes may include:

recognition of prior learning (RPL) for previous formal education and training which contributes to assessment of current competency or formal credit

recognition of current competency (RCC)

credit for

subjects/units/qualifications/Statements of Attainment

Relevant persons may include:

self (as the assessor)

other trainers/facilitators with learner records

other assessors

	support personnel administering learner/candidate records
Individual learner needs may:	vary from overall group learning objectives depending on previous experience and competencies already held
Objectives may include:	- the competency standards being addressed - specified learning outcomes or learning objectives derived from the competency standards - learning outcomes based on other benchmarks - group learning needs - individual learning needs - specific learning activities - practise opportunities e.g. practicum or supervised teaching/facilitation - formative assessment opportunities
Expectations may include:	- expectations of learners and the group by trainer/facilitator - expectations of the trainer/facilitator by individuals and by the group - expectations of individual and group behaviour including respect, sensitivity to needs of others, sensitivity to culture, ethics and gender, practising inclusivity in group work, use of appropriate language - expectations of commitment to learning/learning process/learner motivation and participation - expectations of interesting, engaging delivery and facilitation - expectations of a safe, secure learning environment
Requirements may include:	- appropriate behaviour - maintaining progress - attendance - assessment including

the points in delivery at which assessments will occur

identified formative assessment activities as part of learning experience

evidence requirements

OHS aspects and requirements, including:

reporting requirements for hazards

safe use and maintenance of relevant equipment

emergency procedures

sources of OHS information

names of key workplace persons with OHS roles and responsibilities

OHS policies and procedures relevant to the learning environment

Appropriate oral communication and language skills may include:

using an appropriate tone and level of voice

making clear and concrete presentations of options/advice

using icebreakers as appropriate

using appropriate terminology and language of the industry/profession

using an open, warm communication style including effective verbal and body language

communicating clearly to facilitate group and individual learning

using critical listening and questioning skills and techniques

providing constructive and supportive feedback

accurately interpreting verbal messages

inviting learners to paraphrase advice/instructions

ensuring language, literacy and numeracy (LLN) used is appropriate to the learner/s needs

Interpersonal skills may include:

showing respect for the expertise and

- background of learners
- establishing trust
- building and maintaining rapport
- demonstrating sensitivity to diversity, disability, culture, gender and ethnic backgrounds
- modelling facilitation and learning behaviours
- engaging in two-way interaction
- encouraging the expression of diverse views and opinions
- negotiating complex discussions by establishing a supportive environment
- using language and concepts appropriate to cultural differences
- accurately interpreting non-verbal messages

Learning principles include:

- adults have a range of life experience which they can connect to learning
- adults have a range of life experience which they can connect to learning
- adults have a need to know why they are learning something and its benefits
- learning needs to be learner-centred
- adults have a need to be self-directing
- the learning process needs to support increasing learner independence
- emphasis on experimental and participative learning
- use of modelling
- the learning process needs to reflect individual circumstances and needs

Learner styles may include:

- auditory
- visual
- kinaesthetic
- left/right brain
- global/analytical

	theoretical
	activist
	pragmatist
	reflective
Learner characteristics may include:	language, literacy and numeracy requirements
	specific needs, physical or psychological
	preferred learning styles
	employment status
	past learning experiences
	level of maturity
	cultural background and needs
	level of formal schooling in Australia or overseas
	length of time resident in Australia
Session plans may include:	introduction/s
	outline of objectives/content to be addressed
	ice breakers to be used
	delivery methods for each part of the session
	plan of learning activities to be used within the session
	timelines/duration for each learning activity
	formative assessment points/opportunities
	learning materials required
	summary/overview/wrap up
Resource requirements include:	the resources needed by the trainer/facilitator and the resources needed by the learners as identified in the delivery plan
Diversity may include:	age
	gender
	culture
	ethnicity
	disability

Generic skills may include:

religion
sexual orientation
level and prior experiences of education and training
attitudes and reasons for learning
Employability Skills, including:
communication
teamwork
problem solving
initiative and enterprise
planning and organising
self-management
learning
technology
innovation
language, literacy and numeracy skills

Delivery methods are the techniques used to guide, facilitate and support the learning process and may be:

lock step, learner-paced, mixed pace
interactive, participative, collaborative
trainer/facilitator-centred and learner-centred, and may include:
demonstration/modelling
instruction
presentations/lectures
guided facilitation of individual and group learning activities/group work/case studies
initiating and facilitating group discussions
brainstorming activities
practice opportunities
enabling and supporting effective learner participation
tutoring
project-based
individual facilitation techniques - coaching/mentoring

Appropriate technology and equipment may include:

blended
overhead projectors
computers
light projectors
DVD/video equipment
television/screen
whiteboard/blackboard
butcher's paper
specific technical equipment/machinery
relevant to technical areas

Presentation skills may include:

synthesising information and ideas
preparing aids such as overhead projectors
and data projectors
using computer presentation applications
using computer software and hardware
speaking with appropriate tone and pitch
using appropriate language to reflect the
audience
encouraging and dealing appropriately with
questions
showing enthusiasm for the topic
summarising key points
making direct eye contact to create direct
pathway between learners and self (may be
culturally inappropriate for some groups)
demonstrating confidence
supporting learners to enable progress from
simple to more complex tasks and concepts

Group facilitation skills may include:

ensuring that every individual has an
opportunity for participation and input
maintaining group cohesion
encouraging rapport between group members
managing group dynamics
observing and interpreting behaviour that
puts others at risk

	facilitating discussion and group interaction
Observation skills may include:	- using formative evaluation to monitor learner progress - monitoring group and individual interactions - monitoring conflict/behavioural difficulties - monitoring learner cues about concerns/difficulties in learning - monitoring learner readiness for assessment and/or new areas of learning
Unanticipated situations may include:	- identifying learners experiencing difficulties with learning for a variety of reasons, which may include: - English language, literacy and numeracy difficulties - physical/sensory difficulties - socio-emotional difficulties - organisational issues
Inappropriate behaviour may include:	- violent or inappropriate language - verbal or physical abuse - bullying - insensitive verbal or physical behaviour towards other learners or the trainer/facilitator e.g. cultural, racial, disability or gender-based insensitivities - dominant or overbearing behaviour - disruptive behaviour - non-compliance with safety instructions
Conflict resolution and negotiation skills may include:	- identifying critical points/issues/concerns/problems - talking through points/issues/concerns/problems - identifying options for changing behaviours - bringing the parties together - managing discussions - moving parties forward - presenting solutions

	ensuring equitable outcomes
	providing face-saving options
	obtaining agreements
Reflecting on own performance may include:	thinking through the training delivery
	asking key questions
	reviewing achievements
	analysing difficulties

Unit Sector(s)

Not applicable.

Competency Field

Delivery and Facilitation

TAADES402B Design and develop learning programs

Modification History

Not applicable.

Unit Descriptor

This unit specifies the competency required to conceptualise, design, develop and evaluate learning programs to meet an identified need for a group of learners, using appropriate criteria.

Criteria may include endorsed competency standards and other specifications such as organisational performance standards, product equipment specifications and workplace procedures.

Application of the Unit

Learning programs document a cohesive and integrated learning process for the learner. They include the learning outcomes or the learning objectives (derived from the competency standards or other criteria) and outline the content, sequence and structure of learning and the delivery and assessment method/s to be used.

This unit addresses the skills and knowledge needed to identify the parameters of a learning program, determine the design, outline the content and review its effectiveness.

The trainer/facilitator uses learning programs to develop more specific and detailed delivery plans which contextualise and individualise the learning for particular groups.

A learning program can be discrete, providing a planned learning approach, relating to specific learning/training needs, or it may form part of the learning design for a qualification. In the latter context, the learning program represents a subset of a learning strategy, adding detail to specified content areas outlined within the learning strategy. For each learning strategy a number of learning programs would need to be developed to guide implementation.

The competency requirements to develop a learning strategy are separately identified in **TAADES501B Design and develop learning strategies.**

Competency standards must be used as the basis for determining the learning program content in a learning and assessment pathway which leads to a recognised vocational qualification or Statement/s of Attainment under the Australian Qualifications Framework (AQF).

The competency of unpacking and interpreting Training Packages is addressed separately in **TAADES401B Use Training Packages to meet client needs.**

Where the learning program is designed to meet a general education need within vocational education and training or to meet specific organisational or business needs that do not lead to AQF certification, other criteria may form the basis for the learning outcomes.

Throughout this unit the learner refers to the individual in the group being trained in any vocational area, not the person undertaking this unit.

The competency specified in this unit is typically required by trainers/facilitators, training coordinators, training consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Define the parameters of the learning program in consultation with the client/s	1.1 The purpose and focus of the learning program is clarified 1.2 Competency standards or other relevant specifications on which to base the learning program are identified, accessed and confirmed 1.3 Competency standards/other relevant specifications are read, analysed and interpreted to determine specific learning objectives/outcomes/goals, and language, literacy and numeracy requirements 1.4 The scope and breadth of the learning program is discussed and interpreted 1.5 The target group learners and their

- characteristics** are identified and considered
- 1.6 Other **sources of information** to support the learning program are identified and accessed
 - 1.7 The **learning environment, operational resource requirements** and safety implications are identified
- 2 **Generate options for designing the learning program**
- 2.1 Relevant **learning strategy documentation** is accessed and used to guide the learning program development, where appropriate
 - 2.2 The **competency/educational profile** and **learning styles** of the target group learners are investigated to inform the learning program design
 - 2.3 Research is conducted to identify existing learning programs and/or **learning resources** and **learning materials** which could be used and/or customised
 - 2.4 A range of **options for the learning program content** is generated in collaboration with **other persons** and based on research findings and application of **learning principles**
 - 2.5 Broad time frames, possible **costs** and **logistics** of the learning program are considered
 - 2.6 The information and ideas are evaluated and the most appropriate option/s selected
- 3 **Develop the learning program content**
- 3.1 The specific subject matter content is researched, developed and documented in accordance with agreed design option/s and based on application of learning principles
 - 3.2 Existing learning resources, learning materials are accessed and evaluated for content relevance and quality
 - 3.3 Selected learning resources, learning materials are customised, where appropriate, to suit the learning purposes and audience
 - 3.4 New, relevant and engaging **learning activities** and related learning materials are developed and documented, based on application of learning principles

- 3.5 In a **learning and assessment pathway**, **assessment requirements** for the learning program are specified
- 4 **Design the structure of the learning program**
 - 4.1 The learning content is broken into manageable chunks/segments of learning and sequenced appropriately to enhance and support effective learning and to enable achievement of identified criteria
 - 4.2 The **time frame for each segment** is determined and the overall time frame is finalised
 - 4.3 The **delivery strategies** and **assessment methods and tools** are determined/confirmed
 - 4.4 **Organisational requirements** to implement the learning program are identified and documented
 - 4.5 The **learning program** is finalised and documented, outlining each part of the program
- 5 **Review the learning program**
 - 5.1 The learning program draft is **reviewed** in collaboration with key **stakeholders** using an appropriate **evaluation tool**
 - 5.2 The evaluation feedback is gathered, summarised and analysed to enhance the quality of the content
 - 5.3 The draft learning program is adjusted to reflect the review outcomes, where appropriate
 - 5.4 Final approval is obtained from **appropriate personnel**
 - 5.5 The learning program documentation is held in an accessible form and updated on a regular basis following implementation and feedback

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of Assessment

To demonstrate competency against this unit candidates must be able to provide evidence that they can design a range of learning programs to meet different learner needs/learning contexts.

The learning programs provided as evidence must establish the learning context; identify learner and client needs; identify the competency standards or other relevant criteria which best reflect these needs; and be structured and sequenced to maximise learning.

The program must also be logical and innovative enough to engage the learner group; identify the delivery methods which enhance flexibility; and identify the resources needed for delivery.

The ability to map the learning program to the competency standards or other relevant criteria used must also be demonstrated to ensure all content and specifications of the standards or criteria are addressed in the learning program.

Evidence Requirements

Required knowledge includes:

Training Package/s and/or relevant competency standards to be used as the basis of the learning program

other performance standards/criteria to be used as the basis of the learning program, where relevant

the distinction and relationship between a Training Package/accredited courses, learning strategy and learning program, where linked

different purposes and focus of learning programs

a sound knowledge of learning principles, including:

training needs to be learner-centred

adults have a need to be self-directing and decide for themselves what they want to learn

adults have a range of life experience, so

connecting learning to experience is meaningful

adults have a need to know why they are learning something

an introductory knowledge of adult learning theory, including:

behavioural learning theory

cognitive learning theory

information processing theory

andragogy

industry content/subject matter knowledge specific to the area/s of the learning program

learners profile, learner target group characteristics

learning styles that best suit the learner profile/target group, for example:

theorist

pragmatist

activist

reflector

kinaesthetic

auditory

visual

instructional design principles relating to different design options for learning program design/structure

availability and types of different relevant learning resources, learning materials and pre-developed learning activities

how to develop and document new learning activities and related learning materials

different delivery modes and delivery methods for example:

face-to-face

work-based

online

distance-resource-based

individual facilitation techniques

blended delivery

different assessment methods

how to prepare costings related to the
development of the learning program

relevant policies, legal requirements, codes
of practice and national standards including
Commonwealth and state/territory
legislation, for example:

copyright and privacy laws in terms of
electronic technology

record keeping and security of information

plagiarism

competency standards

licensing requirements

OHS

industry/workplace requirements

duty of care under common law

anti-discrimination including equal
opportunity, racial vilification and disability
discrimination

workplace relations

industrial awards/enterprise agreements

relevant OHS knowledge relating to the work
role, and OHS considerations which need to
be included in the learning program,
including:

internal policies and procedures to meet OHS
requirements

hazards commonly found in the work
environment to which learning is related

evaluation and feedback methods

Required skills and attributes include:

communication skills, for example:

negotiation skills

ability to elicit information

questioning skills

listening skills

collaboration skills

design skills to:

define the learning program structure and content

develop learning activities

design learning materials

analysis skills to:

interpret information about learners' needs from enrolment forms and other documentation

interpret requirements of competency standards and workplaces, including language, literacy and numeracy

develop the learning program content

organisational skills to:

ensure resources are available

manage other work

time management skills to:

pace learning

structure learning

determine the time required for each learning segment and the overall timelines of the learning program

design and develop the learning program in an appropriate timeframe

problem solving skills, to:

organise information and content so that it is

meaningful, accurate and logical
negotiate with others for resources or budget

cognitive skills to:
develop the learning program content
design the structure of the learning program
review the learning program

literacy and language skills to:
use widely understood language and
vocational education and training
terminology
write clearly and in plain English
read and interpret a range of documentation
including:
Training Packages
accredited courses
legislation
codes of practice
guidelines and regulations
organisational documentation
technical and subject matter documents
references and texts

**Products that could be used as evidence
include:**

documented learning program/s
evaluations of learning program/s
materials and processes used to develop
learning program/s

**Processes that could be used as evidence
include:**

how competency standards and other
documents were analysed
why learning content was included
how learning content was developed
how learning was sequenced

how activities were developed and what was
their purpose
how learning resources/learning materials

were identified and gathered and why they were selected

Resource implications for assessment may include:

access to relevant learning strategy/ies
access to relevant Training Packages/competency standards
access to content information/documentation and learning resources/learning materials needed to develop the learning program
time to achieve the unit and meet the evidence requirements
access to relevant persons

The collection of quality evidence requires that:

assessment must address the scope of this unit and reflect all components of the unit i.e. the Elements, Performance Criteria, Range Statement, Evidence Guide, Employability Skills

a range of appropriate assessment methods/evidence gathering techniques is used to determine competency

evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided

the evidence collected must relate to a number of performances assessed at different points in time and in a learning and assessment pathway these must be separated by further learning and practice

assessment meets the rules of evidence

a judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated

Specific evidence requirements must include:

the preparation and development of a minimum of two learning programs. These must contain:

differentiated learning program designs to reflect particular needs, contexts and timelines

at least one learning program must be based

on competency standards or accredited courses

Integrated assessment means that:

this unit can be assessed alone or as part of an integrated assessment activity involving relevant units in the **TAA04 Training and Assessment Training Package**. Suggested units include:

TAADES401B Use Training Packages to meet client needs

TAADEL401B Plan and organise group-based delivery

TAAASS403B Develop assessment tools.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Purpose of the learning program may include:

developing vocational competency/vocational skills

developing generic skills

developing language, literacy, numeracy

developing general education

fleshing out and adding content to part of a learning strategy

achieving organisational change

supporting organisational skill development for professional development purposes

developing teams

meeting new legislation, licensing or registration requirements

meeting regulatory and occupational health and safety (OHS) requirements

Focus of the learning program may be:

meeting funding body requirements

a subset of a learning strategy

a short course/vocational program

a professional development program

a community education program

a workplace learning program

part of a VET in Schools program

part of an apprenticeship/traineeship

a short-term development plan developed by a coach

a short-term induction program

Other relevant specifications may include:

curriculum specifications

product specifications

organisational work requirements/training needs

induction needs

language, literacy and numeracy development needs

regulatory/licensing requirements

Scope and breadth may include:

the number of competencies to be achieved

the vocational or generic skills to be developed

the subject or technical knowledge and/or theory to be learned

the work activities to be encompassed

the specific organisational learning needs to be addressed

Target group learners may include:

existing industry/enterprise employees

school leavers

new entrants to the workforce

apprentices/trainees

individuals learning new skills/knowledge

individuals seeking to upgrade skills/knowledge

	individuals changing careers
	unemployed
	learners who have a disability
	members of target groups such as Aboriginal and Torres Strait Islander communities
	overseas learners
	recent migrants
	individuals/groups meeting licensing or other regulatory requirements
Characteristics may include:	level and breadth of work experience
	level and previous experiences of formal education
	skill/competency profile
	socio-economic background, age, gender, range of abilities (disabilities)
	cultural background and needs
	specific needs - physical or psychological
	motivation for learning
	language, literacy and numeracy needs of learners
	learning style and preferences
Sources of information may include:	job descriptions
	employee records
	performance appraisals
	registration or enrolment information
	surveys
	publications from government agencies including OHS and regulatory authorities'
	supervisor reports
	industry bodies
	employment records
	company brochures and promotional materials
Learning environment may include:	operational workplace
	simulated workplace

	meeting room/tutorial room college/school classroom online community setting home
Operational resource requirements may include:	staffing needs guest speakers technical and support staff learning materials and learning resources equipment and technology
Learning strategy documentation includes:	learning strategies developed for qualifications in Training Packages Training Package endorsed components
Competency/educational profile may include:	previous qualifications highest level of qualification existing certified/uncertified competency human resource (HR) information job/work descriptions
Learning styles may include:	auditory visual kinaesthetic left/right brain global/analytical theoretical activist pragmatist reflective
Learning resources may include:	Training Package noted support materials such as: learner/user guides trainer/facilitator guides how to organise training guides example training programs

specific case studies
 professional development materials
 assessment materials

other published, commercially available
 support materials for Training
 Packages/courses

organisational learning resources
 competency standards as a learning resource
 videos
 CDs and audio tapes
 references and texts
 manuals
 record/log books

learning resources and learning materials
 developed under the Workplace English
 Language and Literacy (WELL) program

learning resources produced in languages
 other than English as appropriate to target
 group learners and workplace

Learning materials may include:

handouts for learners
 worksheets
 workbooks
 prepared case studies
 prepared task sheets
 prepared activity sheets
 prepared topic/unit/subject information
 sheets
 prepared role-plays
 prepared presentations and overheads
 prepared scenarios, projects, assignments
 materials sourced from the workplace, e.g.
 workplace documentation, operating
 procedures, specifications
 prepared research tasks

Design options for the learning program

following the design approach of the learning

content may include:

- strategy
- organising the learning program around discrete unit/criteria requirements
- integrating units/criteria within the learning program
- focusing the content on knowledge and/or skill acquisition
- focusing the content on activities/experiences as the focus of learning
- listing existing learning activities, learning materials, learning resources that could be used in developing content
- considering the most appropriate delivery and/or assessment methods

Other persons may include:

- colleagues
- trainers/facilitators
- industry contacts
- vendors
- HR personnel
- marketing personnel
- end users
- subject or technical specialists, including OHS
- language, literacy and numeracy specialists

Learning principles include:

- adults have a need to be self-directing
- adults have a range of life experience, so connecting learning to experience is meaningful
- adults have a need to know why they are learning something
- training needs to be learner-centred to engage learners
- the learning process needs to support increasing learner independence
- emphasis on experimental and participative learning
- use of modelling

the learning process should reflect individual circumstances

Costsmay include:

venue hire

technology and equipment

purchase of Training Packages

purchase of learning resources/learning materials and related costs

photocopying of materials/documents

use of training and/or assessment personnel

use of consultants and other support personnel

cost benefit analysis of learning program to the client

Logisticsmay include:

when learning program is required/when to implement

where learning program will be undertaken

accessibility/availability of appropriate learning resources, learning materials and equipment needs to support the learning program

communication/marketing needs

availability of appropriate staff

Learning activitiesmay include:

discussions

role-plays

written activities

case studies

simulation

audio or visual activities

demonstrations

practice, e.g. practicum or supervised teaching/ facilitation

individual activities/projects/assignments

group activities/projects/assignments

workplace practice

research

	- problem-based tasks 'thinking skills' exercises - question and answer - self-paced learning materials - games
A learning and assessment pathway involves:	a combination of planned and sequenced learning experiences and assessment opportunities which enable an individual to develop and achieve the defined criteria/learning outcomes
Assessment requirements may include:	- meeting the rules of evidence - physical resource requirements - specialist support (if required) - reasonable adjustments to the assessment process - assessment tools and methods - formative assessment processes - legislative requirements
Time frame for each segment may refer to:	- the number and duration of training sessions/classes/periods - suggested learning time - time for practice/work experience
Delivery strategies may include:	- the focus of delivery, for example: - groups of varying sizes - groups from single context/from multiple contexts - groups of similar educational/competency levels/groups with divergent educational/competency backgrounds - on individuals - the context of delivery, for example: - in the workplace - work in situ - in a simulated work environments - in the training room/classroom

in specialist environments - e.g. laboratory/
computer room

through the world wide web

at home

in a community setting

the mode of delivery, for example:

face-to-face

technology-based electronic/computer-based/
online/audiovisual

experiential

distance resource-based

blended

delivery methods, for example:

lock step/learner-paced/mixed

interactive/participative/collaborative

trainer/facilitator-centred/learner-centred

time and place dependent/independent

demonstration

instruction

presentations

guided facilitation

guided activities/applications/experiences

tutoring

project-based

individual facilitation techniques - coaching/
mentoring

blended delivery methods

Assessment methods may include:

direct observation of real work/real time
activities or work activities in a simulated
work environment

structured activities (e.g. simulation
exercises, projects, demonstration, activity
sheets)

questioning (e.g. computer, oral, written

questions)
portfolios (collections of evidence compiled by the candidate)
product review
third party feedback

Assessment tools may include:

templates/proformas
a profile of acceptable performance and the decision making rules for the assessor
oral or written questioning, including confirming, probing, reflective - interview, test, exam
information and instructions to the candidate and/or assessor
evidence/observation checklists
checklists for the evaluation of work samples
candidate self-assessment materials
project-based activities
workplace documents
integrated competency assessment tool

Organisational requirements may include:

specific location/s for delivery
ensuring learning program reflects industry/workplace/organisational culture
coordinating locations
special equipment or technology needs
scheduling requirements
providing for specific needs of the learners
investigating the learning environment to identify, assess and control OHS risks
allowable time for training
management expectations
people to be involved
reporting requirements
access issues, e.g. to the work practice environment

The learning program includes:

the competencies or other criteria to be achieved

the specific learning outcomes derived from the criteria for each chunk or segment of the learning program

an overview of the content to be covered in each chunk/segment of the learning program

learning resources, learning materials and activities for each segment of the learning program

number and duration of training sessions/classes required and overall timelines

delivery methods for each chunk/segment of the learning program

OHS issues to be addressed in delivery

identification of assessment points to measure learner progress

assessment modes and methods and tools to be used to collect evidence of competency, where assessment is required

Learning program draft is reviewed to ensure that:

the focus and purpose of the learning program is clear and appropriate

content and structure address all aspects of required competencies/other relevant criteria

learning sequence provides effective and manageable blocks of learning

activities are interesting, relevant and appropriate to outcomes and learner characteristics

assessment points, methods and tools are appropriate and effective, where assessment is required

equity needs are effectively addressed

risk areas and contingencies are identified

Stakeholders may include:

team

leaders/supervisors/managers/employers

participant/employee/learner

technical and subject experts including language, literacy, numeracy and OHS specialists

	government regulatory bodies industry, union, employee representatives employer bodies training providers, human resource departments assessment and/or training partners trainers/facilitators/assessors
An evaluation tool may include:	an open- or closed-ended questionnaire a mapping tool a checklist a focus group a structured interview
Appropriate personnel may include:	program manager head of department senior teacher apprenticeship/traineeship supervisor training coordinator/manager HR manager

Unit Sector(s)

Not applicable.

Competency Field

Learning Design

TLIB307C Carry out vehicle servicing and maintenance

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial vehicle, including action to implement vehicle manufacturers specifications for routine checks and maintenance and to ensure that all specified safety requirements are met, and that the vehicle is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority.

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant roads and traffic authority.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle checking and maintenance principles and procedures to service and maintain a commercial vehicle across a variety of operational contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Maintain and service the vehicle systems	1.1 Fluid levels are checked and adjusted following manufacturers specifications and workplace procedures 1.2 Air levels are checked and adjusted following manufacturers specifications and workplace procedures 1.3 Routine checks are made of vehicle systems and appropriate action is initiated for maintenance where required in accordance with workplace procedures 1.4 Appropriate precautions and procedures are followed when servicing/maintaining a vehicle to ensure adequate protection of the environment 1.5 OH&S procedures are followed when carrying out routine servicing and maintenance of a vehicle
2 Carry out minor repairs to a vehicle	2.1 Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturers instructions and workplace procedures 2.2 Tyres on vehicle are repaired or replaced following workplace procedures and manufacturers instructions 2.3 Worn brakes are identified and action taken in accordance with workplace procedures and manufacturers specifications 2.4 The need for more complex maintenance procedures is identified and the problem correctly referred following workplace procedures
3 Diagnose minor vehicle faults and undertake repairs for the safe operation of a vehicle	3.1 Minor faults in the vehicle systems are identified, diagnosed and repaired following manufacturers specifications and workplace procedures 3.2 Identified faults which create a safety hazard are reported and appropriate action is taken to remove

the vehicle from operation pending repair

- 4 **Complete documentation** 4.1 Records of routine servicing, maintenance and repairs are kept in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant 'duty of care' requirements for the routine servicing and maintenance of vehicles

Relevant OH&S and pollution control procedures

Procedures for the checking and routine service and maintenance of a commercial vehicle in accordance with workplace and the manufacturer's requirements and established safety rules and regulations

Problems that may occur during the routine servicing and maintenance of a vehicle and appropriate action and solutions

Recognition and diagnosis of faults and vehicle irregularities

Basic principles of operation of systems on commercial vehicles, including: electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres and brakes

Basic fault finding procedures required during routine servicing and maintenance of vehicles

Procedures required to minimise waste during routine servicing and maintenance

Housekeeping standards required for routine servicing and maintenance

Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance

Reporting and documentation requirements

Required skills:

Communicate effectively with others when carrying out vehicle servicing and maintenance

Read and interpret instructions, procedures, information and signs relevant to vehicle servicing and maintenance

Interpret and follow operational instructions and prioritise work

Complete documentation related to vehicle servicing and maintenance

Operate electronic communication equipment to required protocol

Work collaboratively with others

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions identified when carrying out vehicle servicing and maintenance in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during vehicle servicing and maintenance

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to vehicle or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of equipment

Service equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of vehicle servicing and maintenance

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:

operations conducted at day or night
typical weather conditions
in tight or confined spaces, exposed conditions and controlled or open environments
while in a depot, base or warehouse
while in the vehicle on the road
while at a client's workplace

Type of vehicle may include any commercial road transport vehicle including:

light vehicle
heavy vehicle
combination vehicle

Maintenance checks may include:

routine inspections of vehicle systems
checks prior to operations
checks on completion of operations
checks on completion of maintenance activities

Minor routine repairs may include:

replacement of blown globes in vehicle lights
replacement of broken fan belt
replacement of blown fuse
door mirrors
repairs to rear tail-light lens
changing of tyres
repair of tyre punctures
replacement of broken coolant hose

Minor routine servicing may include:	topping-up of water levels replacement of oils replacement of air in tyres
Environmental hazards may include:	leaking oil and fuel defective or inappropriately adjusted exhaust systems inappropriate disposal of vehicle fluids in drains or sewerage systems
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/records may include:	workplace routine servicing and maintenance procedures, checklists and instructions relevant state/territory roads and traffic authority vehicle maintenance regulations maintenance checklists and records vehicle manufacturers instructions, specifications and recommended procedures precautions and procedures to be adopted to protect the environment when servicing and maintaining vehicles OH&S procedures to be followed when servicing and maintaining vehicles
Applicable regulations and legislation may include:	relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements relevant state/territory OH&S legislation relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB407C Carry out vehicle inspection

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle, including action to implement vehicle manufacturers specifications for routine checks, to clean the vehicle, and to ensure that all specified safety requirements are met and that the vehicle is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority.

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant roads and traffic authority concerned with the inspection of commercial vehicles.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine inspection principles and procedures to check the safety and operation of a commercial vehicle across a variety of operational contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Check the vehicle	1.1 A visual check of the internal and external condition of the vehicle is carried out following workplace procedures 1.2 Pre-operational inspections and checks of the vehicle's tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with the requirements of the relevant roads and traffic authority 1.3 Associated equipment is tested to ensure it functions correctly to manufacturers specifications 1.4 Post start-up and shut-down checks are carried out after engine is started to identify possible engine or electrical problems 1.5 Warning systems (instruments and gauges) are checked to ensure they are operational 1.6 Where relevant, vehicle monitoring device is logged on/off in accordance with manufacturers instructions and workplace policy
2 Clean vehicle	2.1 Vehicle and associated equipment is cleaned in accordance with workplace procedures and legislation
3 Complete documentation	3.1 Basic faults are identified and/or diagnosed and appropriate action is taken to report or remedy them as required by workplace procedures and legislation 3.2 Records of inspection are updated and recommended repairs are documented in accordance with workplace policies

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant duty of care requirements for the routine inspection of vehicles

Relevant OH&S and pollution control procedures

Procedures for the routine inspection of a commercial vehicle in accordance with workplace and manufacturers requirements and established safety rules and regulations, including pre-operational checking procedures, visual inspection procedures and warning systems checking procedures

Problems that may occur during the routine inspection of a vehicle and appropriate actions and solutions

Basic principles of operation of systems on commercial vehicles, including electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres, brakes

Reporting and documentation requirements

Required skills:

Communicate effectively with others during the routine inspection of a vehicle

Read and interpret instructions, procedures, information and manuals relevant to the routine inspection of a vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the routine inspection of a vehicle

Operate electronic communication equipment to required protocol

Work collaboratively with others during the routine inspection of a vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that are identified during the routine inspection of a vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events that may occur during the routine inspection of a vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Use cleaning equipment

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through appropriately simulated activities at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment
- while in the a depot, base or warehouse
- while in the vehicle on the road
- while at a client's workplace

Type of vehicle may include any commercial road transport vehicles including:

- light vehicles
- heavy vehicles
- combination vehicles

Inspection may include:

- visual checks of vehicle

	routine checks of vehicle systems checks in accordance with a detailed inspection schedule
Routine checks may include:	water levels oil levels air pressure in tyres brakes lights condition of tyres battery exhaust system suspension
Environmental hazards may include:	leaking oil and fuel defective or inappropriately adjusted exhaust systems inappropriate disposal of vehicle fluids in drains or sewerage systems
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Information/records may include:	workplace routine inspection procedures, checklists and instructions relevant state/territory roads and traffic authority vehicle maintenance regulations vehicle manufacturers instructions, specifications and recommended procedures precautions and procedures to be adopted to protect the environment when inspecting, servicing and maintaining vehicles OH&S procedures to be followed when inspecting vehicles
Applicable regulations and legislation may include:	relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements

relevant state/territory OH&S legislation

relevant state/territory environmental
protection legislation

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIB607C Carry out inspection of vehicles designed to carry special loads

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle designed to carry a special load, including action to implement manufacturers specifications for routine checks of the vehicle and its associated equipment, to clean the vehicle and its associated equipment, and to ensure that all specified safety requirements are met and that the vehicle and equipment are operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority.

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant roads and traffic authority and workplace procedures and policy concerning vehicle inspection.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle checking and maintenance principles and procedures to inspect a commercial vehicle designed to carry special loads across a variety of operational contexts.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Check vehicle	1.1 A visual check of the internal and external condition of the vehicle is carried out in accordance with workplace procedures 1.2 Pre-operational inspections and checks of the vehicle's tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with road safety standards 1.3 Associated equipment is tested to ensure it functions correctly to manufacturers specifications 1.4 Post start-up and shut-down checks are carried out after engine is started to identify possible engine or electrical problems 1.5 Warning systems (instruments and gauges) are checked to ensure they are operational 1.6 Where relevant, vehicle-monitoring device is logged on/off in accordance with manufacturers instructions and workplace policy
2 Clean vehicle and ancillary equipment	2.1 Vehicle and associated equipment is cleaned in accordance with workplace procedures and legislation 2.2 Special purpose ancillary equipment is cleaned in accordance with any relevant government regulations and workplace procedures
3 Complete documentation	3.1 Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by workplace procedures and legislation 3.2 Records of inspection are updated and recommended repairs documented in accordance with workplace policies

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant duty of care requirements for the routine inspection of vehicles designed to carry special loads

Relevant OH&S and environmental procedures and regulations

Procedures for the checking and routine inspection of a commercial vehicle designed to carry special loads in accordance with workplace and manufacturers requirements and established safety rules and regulations including visual inspection procedures, pre-operational checking procedures and warning systems checking procedures

Problems that may occur during the routine inspection of a vehicle and its associated ancillary equipment, and appropriate actions and solutions

Techniques for the recognition of faults and vehicle/ancillary system irregularities

Basic principles of operation of systems on commercial vehicles, including electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres, brakes, and relevant ancillary systems

Relevant recording and documentation procedures

Required skills:

Communicate effectively with others when carrying out the routine inspection of a vehicle and its associated ancillary equipment

Read and interpret instructions, procedures, information, technical data and drawings relevant to the routine inspection of a vehicle and its associated ancillary equipment

Interpret and follow operational instructions and prioritise work

Complete documentation related to the routine inspection of a vehicle and its associated ancillary equipment

Operate electronic communication equipment to required protocol

Work collaboratively with others when carrying out the routine inspection of a vehicle and

its associated ancillary equipment

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when carrying out the routine inspection of a vehicle and its associated ancillary equipment in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events when carrying out the routine inspection of a vehicle and its associated ancillary equipment

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures

Context of and specific resources for assessment

other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle may include all vehicles designed to carry special loads, for example:

- concrete agitator
- livestock transporter

- armoured car
- tanker
- refrigerated vehicle
- waste vehicle
- fresh produce vehicle
- car carrier
- container carrier
- recovery vehicle

Inspection may be carried out in typical road transport situations, including:

- at day or night
- typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment
- while in a workplace, depot, base or warehouse
- while in the vehicle on the road
- while at a client's worksite

Ancillary equipment will be dependent on type of special load carried and may include:

- refrigeration systems
- concrete agitation systems
- car transporter systems
- livestock transporter systems
- waste loading/discharge systems
- recovery systems
- tanker pumping and related systems
- on-board cranes and hoists
- armoured car systems

Inspection may include:

- visual checks of vehicle
- routine checks of vehicle systems
- checks in accordance with a detailed inspection schedule

Routine checks may include:

- water levels
- oil levels
- air pressure in tyres
- brakes

	lights
	condition of tyres
	battery
	exhaust system
	suspension
	functions of associated ancillary equipment
Environmental hazards may include:	leaking oil and fuel
	defective or inappropriately adjusted exhaust systems
	inappropriate disposal of vehicle fluids in drains or sewerage systems
Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/records may include:	workplace routine inspection procedures, checklists and instructions for both the vehicle and associated ancillary equipment
	relevant state/territory roads and traffic authority vehicle maintenance regulations
	inspection checklists and records
	manufacturers instructions, specifications and recommended procedures for both the vehicle and any associated ancillary equipment
	precautions and procedures to be adopted to protect the environment when inspecting and servicing vehicles designed to carry special loads
	OH&S procedures to be followed when inspecting and servicing vehicles designed to carry special loads
Applicable regulations and legislation may include:	relevant state/territory roads and traffic authority regulations and requirements pertaining to the inspection of vehicles designed to carry special loads
	relevant state/territory OH&S legislation

relevant state/territory environmental
protection legislation

Unit Sector(s)

Not applicable.

Competency Field

B - Equipment Checking&Maintenance

TLIC107C Drive vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive commercial light vehicles and cars safely, including the systematic, safe and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition, and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the vehicle	1.1 Vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions 1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage 1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving 1.4 The vehicle is driven in reverse, maintaining visibility and achieving accurate positioning 1.5 Vehicle lights and indicators are used in accordance with traffic regulations and manufacturers instructions 1.6 The vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures 1.7 Appropriate procedures are followed in the event of a driving emergency
2 Monitor traffic and road conditions	2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations 2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3 Monitor and maintain vehicle performance	3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

- 3.2 Performance and efficiency of vehicle operation is monitored during use
- 3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority
- 3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Vehicle controls, instruments and indicators and their use

Vehicle handling procedures

Workplace driving and operational instructions

Driving hazards and related defensive driving techniques

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on vehicle and related action

Differences between transmission types

Map reading and road navigation techniques

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Principles of stress management when driving a vehicle

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a commercial vehicle

Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a commercial vehicle

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a commercial vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a commercial vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events that may occur when driving a commercial vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a commercial vehicle

Monitor and anticipate traffic hazards and take appropriate action

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Monitor performance of vehicle and take appropriate action where required

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:

cars and vehicles equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including the driver, and all types of transmission

Driving may be carried out in typical road transport situations, including:

operations conducted at day or night
typical weather conditions
on the open road
on a private road
while at a depot, base or warehouse
while at a client's workplace or work site

Vehicle handling procedures may include:

starting a vehicle
steering and manoeuvring a vehicle
accelerating and braking
positioning and stopping a vehicle
reversing a vehicle
operating vehicle controls, instruments and indicators
using defensive driving techniques

	managing engine performance
Pre-operational checks may include:	visual check of vehicle checking and topping up of fluid levels checks of tyre pressures checks of operation of vehicle lights and indicators checks of brakes
Minor routine repairs may include:	replacement of blown globes in vehicle lights replacement of broken fan belt replacement of blown fuse replacement of door mirrors repairs to rear tail-light lens changing of tyres repair of tyre punctures replacement of broken coolant hose
Driving hazards may include (examples only):	wet and iced roads oil on road animals and objects on road fire in vehicle leaking fuel faulty brakes parked vehicles on the road faulty steering mechanism on vehicle pedestrians crossing the road flooded sections of road windy sections of road foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):	traffic accidents flooded sections of road road damage bridge/tunnel damage road works building construction

	emergency situations such as bushfires, building fires, etc.
	road closures for special events such as marches, parades, etc.
	holiday traffic
	road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Documentation/records may include:	state/territory driving licence requirements state/territory road rules workplace driving instructions and procedures vehicle manufacturers instructions, specifications and recommended driving procedures including pre-operational checks of vehicle emergency procedures vehicle log book or record book (where required)
Applicable procedures and codes may include:	relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle relevant state/territory road rules relevant state/territory permit regulations and requirements relevant state/territory OH&S legislation relevant state/territory fatigue management regulations relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC207C Drive light rigid vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a light rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition, and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to light rigid vehicles.

Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial light rigid vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the light rigid vehicle	1.1 The light rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions 1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage 1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving 1.4 The light rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning 1.5 The light rigid vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures 1.6 Appropriate procedures are followed in the event of a driving emergency
2 Monitor traffic and road conditions	2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations 2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3 Monitor and maintain vehicle performance	3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

- 3.2 Performance and efficiency of vehicle operation is monitored during use
- 3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority
- 3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Light rigid vehicle controls, instruments and indicators and their use

Light rigid vehicle handling procedures

Driving hazards and related defensive driving techniques

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on vehicle and related action

Differences between transmission types

Map reading and road navigation techniques including the use of a GPS device where applicable

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Workplace driving and operational instructions

Principles of stress management when driving a vehicle

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a commercial light rigid vehicle

Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial light rigid vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a commercial light rigid vehicle

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a commercial light rigid vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events when driving a commercial light rigid vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a commercial light rigid vehicle

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating

procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor and anticipate traffic hazards and take appropriate action

Carry out pre-operational checks on the vehicle in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including

workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:

all light rigid vehicles including trucks and buses greater than 4.5 tonnes or seating more than 12 adults including the driver

Driving may be carried out in typical road transport situations, including:

operations conducted at day or night
typical weather conditions
on the open road
on a private road
while at a depot, base or warehouse
while at a client's workplace or work site

Vehicle handling procedures may include:

starting a vehicle
steering and manoeuvring a vehicle
accelerating and braking
positioning and stopping a vehicle
reversing a vehicle
operating vehicle controls, instruments and indicators

	using defensive driving techniques
	managing engine performance
Pre-operational checks may include:	visual check of vehicle
	checking and topping up of fluid levels
	checks of tyre pressures
	checks of operation of vehicle lights and indicators
	checks of brakes
Minor routine repairs may include:	replacement of blown globes in vehicle lights
	replacement of broken fan belt
	replacement of blown fuse
	replacement of door mirrors
	repairs to rear tail-light lens
	changing of tyres
	repair of tyre punctures
	replacement of broken coolant hose
Driving hazards may include (examples only):	wet and iced roads
	oil on road
	animals and objects on road
	fire in vehicle
	leaking fuel
	faulty brakes
	parked vehicles on the road
	faulty steering mechanism on vehicle
	pedestrians crossing the road
	flooded sections of road
	windy sections of road
	foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):	traffic accidents
	flooded sections of road
	road damage
	bridge/tunnel damage
	road works

	building construction
	emergency situations such as bushfires, building fires, etc.
	road closures for special events such as marches, parades, etc.
	holiday traffic
	road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Documentation/records may include:	state/territory light rigid vehicle driving licence requirements
	state/territory road rules
	workplace driving instructions and procedures
	vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
	emergency procedures
	vehicle log book or record book (where required)
Applicable procedures and codes may include:	relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to light rigid vehicles
	relevant state/territory road rules
	relevant state/territory permit regulations and requirements
	relevant state/territory OH&S legislation
	relevant state/territory fatigue management regulations
	relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC307C Drive medium rigid vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a medium rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to medium rigid vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial medium rigid vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the medium rigid vehicle	1.1 The medium rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions 1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage 1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective transmission use 1.4 Braking system of medium rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions 1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving 1.6 The medium rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning 1.7 The medium rigid vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures 1.8 Appropriate procedures are followed in the event of a driving emergency
2 Monitor traffic and road conditions	2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations 2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation

and to ensure no injury to people or damage to property, equipment, loads and facilities

3 Monitor and maintain vehicle performance

- 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
- 3.2 Performance and efficiency of vehicle operation is monitored during use
- 3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority
- 3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Medium rigid vehicle controls, instruments and indicators and their use

Medium rigid vehicle handling procedures

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Workplace driving and operational instructions

Driving hazards and related defensive driving techniques

Pre-operational checks carried out on vehicle and related action

Differences between transmission types

Principles of operation of air brakes and procedures for their use

Principles of stress management when driving a vehicle

Map reading and road navigation techniques including the use of a GPS device where applicable

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a medium rigid vehicle

Read and interpret instructions, procedures, information and signs relevant to work activities

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a medium rigid vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a medium rigid vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events when driving a medium rigid vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and

environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of equipment

Monitor and anticipate traffic hazards and take appropriate action

Carry out pre-operational checks on a medium rigid vehicle

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies

and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:

all medium rigid vehicles, for example any 2-axle rigid vehicle, including truck and bus greater than 8 tonnes GVM

Driving may be carried out in typical road transport situations, including:

operations conducted at day or night
typical weather conditions
on the open road
on a private road
while at a depot, base or warehouse

	while at a client's workplace or work site
Vehicle handling procedures may include:	- starting a vehicle - steering and manoeuvring a vehicle - accelerating and braking - positioning and stopping a vehicle - reversing a vehicle - operating vehicle controls, instruments and indicators - using air brakes - using defensive driving techniques - managing engine performance
Pre-operational checks may include:	- visual check of vehicle - checking and topping up of fluid levels - checks of tyre pressures - checks of operation of vehicle lights and indicators - checks of brakes
Minor routine repairs may include:	- replacement of blown globes in vehicle lights - replacement of broken fan belt - replacement of blown fuse - replacement of door mirrors - repairs to rear tail-light lens - changing of tyres - repair of tyre punctures - replacement of broken coolant hose
Driving hazards may include (examples only):	- wet and iced roads - oil on road - animals and objects on road - fire in vehicle - leaking fuel - faulty brakes - parked vehicles on the road - faulty steering mechanism on vehicle

	pedestrians crossing the road flooded sections of road windy sections of road foggy conditions
Factors that can cause traffic delays and diversions may include:	traffic accidents flooded sections of road road damage bridge/tunnel damage road works building construction emergency situations such as bushfires, building fires, etc. road closures for special events such as marches, parades, etc. holiday traffic road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Documentation/records may include:	state/territory medium rigid vehicle driving licence requirements state/territory road rules workplace driving instructions and procedures vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle emergency procedures vehicle log book or record book (where required)
Applicable procedures and codes may include:	relevant state/territory roads and traffic authority driving regulations and licence

requirements pertaining to medium rigid vehicles

relevant state/territory road rules

relevant state/territory permit regulations and requirements

relevant state/territory OH&S legislation

relevant state/territory fatigue management regulations

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC407D Drive heavy rigid vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a heavy rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy rigid vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial heavy rigid vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the heavy rigid vehicle	1.1 The heavy rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions 1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage 1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes 1.4 Braking system of heavy rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions 1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving 1.6 The heavy rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning. 1.7 The heavy rigid vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures 1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements 1.9 Appropriate procedures are followed in the event of a driving emergency
2 Monitor traffic and road	2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and

conditions	conditions, road standards and other factors likely to cause delays or route deviations
	2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities
3 Monitor and maintain vehicle performance	3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
	3.2 Performance and efficiency of vehicle operation is monitored during use
	3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority
	3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Heavy rigid vehicle controls, instruments and indicators and their use

Heavy rigid vehicle handling procedures

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on heavy rigid vehicle and related action

Differences between transmission types

Principles of operation of air brakes and procedures for their use

Workplace driving and operational instructions

Driving hazards and related defensive driving techniques

Principles of stress management when driving a vehicle

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies and on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a commercial heavy rigid vehicle

Read and interpret instructions, procedures, information and signs relevant to when the driving of a commercial heavy rigid vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a commercial heavy rigid vehicle

Work collaboratively with others when driving a commercial heavy rigid vehicle

Operate electronic communication equipment to required protocol

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a commercial heavy rigid vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events

Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a commercial heavy rigid vehicle

Monitor and anticipate traffic hazards and take appropriate action

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of the vehicle and its equipment and take appropriate action where required

Carry out pre-operational checks in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies

and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:

all heavy rigid vehicles, for example any rigid vehicle with 3 or more axles, including trucks or buses, greater than 8 tonnes GVM

Driving may be carried out in typical road transport situations, including:

operations conducted at day or night
typical weather conditions
on the open road
on a private road
while at a depot, base or warehouse

	while at a client's workplace or work site
Vehicle handling procedures may include:	- starting a vehicle - steering and manoeuvring a vehicle - accelerating and braking - positioning and stopping a vehicle - reversing a vehicle - operating vehicle controls, instruments and indicators - using air brakes - using defensive driving techniques - managing engine performance
Pre-operational checks may include:	- visual check of vehicle - checking and topping up of fluid levels - checks of tyre pressures - checks of operation of vehicle lights and indicators - checks of brakes
Minor routine repairs may include:	- replacement of blown globes in vehicle lights - replacement of broken fan belt - replacement of blown fuse - replacement of door mirrors - repairs to rear tail-light lens - changing of tyres - repair of tyre punctures - replacement of broken coolant hose
Driving hazards may include (examples only):	- wet and iced roads - oil on road - animals and objects on road - fire in vehicle - leaking fuel - faulty brakes - parked vehicles on the road - faulty steering mechanism on vehicle

	- pedestrians crossing the road - flooded sections of road - windy sections of road - foggy conditions - work site hazards including power and service lines, buildings, structures, facilities, underground services, uneven or unstable ground and recently filled trenches, stationary and moving machinery and equipment, hazardous or dangerous materials, noise, light, energy sources, and obstructions
Factors that can cause traffic delays and diversions may include:	- traffic accidents - flooded sections of road - road damage - bridge/tunnel damage - road works - building construction - emergency situations such as bushfires, building fires, etc. - road closures for special events such as marches, parades, sporting events, etc. - holiday traffic - road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - organisational procedures - established procedures
Documentation/records may include:	- state/territory heavy rigid vehicle driving licence and permit requirements - state/territory road rules - workplace driving instructions and procedures - vehicle manufacturers instructions, specifications and recommended driving

Applicable procedures and codes may include:

procedures including preoperational checks of vehicle

emergency procedures

vehicle log book or record book (where required)

relevant standards and certification requirements

quality assurance procedures

relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to heavy rigid vehicles

relevant state/territory road rules

relevant state/territory permit regulations and requirements

relevant state/territory OH&S legislation

relevant state/territory fatigue management regulations

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC507D Drive heavy combination vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a heavy combination vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, coupling and uncoupling of trailer, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted, by or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy combination vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial heavy combination vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the heavy combination vehicle	1.1 The heavy combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions 1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage 1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes 1.4 Braking system of heavy combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions 1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving 1.6 The heavy combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning 1.7 The heavy combination vehicle is parked, uncoupled, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures 1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements 1.9 Appropriate signage, lights and the like are

- checked for operational effectiveness and for conformity to prescribed traffic regulations
- 1.1 Appropriate procedures are followed in the event of a driving emergency
- 2 **Monitor traffic and road conditions**
- 2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
- 2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities
- 3 **Monitor and maintain vehicle performance**
- 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
- 3.2 Prime mover and trailer are aligned and coupled in accordance with manufacturers instructions and workplace procedures
- 3.3 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational
- 3.4 Performance and efficiency of vehicle operation is monitored during use
- 3.5 Defective or irregular performance or malfunctions are reported to the appropriate authority
- 3.6 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant

state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Heavy combination vehicle controls, instruments and indicators and their use

Heavy combination vehicle handling procedures

Workplace driving and operational instructions

Procedures to be followed in the event of a driving emergency

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on heavy combination vehicle and related action

Differences between transmission types

Principles of operation of air brakes and procedures for their use

Driving hazards and related defensive driving techniques

Map reading and navigation of the vehicle and related action

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Principles of stress management when driving a vehicle

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a heavy combination vehicle

Read and interpret instructions, procedures, information and signs relevant to the driving of a heavy combination vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a heavy combination vehicle

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a heavy combination vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a heavy combination vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events that may arise when driving a heavy combination vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor and anticipate traffic hazards and take appropriate action

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Apply map reading and road navigation techniques to the operation of a heavy combination vehicle

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the

performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through appropriately simulated activities at the registered training organisation, and/or

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:	all heavy combination vehicles that may be driven on public and private roads and work sites
Driving may be carried out in typical road transport situations, including:	operations conducted at day or night typical weather conditions on the open road on a private road while at a depot, base or warehouse while at a client's workplace or work site
Vehicle handling procedures may include:	starting a vehicle steering and manoeuvring a vehicle accelerating and braking positioning and stopping a vehicle reversing a vehicle operating vehicle controls, instruments and indicators using air brakes using defensive driving techniques managing engine performance
Pre-operational checks may include:	visual check of vehicle checking and topping up of fluid levels checks of tyre pressures checks of operation of vehicle lights and indicators checks of brakes checks of coupling equipment
Minor routine repairs may include:	replacement of blown globes in vehicle lights replacement of broken fan belt

Driving hazards may include (examples only):

replacement of blown fuse
replacement of door mirrors
repairs to rear tail-light lens
changing of tyres
repair of tyre punctures
replacement of broken coolant hose
wet and iced roads
oil on road
animals and objects on road
fire in vehicle
leaking fuel
faulty brakes
parked vehicles on the road
faulty steering mechanism on vehicle
pedestrians crossing the road
flooded sections of road
windy sections of road
foggy conditions
work site hazards including power and service lines, buildings, structures, facilities, underground services, uneven or unstable ground and recently filled trenches, stationary and moving machinery and equipment, hazardous or dangerous materials, noise, light, energy sources, and obstructions

Factors that can cause traffic delays and diversions may include (examples only):

traffic accidents
flooded sections of road
road damage
bridge/tunnel damage
road works
building construction
emergency situations such as bushfires, building fires, etc.
road closures for special events such as marches, parades, sporting events, etc.

	holiday traffic
	road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Documentation/records may include:	state/territory heavy combination vehicle driving licence/permit requirements state/territory road rules workplace driving instructions and procedures vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle emergency procedures vehicle log book or record book (where required)
Applicable procedures and codes may include:	relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to heavy combination vehicles relevant state/territory road rules relevant state/territory permit regulations and requirements relevant state/territory OH&S legislation relevant state/territory fatigue management regulations relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

TLIC607C Drive multi-combination vehicle

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to drive a multi-combination vehicle safely, including systematic and efficient control of all vehicle functions, coupling and uncoupling of dollies, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority.

Application of the Unit

Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to multi-combination vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial multi-combination vehicle across a variety of driving contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Drive the multi-combination vehicle	1.1 The multi-combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions 1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage 1.3 Braking system of multi-combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions 1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving 1.5 The multi-combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning 1.6 The multi-combination vehicle is parked, shut down, uncoupled and secured according to manufacturers specifications, traffic regulations and workplace procedures 1.7 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations 1.8 Appropriate procedures are followed in the event of a driving emergency
2 Monitor traffic and road conditions	2.1 The most efficient and permissible route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations 2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation

and to ensure no injury to people or damage to property, equipment, loads and facilities

3 Monitor and maintain vehicle performance

- 3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle
- 3.2 Prime mover, dollies and trailer are aligned and coupled in proper sequence in accordance with manufacturers instructions and workplace procedures
- 3.3 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational
- 3.4 Performance and efficiency of vehicle operation is monitored during use
- 3.5 Defective or irregular performance or malfunctions are reported to the appropriate authority
- 3.6 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Multi-combination vehicle controls, instruments and indicators and their use

Multi-combination vehicle handling procedures

Workplace driving and operational instructions

Engine power management and safe driving strategies

Efficient driving techniques

Pre-operational checks carried out on multi-combination vehicle and related action

Differences between transmission types

Principles of operation of air brakes and procedures for their use

Driving hazards and related defensive driving techniques

Map reading and road navigation techniques

Factors which may cause traffic delays and diversions and related action that can be taken by a driver

Principles of stress management when driving a vehicle

Causes and effects of fatigue on drivers

Factors which increase fatigue-related accidents

Fatigue management strategies including on-road techniques

Lifestyles which promote the effective long-term management of fatigue

Required skills:

Communicate effectively with others when driving a multi-combination vehicle

Read and interpret instructions, procedures, information and signs relevant to the driving of a multi-combination vehicle

Interpret and follow operational instructions and prioritise work

Complete documentation related to the driving of a multi-combination vehicle

Operate electronic communication equipment to required protocol

Work collaboratively with others when driving a multi-combination vehicle

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a multi-combination vehicle in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events when driving a multi-combination

vehicle

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a multi-combination vehicle

Monitor and anticipate traffic hazards and take appropriate action

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required

Service vehicle and its equipment in terms of maintenance schedule and standard operating procedures

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures

Context of and specific resources for assessment

other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:

all multi-combination vehicles that may be driven on public and private roads and work sites

Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- checks of coupling equipment

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):

- wet and iced roads
- oil on road

	animals and objects on road
	fire in vehicle
	leaking fuel
	faulty brakes
	parked vehicles on the road
	faulty steering mechanism on vehicle
	pedestrians crossing the road
	flooded sections of road
	windy sections of road
	foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):	traffic accidents
	flooded sections of road
	road damage
	bridge/tunnel damage
	road works
	building construction
	emergency situations such as bushfires, building fires, etc.
	road closures for special events such as marches, parades, etc.
	holiday traffic
	road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Documentation/records may include:	state/territory multi-combination vehicle driving licence/permit requirements
	state/territory road rules
	workplace driving instructions and procedures
	vehicle manufacturers instructions, specifications and recommended driving

Applicable procedures and codes may include:

procedures including preoperational checks of vehicle

emergency procedures

vehicle log book or record book (where required)

relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to multi-combination vehicles

relevant state/territory road rules

relevant state/territory OH&S legislation

relevant state/territory fatigue management regulations

relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

C - Driving Vehicle

Modification History

Not Supplied

Unit Descriptor

Not Supplied

Application of the Unit

Not Supplied

Licensing/Regulatory Information

Not Supplied

Pre-Requisites

Not Supplied

Employability Skills Information

Not Supplied

Elements and Performance Criteria Pre-Content

Not Supplied

Elements and Performance Criteria

none

Required Skills and Knowledge

Not Supplied

Evidence Guide

Not Supplied

Range Statement

Not Supplied

Unit Sector(s)

Not applicable.

Custom Content Section

Not Supplied

TLID2107C Use specialised bulk transfer equipment (dry)

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to use specialised bulk transfer equipment for dry materials, including planning the work, transferring the material according to regulatory and operational requirements, monitoring and operating controls, and completing all operations, as required.

Application of the Unit

Work must be carried out in compliance with the relevant state/territory regulations concerning the use of specialised equipment for the transfer of dry bulk product.

Work is performed under general supervision. It involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised bulk transfer equipment to load and unload dry bulk products.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan work	1.1 Dangerous or hazardous (including regulated waste), or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work 1.2 Traffic flow and work area conditions are assessed and anticipated to ensure safe operation and no injury to people, or damage to equipment, loads, facilities or environment 1.3 Characteristics of the load are taken into account when selecting method, equipment and, where applicable, appropriate attachments to transfer the load 1.4 Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel 1.5 Bulk transfer of dry materials is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight and dimensions and the capacity of the equipment 1.6 Required personal safety equipment, signage, barriers and special precautions are identified in the plan and utilised 1.7 Procedures to deal with spills, leakages and ruptures are identified 1.8 Customer requests for variation to agreed operations are actioned within scope of authority or referred to appropriate personnel
2 Transfer material	2.1 Equipment is prepared and any appropriate attachment fitted 2.2 Equipment controls are checked for correct operational status before commencing transfer 2.3 Adjustments are made to process to accommodate special requirements such as temperature control,

combustion etc.

2.4 Instruments and gauges are monitored during operations to ensure that operation is consistent with workplace procedures, manufacturers specifications and enterprise schedule and safety requirements

2.5 Speed of operation is managed for safety and efficiency of materials movement and equipment operations

2.6 Any faults or damage to equipment are immediately reported to the appropriate personnel

3 Monitor and operate controls

3.1 Equipment controls are monitored and operated in accordance with manufacturers operating instructions

3.2 Control systems are monitored to ensure that operation is consistent with workplace procedures, manufacturers specifications, workplace schedule, safety requirements and statutory regulations

3.3 Materials are moved ensuring no injury to personnel or damage to equipment or goods

3.4 Faults are identified and reported in accordance with enterprise guidelines

4 Complete operations

4.1 Equipment is shut down within manufacturers guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures]

4.2 Clean up methods for transfer equipment are completed following workplace procedures

4.3 Equipment is secured in accordance with securing procedures for the appropriate equipment

4.4 Workplace documentation is completed and filed following workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Australian Dangerous Goods Code and relevant state/territory mass and loading regulations as they apply to vehicles transporting dry bulk product

OH&S procedures and guidelines concerning the use of specialised bulk transfer equipment

Risks when transferring dry bulk product and related precautions to control the risk

Workplace procedures and policies for the efficient use of specialised equipment to transfer dry bulk loads

Housekeeping standards procedures required in the workplace

Methods of securing a vehicle following transfer of dry bulk product

Relevant regulatory, permit and licence requirements including ADG Code

Required skills:

Communicate effectively with others when using specialised equipment to transfer dry bulk product

Read and interpret instructions, procedures, information and signs relevant to the transfer of dry bulk product using specialised equipment

Identify goods coding, IMDG markings and, where applicable, emergency information panels

Interpret and follow operational instructions and prioritise work

Complete documentation related to the transfer of dry bulk product using specialised equipment

Operate electronic communication equipment to required protocol

Estimate the mass, volume and special requirements of dry bulk products

Work collaboratively with others when using specialised equipment to transfer dry bulk product

Adapt appropriately to cultural differences in the workplace, including modes of behaviour

and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using specialised equipment to transfer dry bulk product in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events when using specialised equipment to transfer dry bulk product

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the transfer of dry bulk product using specialised equipment

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to product or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Identify and correctly use equipment required to transfer dry bulk product

Monitor performance of equipment

Service equipment in terms of maintenance schedule and standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
the underpinning knowledge and skills

Context of and specific resources for assessment

relevant legislation and workplace procedures
other relevant aspects of the range statement

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Dry bulk product to be transferred may require:	special precautions
Hazards in the work area may include exposure to:	hazardous or dangerous materials contamination of, or from, materials being handled noise, light, energy sources stationary and moving machinery, parts or components service lines spills, leakages, ruptures dust/vapours
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses mask or respirator high visibility clothing
Hazard management is:	consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Exposure during work operations may be to:	corrosive chemicals solvents and adhesives toxic, explosive and other harmful substances movement of equipment, goods, vehicles

Regulatory controls and enterprise procedures may govern requirements for:

transport
storage
volume
mass
required controls

Relevant transfer systems may include:

ducted
conveyor
mobile plant
pipelines
elevators
augers

Requirements for work may include:

site restrictions and procedures
use of safety and personal protective equipment
communications equipment
specialised lifting and/or handling equipment
incident breakdown procedures
additional gear and equipment
noise restrictions
hours of operation
authorities and permits

Consultative processes may involve:

other employees and supervisors
suppliers, potential customers and existing clients
management and union representatives
industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include:

phone
electronic data interchange
fax
email
internet

	radio
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
	site procedures
Information/documents may include:	Safe Working Load (SWL) and Working Load Limit (WLL)
	manifests, bar codes, goods and product identification
	manufacturers specifications for equipment/tools
	workplace procedures and policies for the transfer of dry bulk product
	supplier and/or client instructions
	material safety data sheets
	codes of practice including the National Standards for Manual Handling and the Industry Safety Code
	award, enterprise bargaining agreement, other industrial arrangements
	relevant standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	state/territory mass and loading regulations
	Australian regulations relevant to the transfer of dry bulk product
	Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
	Australian and International Dangerous Goods Codes
	Australian Marine Orders and the International Maritime Dangerous Goods

Code

IATA Dangerous Goods by Air regulations

relevant state/territory environmental
protection legislation

relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling

TLID2407C Use specialised liquid bulk transfer equipment (gravity/pressurised)

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to use specialised gravity and pressurised liquid bulk transfer equipment including planning the work; transferring the bulk according to regulatory and operational requirements; monitoring and operating controls; and completing all operations, as required.

Application of the Unit

Work must be carried out in compliance with the ADG Code and relevant state/territory regulations concerning the use of specialised gravity and pressurised equipment for the transfer of liquid bulk product.

Work is performed under general supervision. It involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised gravity and pressurised bulk transfer equipment to load and unload liquid bulk product.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Plan work	1.1 Liquid transfer method is identified for loading and unloading as gravity or pressure 1.2 Dangerous or hazardous (including regulated waste) or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work 1.3 Precautions are undertaken to eliminate all ignition sources 1.4 Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities 1.5 Characteristics of the liquid, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and, where applicable, appropriate attachments to transfer the load 1.6 Potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel 1.7 Liquid transfer is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight, volume and viscosity and the capacity of the equipment 1.8 Load is checked prior to and at the completion of transfer to ensure ullage and/or maximum permitted capacity complies with ADG Code 1.9 Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc.
0	1.1 Required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised
	1.1 Procedures to deal with spills, leakages and

- 1 ruptures are identified
- 2 **Transfer material**
 - 2.1 Equipment is prepared and any appropriate attachments fitted
 - 2.2 Equipment controls are checked for correct operational status before commencing transfer
 - 2.3 Instruments and gauges are monitored during operations to ensure that operation is within manufacturers specifications and workplace schedule and safety requirements
 - 2.4 Speed of operation is managed for safety and efficiency of materials movement and equipment operations
 - 2.5 Faults or damage to equipment are immediately reported to the appropriate personnel
- 3 **Monitor and operate controls**
 - 3.1 Equipment controls are monitored and operated in accordance with manufacturers operating instructions
 - 3.2 Control systems are monitored in accordance with statutory authority regulations, manufacturers guidelines and site operating procedures
 - 3.3 Materials are moved ensuring no injury to personnel or damage to equipment or goods
 - 3.4 Faults are identified and reported in accordance with workplace procedures
- 4 **Complete operations**
 - 4.1 Equipment is shut down within manufacturers guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with workplace procedures
 - 4.2 Clean up methods for transfer equipment are completed following workplace procedures
 - 4.3 Equipment is secured in accordance with securing procedures for the appropriate equipment
 - 4.4 Workplace documentation is completed and filed following workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Australian Dangerous Goods Code and relevant state/territory mass and loading regulations as they apply to vehicles transporting liquid bulk product

OH&S procedures and guidelines concerning the use of specialised liquid bulk transfer equipment

Risks when transferring liquid bulk product and related precautions to control the risk

Workplace procedures and policies for the efficient use of specialised gravity and pressurised equipment to transfer liquid bulk product

Problems, faults or malfunctions that may occur when transferring liquid bulk product using specialised equipment and action that should be taken to prevent or resolve them

Hazards involved in transferring liquid bulk product using specialised equipment when transferring liquid bulk product and ways and means of controlling the risks involved

Housekeeping standards procedures required in the workplace

Methods of securing a vehicle following transfer of liquid bulk product

Relevant permit and health and safety requirements

Required skills:

Communicate effectively with others when transferring liquid bulk product using specialised equipment

Read and interpret instructions, procedures, information and signs relevant to the transfer of liquid bulk product using specialised equipment

Identify goods coding, IMDG markings and, where applicable, emergency information panels

Interpret and follow operational instructions and prioritise work

Complete documentation related to the transfer of liquid bulk product using specialised equipment

Operate electronic communication equipment to required protocol

Estimate the mass, volume and special requirements of liquid bulk product

Work collaboratively with others when transferring liquid bulk product using specialised equipment

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when transferring liquid bulk product using specialised equipment in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events that may arise when transferring liquid bulk product using specialised equipment

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the transfer of liquid bulk product using specialised equipment

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in transfer equipment in accordance with standard operating procedures

Identify and correctly use equipment required to transfer liquid bulk product

Monitor performance of transfer equipment

Service transfer equipment in terms of maintenance schedule and standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through appropriately simulated activities at the registered training organisation, and/or

- in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: in a range of work environments and weather conditions

by day or night

Customers may be: internal or external

Workplaces may comprise: large, medium or small worksites

Work may be conducted in: restricted spaces

exposed conditions

controlled or open environments

Liquid bulk product to be transferred may require: special precautions

Hazards in the work area may include exposure to:

hazardous or dangerous materials

contamination of, or from, materials being handled

noise, light, energy sources

stationary and moving machinery, parts or components

service lines

spills, leakages, ruptures

dust/vapours

Hazard management is:

consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Personal protective equipment may include:

gloves

safety headwear and footwear

safety glasses

mask or respirator

high visibility clothing

Exposure during work operations may be to:	corrosive chemicals solvents and adhesives toxic, explosive and other harmful substances movement of equipment, goods, vehicles
Regulatory controls and enterprise procedures may govern requirements for:	transport storage volume mass required controls
Ignition sources include:	naked flames and static sources
Requirements for work may include:	site restrictions and procedures use of safety and personal protective equipment communications equipment specialised lifting and/or handling equipment incident breakdown procedures additional gear and equipment noise restrictions hours of operation authorities and permits
Consultative processes may involve:	other employees and supervisors suppliers, potential customers and existing clients management and union representatives industrial relations, OH&S specialists, and other maintenance, professional or technical staff
Communication in the work area may include:	phone electronic data interchange fax email internet

	radio
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
	site procedures
Information/documents may include:	Safe Working Load (SWL) and Working Load Limit (WLL)
	manifests, bar codes, goods and product identification
	manufacturers specifications for equipment/tools
	workplace procedures and policies for the transfer of liquid bulk product
	goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
	supplier and/or client instructions
	codes of practice including the Australian Dangerous Goods Code, relevant Australian Standards and the Industry Safety Code
	award, enterprise bargaining agreement, other industrial arrangements
	relevant standards and certification requirements
	quality assurance procedures
	emergency procedures
	material safety data sheets
Applicable regulations and legislation may include:	state/territory mass and loading regulations
	Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
	Australian and International Dangerous Goods Codes
	Australian Marine Orders and the

International Maritime Dangerous Goods
Code

IATA Dangerous Goods by Air regulations

Australian and International Explosives
Codes

Australian and state/territory regulations
related to the transfer of liquid bulk product

relevant Australian Standards, including AS
2809.1, AS 2809.2, AS 2931, AS 2430

relevant state/territory environmental
protection legislation

relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling

Modification History

Not Supplied

Unit Descriptor

Not Supplied

Application of the Unit

Not Supplied

Licensing/Regulatory Information

Not Supplied

Pre-Requisites

Not Supplied

Employability Skills Information

Not Supplied

Elements and Performance Criteria Pre-Content

Not Supplied

Elements and Performance Criteria

none

Required Skills and Knowledge

Not Supplied

Evidence Guide

Not Supplied

Range Statement

Not Supplied

Unit Sector(s)

Not applicable.

Custom Content Section

Not Supplied

TLID407C Load and unload goods/cargo

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to load and unload goods and cargo, including loading and unloading goods, securing and protecting the load and completing all required documentation.

Application of the Unit

Work must be carried out in compliance with the relevant regulations/permit requirements including those of the relevant state/territory roads and traffic authority concerning the loading of goods/cargo.

Work is performed under some supervision generally within a team environment. It involves the application of the basic principles, routine procedures and regulatory/permit requirements to the loading and unloading of goods/cargo.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Load and unload goods/cargo	1.1 Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures 1.2 Dangerous or hazardous goods are identified and handled in accordance with the Australian Dangerous Goods (ADG) Code and other relevant regulations/permit requirements 1.3 Load is packed/unpacked to make safe and effective use of available spaces 1.4 Goods/cargo are loaded in accordance with relevant mass and loading regulations and workplace procedures 1.5 Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation 1.6 Unloading activities are conducted in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load 1.7 Goods requiring special handling and/or documentation are identified and appropriate procedures followed 1.8 Relocated material is restacked appropriate for the transport method, safe height, weight loading, size and crushability of the goods
2 Secure and protect load	2.1 The distribution of the load is checked to ensure that it is even, legal and within safe working capacity 2.2 Load is checked to ensure that dangerous goods and hazardous substances are appropriately segregated in accordance with the ADG Code 2.3 Load is secured using the correct load restraint and protection equipment for different loads, carrying

and storage conditions

2.4 The load is protected in accordance with legal and workplace safety requirements

3 Complete documentation

3.1 The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the ADG Code where applicable

3.2 All required documentation for the goods is completed in accordance with workplace requirements including the ADG Code where applicable

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant Australian standards and regulations including state/territory mass and loading regulations

National Load Restraint Guide

Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

OH&S procedures and guidelines concerning the lifting and movement of loads

Risks when loading and unloading goods/cargo and related precautions to control the risk

Security awareness requirements when loading and unloading vehicles and in particular the recognition, isolation and reporting of suspicious cargo and goods

Workplace procedures and policies for the loading and unloading of goods/cargo

Housekeeping standards procedures required in the workplace

Methods of securing a load

Site layout and obstacles

Problems that may arise when loading and unloading goods and cargo and actions that

should be taken to prevent or solve them

Required skills:

Communicate effectively with others when loading and unloading goods and cargo

Read and interpret instructions, procedures, information, signs and labels relevant to the loading and unloading of goods and cargo

Identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels and take appropriate action

Interpret and follow operational instructions and prioritise work

Complete documentation related to the loading and unloading of goods and cargo

Operate electronic communication equipment to required protocol

Estimate the size, shape and special requirements of loads and take appropriate action

Work collaboratively with others when loading and unloading goods and cargo

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when loading and unloading goods and cargo in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected situations that may occur when loading and unloading goods and cargo

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the loading and unloading of goods and cargo

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in cargo and equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:
through appropriately simulated activities at
the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Work may be conducted in:	restricted spaces exposed conditions controlled or open environments
Goods/cargo to be loaded or unloaded may:	require special precautions
Loads to be shifted may be:	irregularly shaped packaged or unpackaged labelled or unlabelled palletted or unpalletted
Hazards in the work area may include exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and materials
Personnel in the work area may include:	workplace personnel site visitors contractors official representatives

Communication in the work area may include:	phone electronic data interchange fax email internet radio oral, aural or signed communications
Loading operations may be carried out:	manually with the aid of lifting equipment and/or appliances
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures enterprise procedures organisational procedures established procedures
Personal protective equipment may include:	gloves safety headwear and footwear safety glasses two-way radios high visibility clothing
Information/documents may include:	goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs manifests, bar codes, goods and container identification manufacturers specifications for equipment/tools workplace procedures and policies for the loading and unloading of goods/cargo ADG Code and associated regulations supplier and/or client instructions material safety data sheets EPGs and Initial Response Guide (HB76:1998 or equivalent) codes of practice including the National Standards for Manual Handling and the

	Industry Safety Code award, enterprise bargaining agreement, other industrial arrangements relevant Australian standards and certification requirements quality assurance procedures emergency procedures Load Restraint Guide
Applicable regulations and legislation may include	relevant Australian standards and regulations including state/territory mass and loading regulations Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: Australian and International Dangerous Goods Codes Australian Marine Orders and the International Maritime Dangerous Goods Code IATA Dangerous Goods by Air regulations Australian and International Explosives Codes relevant state/territory environmental protection legislation relevant state/territory OH&S legislation

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling

TLIE707B Use communication systems

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to use communication systems including identifying system features, operating a communication system effectively, using appropriate communication protocols when using a system, maintaining equipment, and completing documentation.

Application of the Unit

Work is carried out in accordance with relevant regulations and workplace procedures.

Work is performed under some supervision, generally within a team environment. It involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify system features	1.1 System features and control functions are identified 1.2 Where relevant, battery and signal levels are monitored 1.3 Mobile equipment is set up to optimise communication 1.4 Where relevant, channels are selected appropriate to the communication
2 Communicate using communications technology	2.1 System checks are carried out to confirm communication system is operational in accordance with manufacturers instructions and workplace procedures 2.2 Communication system is operated safely in accordance with manufacturers instructions, workplace procedures and (any) regulatory requirements 2.3 Telephone and radio security is maintained in accordance with workplace procedures 2.4 Where relevant, channel selection is appropriate for the location and type of communication 2.5 Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users 2.6 Where applicable, PA system is used to communicate with passengers and crew as per standard operating procedures 2.7 Where applicable, incoming messages are received and answered promptly and courteously within operating procedures and (any) regulatory requirements 2.8 Appropriate protocols and procedures are followed when using communications systems during emergencies

	2.9	Received messages are interpreted and recorded, where required, in accordance with workplace procedures
	2.1	Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes
3		Maintain communication equipment operational status
	3.1	Equipment is checked and maintained in working order in accordance with workplace procedures
	3.2	Minor faults in the communications systems are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures
4		Complete documentation
	4.1	Appropriate records of communications are maintained in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant procedures and duty of care requirements

Relevant OH&S responsibilities

Protocols and procedures for communicating with others using relevant communication technology including the use of PA systems on passenger vehicles and trains

Procedures and protocols for the use of communication systems during an emergency

Features of various communications systems

Basic communication techniques including barriers to effective communication and how to overcome them

Basic principles of effective communication

Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English

Pre-operational checks for communications systems and equipment

Minor routine maintenance procedures for communications equipment

Typical problems that may occur when using communications systems and appropriate action and solutions

Required skills:

Communicate effectively with others using available communications equipment

Read and interpret instructions and procedures relevant to the use of communications equipment

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities when using communications equipment

Identify and use required communication technology

Work collaboratively with others when using communications equipment

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using communications equipment in accordance with workplace procedures

Implement contingency plans for unanticipated situations that may arise when using communications equipment

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the use of communications equipment

Plan own work including predicting consequences and identifying improvements

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in communication equipment in accordance with standard operating procedures

Monitor performance of communication equipment and take appropriate action if required

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Use of communication systems will include that required in routine operations and may occur by day or night and in a variety of work contexts, including:

in confined spaces, exposed conditions and
controlled or open environments
in a workplace, terminal, warehouse or depot
in a vehicle
on a vessel
on a train
on a worksite
at a client's workplace

Communication systems may include:

fixed phone systems
mobile phone, both on person or hands-free
radios including personal, hand-held or
vehicle-mounted, CB, UHF, VHF, SSB,
marine
PA systems on passenger vehicles, trains and
aircraft

Worksite communication may include:

active listening
two-way conversation
questioning to obtain information and/or
clarify information and understanding
routine oral reporting

Communications may involve:

English-speaking persons
multilingual staff
persons with limited ability to communicate
in English

Communication problems may include:	- misunderstanding - limited ability of others to communicate in English - noisy environments or communications channels - illegible writing or print - use of non-standard vocabulary - incorrect assumption that message has been received and/or correctly understood - not following correct communication protocols and procedures
Communication may be with:	- base personnel - other drivers and workplace personnel - passengers (where applicable) - managers - supervisors/team leaders - suppliers and clients - private and/or public sector security personnel - police and other emergency services personnel - security consultants - other professional or technical staff - local government authorities
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - organisational procedures - established procedures
Information/documentation may include:	- workplace communication procedures, protocols, checklists and instructions - manufacturers specifications for communications equipment - goods identification numbers and codes - manifests, bar codes, goods and container identification

communication records
supplier and/or client instructions
material safety data sheets
relevant codes of practice including the
national standards for manual handling and
the industry safety code
legislation, regulations and related
documentation
award, enterprise bargaining agreement,
other industrial arrangements
standards and certification requirements
quality assurance procedures
emergency procedures

Applicable regulations and legislation may
include:

relevant regulations, standards and codes of
practice, including the national standards for
manual handling and industry safety codes
dangerous goods and freight regulations and
codes
relevant Australian and state/territory OH&S
legislation
equal employment legislation and related
policies
environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation

TLIF1307C Coordinate breakdowns and emergencies

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to coordinate breakdowns and emergencies, including evaluating the breakdown/emergency situation, consulting with relevant personnel/emergency authorities, coordinating activities at the breakdown/emergency site, and completing all required reports and documentation.

Application of the Unit

Work must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to the coordination of breakdowns and emergencies.

Work is performed with limited or minimum supervision. It involves judgement and discretion in the coordination of breakdowns and emergencies that may occur when driving a commercial vehicle.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Evaluate breakdown and/or emergency situation	1.1 Causes and effects of breakdown/emergency situation are identified and clarified 1.2 Breakdown/emergency coordination procedures are applied in accordance with workplace policies 1.3 Assistance is rendered to injured persons within the limitations of duty of care and workplace requirements 1.4 Load is identified and the nature of risks and hazards are established and communicated to the relevant authorities 1.5 Appropriate precautions and action are taken where the load is identified as including dangerous goods, explosives or hazardous substances in accordance with the relevant codes, regulations and related procedures
2 Consult with relevant persons and authorities	2.1 Details of causes and effects of breakdown/emergency are reported in accordance with workplace procedures 2.2 Assistance and cooperation is provided to relevant authorities within legal and workplace limitations 2.3 Information about emergency is obtained and/or exchanged in accordance with legal and workplace requirements
3 Coordinate breakdown and/or emergency situation	3.1 Suitable measures are taken to control, warn, stop or divert traffic at breakdown/emergency site 3.2 Personal security precautions are taken in accordance with workplace procedures 3.3 Assistance is requested to minimise the possibility of further damage to persons or property, in accordance with workplace policy and relevant rules and regulations 3.4 Appropriate measures are taken to control and

protect the site of breakdown/emergency

- 3.5 Traffic at the site of a breakdown or emergency is controlled, if necessary, in accordance with regulatory requirements and workplace procedures

4 Complete documentation

- 4.1 All required documentation and reports on breakdown/emergency are completed in accordance with workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

Relevant OH&S and environmental procedures and regulations

Duty of care requirements in a breakdown and/or emergency situation

Types of breakdowns and emergencies that can occur when driving a vehicle and appropriate action that can be taken in each case

Types of emergency equipment, their purpose, and the procedures for their use

Procedures to be followed in the event of a breakdown and/or emergency

Risks and hazards that can exist in breakdown/emergency situations and related precautions to control the risks

Characteristics of various dangerous goods/explosives/hazardous substances and their implications in breakdown/emergency situations

Required skills:

Communicate effectively with others when coordinating a response to a breakdown or emergency

Read and comprehend simple statements in English

Read and interpret instructions, procedures, information and signs relevant to the

coordination of a response to a breakdown or emergency

Identify containers and goods coding, IMDG markings and where applicable emergency information panels

Interpret and follow operational instructions and prioritise work

Complete documentation related to the coordination of a response to a breakdown or emergency

Operate electronic communication equipment to required protocol

Work collaboratively with others when coordinating a response to a breakdown or emergency

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when coordinating a response to a breakdown or emergency in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated events that may occur when coordinating a response to a breakdown or emergency

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Control traffic at the site of a breakdown or emergency

Identify and correctly use emergency equipment at the site of a breakdown or emergency

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle may include:	any commercial transport vehicle
Breakdowns and emergencies may occur in a range of road transport situations, including:	operations conducted at day or night typical weather conditions on the open road on a private road while at a depot, base or warehouse while at a client's workplace or work site
Type of breakdowns/emergencies may include	collision spillage of fuel or dangerous load tyre blow-outs fire or explosion engine failure broken axle bogged vehicle load shifts electrical failure, breakdown overturned vehicle accident involving another vehicle
Emergency equipment may include:	first aid kit fire extinguishers warning signs and indicators mobile phone or radio

Depending on the type and extent of the breakdown/emergency, the action to be taken to coordinate a breakdown/emergency may include:

- identifying and following established breakdown/emergency procedures
- evaluating the cause and effects of the breakdown/emergency
- coordinating emergency procedures and rendering assistance and first aid if required
- contacting and cooperating with relevant emergency authorities as required
- controlling traffic at the site of a breakdown or emergency
- taking appropriate action to secure the breakdown/emergency situation
- obtaining and recording information about the incident
- reporting on breakdown/emergency situation in accordance with regulatory and workplace requirements

Consultative processes may include:

- workplace personnel and management
- designated breakdown/emergency officers
- emergency services personnel including ambulance, police, fire services, etc.
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information documents may include:

- workplace instructions and procedures concerning breakdowns and emergencies
- state/territory licence and permit requirements as they relate to breakdowns/emergencies
- state/territory road rules
- vehicle manufacturers instructions, specifications and recommended procedures
- goods/materials identification numbers and

	codes, including IMDG markings and HAZCHEM signs
	manifests, bar codes, goods and container identification
	relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances
	workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances
	vehicle log book or record book (where required)
	relevant standards and certification requirements
	quality assurance procedures
Applicable procedures and codes may include:	relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to class of vehicle involved
	relevant state/territory road rules
	relevant state/territory permit regulations and requirements
	relevant state/territory OH&S legislation
	Australian Dangerous Goods Code
	Australian Explosives Code
	relevant state/territory environmental protection legislation
	Code of Practice for the Safe Transport of Radioactive Substances
	state/territory legislation covering the safe handling of infectious substances

Unit Sector(s)

Not applicable.

Competency Field

F - Safety Management

TLIH207D Plan and navigate routes

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to plan and navigate routes as part of transport operations, including interpreting information from a road map, street directory and a GPS (Global Positioning System) device, planning the most appropriate route taking into account pertinent factors, and completing required trip documentation in accordance with operational requirements

Application of the Unit

Work must be carried out in compliance with the regulations of the relevant state/territory roads and traffic authorities.

Work is performed under general or limited supervision. It involves the application of map reading principles and procedures to the planning and navigation of routes as part of transport operations route.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Interpret street maps	1.1 Symbols in a street directory and road map are recognised and interpreted 1.2 Places are identified in a directory index and the information used to locate the places on the appropriate map
2 Use GPS systems	2.1 Where applicable, information is entered into the GPS system concerning destination and areas to be avoided 2.2 Information provided through the GPS device is read and listened to, interpreted and applied to route planning and navigation 2.3 Where necessary, information on height, width and load limits of road infrastructure and other restrictions on thoroughfares is accessed, interpreted and used when selecting the most appropriate route with the aid of the GPS device
3 Plan routes	3.1 Given a location and a destination, the most direct and alternative routes between two points are identified using a map 3.2 Where necessary, information on height, width and load limits of road infrastructure and other restrictions on thoroughfares is accessed and interpreted and taken into account when planning a route for a journey 3.3 A suitable route is selected to ensure the most efficient, safe, secure and legal transport operation taking into account relevant criteria for the transport operation concerned
4 Follow planned route	4.1 Planned route is correctly followed with the aid of a street directory, road map and/or GPS system 4.2 Where relevant, geographic regions, tourism features and other places of interest are identified 4.3 Required route documentation is completed in accordance with purpose of transportation and

enterprise requirements

- 4.4 Parking procedures are observed in accordance with enterprise procedures and relevant legislative requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant state and territory permit and licence regulations and requirements

Operational procedures for planning and navigating transport routes

Features and contents of maps and street directories and techniques for their use in transport navigation

Features and operating instructions for GPS systems

Road conditions for various routes, including sections undergoing road works

Physical hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route

Known traffic conditions at various times of the day along specific routes

Security hazards and issues (where relevant)

Current information on accidents or emergencies that might close or restrict traffic on particular routes

Location of service stations and rest stops where relevant

Workplace requirements for recording and documenting route information

Required skills:

Communicate effectively with others when planning and navigating routes

Read and interpret instructions, procedures, information and signs relevant to the planning and navigation of routes, including: identification of town and suburb locations; identification of roads and intersections; reading and interpretation of map symbols; and

estimation of route distances using map information

Access and interpret information required when planning and navigating transport routes and developing contingency routes (including road restrictions, traffic conditions, service stations/rest stops, etc.)

Interpret and follow operational instructions and prioritise work

Complete documentation related to the planning and navigation of routes

Operate electronic communication equipment to required protocol

Where applicable, work collaboratively with others when planning routes (such as fleet managers, sales team etc.)

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when planning and navigating routes in accordance with workplace procedures

Plan for alternative routes in the event of contingencies such as road works, emergencies or delays

Implement contingency arrangements for unanticipated situations that may be identified when planning and navigating routes

Apply precautions and required action to minimise, control or eliminate hazards that may be identified during the planning and navigation of routes

Plan for transport routes to meet workplace requirements

Monitor work activities in terms of planned schedule

Modify route planning activities depending on differing operational contingencies, risk situations and environments

Apply an understanding of fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Adapt to changes in vehicle navigation technology, maps and street directories as they relate to route planning

Operate and adapt to differences in vehicles, loads and equipment in accordance with standard operating procedures

Select and use relevant route planning and navigation technology including GPS devices

Adapt to changes and difference in vehicle navigation technology, maps and street

directories as they relate to route planning

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge

must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

This unit covers:	work of transport and distribution personnel involved in passenger services and/or the delivery of a range of possible goods and materials including valuables, secured products and documents and materials
Operations may be conducted:	in a range of work environments and weather conditions by day or night
Customers may be:	internal or external
Routes will be planned in accordance with:	workplace guidelines with the development where required of alternative routes to accommodate contingency situations
Resources used in route planning and navigation may include:	maps street directories Global Positioning Systems (GPS) systems booklets and other information on road restrictions, traffic patterns, etc. broadcast information concerning traffic conditions, accidents, emergencies, weather, flooding, etc.
Transport areas may include:	metropolitan areas country and regional areas

	interstate locations
Route criteria may include:	potential hazards
	potential road conditions
	traffic conditions and flow
	workplace operating procedures and requirements
	the class of vehicle involved
	the type of load being carried
	the availability of rest stops along the way
Potential hazards may include:	height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
	accidents and emergencies
	extreme weather conditions
	security risks
Depending on the type of transport service being provided, consultative processes may involve:	clients
	other employees and supervisors
	management
	other professional or technical staff
	private security personnel
	public sector security personnel
	police and other emergency services
	security consultants
Communication in the work area may include:	mobile and fixed phones
	radio
	oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	standard operating procedures
	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	workplace procedures and policies
	route specifications

maps and street directories

published information on route hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route

instructions for the use of in-vehicle GPS systems

competency standards and training materials

supplier and/or client route documentation

quality assurance procedures

emergency procedures

Applicable regulations and legislation may include:

relevant state/territory road rules and traffic acts

regulations and codes related to the transport of dangerous goods, explosives and hazardous materials

Unit Sector(s)

Not applicable.

Competency Field

H - Route Planning and Navigation