Australian Government

Department of Education, Employment and Workplace Relations

PRMPFES07B Maintain quality of work and promote continuous improvement

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

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 the use of resources	1.1 Incorporate quality measures into *workplace procedures*
	1.2 Explain and demonstrate methods of incorporating quality concepts to work group members as required
	1.3 Identify *risk factors* to minimise potential constraints to work schedules
2 Identify opportunities for process change and make balanced recommendations to relevant persons	2.1 Monitor own work output to ensure that work undertaken is cost-effective and achieves planned results
	2.2 Identify impediments to *procedures* 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 *relevant persons* as suggestions for process change where appropriate
3 Use resources according to organisational requirements	3.1 Select and use *resources* in accordance with *organisational requirements*
	3.2 Seek relevant information on the use of *resources* from *relevant persons* and *manuals*
4 Complete documentation for the use of resources according to organisational requirements	4.1 Complete *records* and other *documentation* accurately and legibly in accordance with *organisational requirements*
	4.2 Complete *documentation* within relevant authorisation guidelines and distribute according to *organisational requirements*

Required Skills and Knowledge

Refer to Evidence Guide

Construction & Property Services Industry Skills Council

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.
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Unit Sector(s)

Not Applicable