



Australian Government

RIIBEF401D Manage non-routine, complex technical situations

Release: 1

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Modification History

Not applicable.

Application

This unit describes a participant's skills and knowledge required to manage non-routine and complex technical situations in the Resources and Infrastructure Industries.

This unit is appropriate for those working in supervisory roles.

Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and Industry sectors. Relevant information must be sourced prior to application of the unit.

Elements and Performance Criteria

1 Collect and analyse information	<p>1.1 Access, interpret and apply site documentation and ensure the work activity is compliant</p> <p>1.2 Anticipate problems through constantly monitoring and analysing all available information</p> <p>1.3 Identify operational problems promptly and consider from both operational and client perspective</p> <p>1.4 Assess information for relevance and applicability</p> <p>1.5 Access other sources of information to assist in problem solving</p>
2 Diagnose and solve complex problems	<p>2.1 Diagnose the problem using all available information</p> <p>2.2 Determine a range of possible solutions from knowledge and experience</p> <p>2.3 Communicate verbally and in writing diagnostic parameters to management</p> <p>2.4 Analyse problems for any long term impact and assess potential solutions</p> <p>2.5 Explore options and decide most appropriate action</p> <p>2.6 Carry out calculations necessary to implement action</p> <p>2.7 Implement action to resolve the immediate problem</p> <p>2.8 Monitor effectiveness of action</p> <p>2.9 Feed results of action taken through to supervisors and management</p>
3 Manage non-routine/complex technical operations	<p>3.1 Apply knowledge and experience to all operations</p> <p>3.2 Recognise and anticipate potential problems in both routine and non-routine and complex technical operations, and implement contingency planning</p> <p>3.3 Adapt to client paperwork and record keeping forms and document unusual requests</p> <p>3.4 Work independently of management to maintain non-routine / complex technical operations</p> <p>3.5 Take responsibility for decision-making processes</p> <p>3.6 Prepare detailed written reports for a range of relevant topics on activity, requirements and outcomes</p>
4 Use technology effectively	<p>4.1 Use physical and sensory skills to operate equipment to fullest capacity and anticipate potential problems</p> <p>4.2 Apply scientific and technological principles to evaluate and</p>

	reshape operational procedures
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Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

Unit Mapping Information

RIIBEF401A Manage non-routine, complex technical situations

Links

SkillsDMC RII Companion Volumes - <http://www.skillsdmc.com.au/>