



Australian Government

Department of Education, Employment and Workplace Relations

SITXENV002A Implement and monitor environmentally sustainable work practices

Revision Number: 1

SITXENV002A 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 analyse environmentally sustainable work practices effectively. It requires the ability to analyse current work practices, seek information from key stakeholders and specialists, set improvement targets, implement improvements and monitor their effectiveness.

The unit is the second of three hierarchical service industry units that describe varying levels of participation in work practices that contribute to environmental sustainability. It is equivalent to GCSSUS02A from the Generic Guideline units for Sustainability.

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 the full range of industry sectors and environments.

It has particular application to the retail, sport and recreation, accommodation, tour operating and attractions sectors and to those tourism products and services that are delivered in environmentally sensitive areas and which promote environmentally sustainable messages. Many would be nature or ecotourism-based experiences.

The implementation and monitoring of environmentally sustainable work practices may apply to the whole enterprise, to a series of activities within an enterprise, or to one-off activities. They would normally be undertaken by unsupervised senior staff members who have significant responsibility in the workplace, owner-operators and managers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit 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

- | | | |
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| 1 | Investigate current workplace practices in relation to resource usage. | 1.1 Identify environmental regulations applying to the enterprise. |
| | | 1.2 Evaluate procedures for assessing <i>compliance</i> with environmental regulations. |
| | | 1.3 Collect information on environmental and resource-efficient systems and procedures, and share information with team members. |
| | | 1.4 Measure and document current resource usage by members of the work group. |
| | | 1.5 Analyse and document current <i>purchasing strategies</i> . |
| | | 1.6 Analyse current work processes to access information and data to assist in identifying areas for improvement. |
| | | 1.7 Consult with colleagues and other stakeholders regarding issues of environmental sustainability, including environmental responsibilities and environmental impacts. |
| 2 | Set targets for resource usage improvements to sustainable work practices. | 2.1 Seek and integrate input from <i>stakeholders, key personnel and specialists</i> . |
| | | 2.2 Assess external sources of information and data as required to inform decisions on improvements. |
| | | 2.3 Evaluate alternative solutions to workplace environmental issues and incorporate outcomes into workplace operations. |
| | | 2.4 Set efficiency targets for resource usage. |
| | | 2.5 Develop procedures to minimise or negate potential |

ELEMENT**PERFORMANCE CRITERIA**

- negative environmental impacts and maximise positive environmental impacts.
- 2.6 Seek a coordinated effort amongst stakeholders, key personnel and specialists to operate in an environmentally sustainable manner.
- 3 Implement performance improvement strategies.
- 3.1 Source *techniques and tools* to assist in achieving performance improvement targets.
- 3.2 Apply continuous improvement strategies to own work area of responsibility and communicate ideas and possible solutions to the work group and management.
- 3.3 Integrate and implement *environmental and resource efficiency improvement plans* for own work group with those from other operational activities.
- 3.4 Seek, and where appropriate act upon, *suggestions* and ideas about environmental and resource management from stakeholders.
- 3.5 Implement costing strategies to determine value of environmental assets.
- 3.6 Provide a role model for colleagues, customers and stakeholders in relation to environmentally sustainable operations.
- 4 Monitor performance and improvement strategies.
- 4.1 Document outcomes and communicate reports on performance improvement targets to key personnel and stakeholders.
- 4.2 Evaluate strategies to identify required modifications and inform further performance improvement strategies.
- 4.3 Set new targets and investigate and apply new tools and strategies.
- 4.4 Promote successful strategies and where possible reward participants.
- 4.5 Monitor and accurately record workplace practices that have been established to improve the environmental sustainability of enterprise operations.

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:

- high-level communication skills to consult with colleagues and stakeholders on issues of environmental responsibility and to ensure information is supplied to work group
- literacy and numeracy skills to use information-collection techniques, record and monitor activities within an environmentally sustainable framework, and read and interpret complex documents that relate to environmental and energy efficiency requirements
- technology skills, including the ability to operate and shut down equipment
- ability to recognise and implement environmental and energy efficiency management policies and procedures relevant to own work area
- change management skills
- critical thinking skills to allow for rational and logical analysis of problems in order to devise solutions and reflect on approaches taken
- ability to relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities.

The following knowledge must be assessed as part of this unit:

- broad working knowledge of legislation and regulations imposed by relevant land management agencies and federal, state or territory, and local governments and their relevance to the particular industry sector and workplace
- how to access industry codes of practice, standards and accreditation scheme requirements, and working knowledge of their contents and organisational compliance requirements
- relevant environmental and energy efficiency systems and procedures
- best practice approaches relevant to own area of responsibility
- quality assurance systems relevant to own work area
- supply chain procedures
- strategies to maximise opportunities and minimise impacts relevant to own work area
- relevant knowledge of environmental and resource efficiency issues specific to industry practices
- general awareness of global environmental issues and environmental ethics
- broad awareness of the environmental and social impacts relevant to particular industry sector and workplace
- thorough knowledge of minimal impact techniques and procedures in relation to areas of operation, including:
 - waste disposal
 - energy use
 - resource use.

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:

- project or work activities that show candidate's ability to analyse environmentally sustainable work practices, set improvement targets, implement improvements and monitor their effectiveness
- knowledge of external benchmarks and how these can be applied to the workplace to improve environmental sustainability
- knowledge of how to access information on the current range of legislation, regulations and industry codes and ability to interpret the requirements clearly as they relate to the business operation
- knowledge of general environmental impacts and issues associated with service industry operations, minimal impact techniques and procedures and their application within the workplace
- project or work activities conducted over a commercially realistic period of time so that the analysis, implementation and monitoring aspects of this unit can be assessed.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- access to a service industry operation for which environmentally sustainable practices can be implemented and monitored *or*
- access to comprehensive and sufficient information about that operation to allow the candidate to participate fully and actively in implementing and monitoring environmental practices
- access to current regulatory documents distributed by key federal, state or territory, and local government agencies, such as plain English legislative publications
- access to industry codes, standards and accreditation scheme documentation that outline environmental sustainability compliance issues
- involvement of key people so that consultative actions can be implemented.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to implement and monitor environmentally sustainable work practices. The following examples are appropriate for this unit:

- review of reports prepared by the candidate analysing current workplace practices and resource usage, with work plans outlining plans for improved practices inclusive of documented benchmarks
- evaluation of procedures developed by the candidate on minimising or negating negative impacts on the environment
- direct observation of the candidate conducting consultation and workplace monitoring activity
- review of planning and operational activities undertaken as part of a workplace program aimed at improving environmentally sustainable work practices
- project or case study to analyse appropriate minimal impact approaches and other measures that work toward improving environmental sustainability
- written and oral questioning or interview to assess knowledge of such things as environmental regulatory requirements, contents of industry codes of conduct, relevant environmental issues, and minimal impact techniques and 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, for example:

- SITTPPD004A Plan and implement minimal impact operations
- SITTPPD006B Plan and develop ecologically sustainable tourism operations.

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

EVIDENCE GUIDE

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.

Compliance may include:

- meeting relevant federal, state or territory, and local government laws, by-laws and regulations
- meeting requirements of industry codes of conduct to which the organisation subscribes
- meeting requirements of industry accreditation schemes to which the organisation subscribes.

Purchasing strategies may include:

- influencing suppliers to incorporate practices that support the principles and outcomes of sustainability.

Stakeholders, key personnel and specialists may include:

- individuals and groups both inside and outside the organisation that have some direct interest in the enterprise's conduct, actions, products and services, including:
 - employees at all levels of organisation
 - customers
 - suppliers
 - other organisations
 - specialists outside the organisation with particular technical expertise.

RANGE STATEMENT

Techniques and tools may include:

- examination of invoices from suppliers
- measurements made under different conditions relating to environmental impacts of workplace operations
- examination of relevant information and data, such as that relating to energy and resource use.

Environmental and resource efficiency improvement plans may include:

- addressing environmental and resource sustainability initiatives, such as environment management systems, action plans, surveys and audits
- reference to standards, guidelines and approaches such as:
 - ISO 14001 Environment Management System
 - life cycle analyses
 - global reporting initiative
 - ecological footprinting
 - triple bottom line reporting
 - product stewardship
- determining enterprise's most appropriate waste treatment, including waste to landfill, recycling, reuse and wastewater treatment.
- applying the waste management hierarchy in the workplace
- initiating or maintaining appropriate enterprise procedures for operational energy consumption, including stationary and non-stationary (transport) energy.

Suggestions may include ideas that help to:

- prevent and minimise risks and maximise opportunities, such as use of solar energy where appropriate
- reduce emissions of greenhouse gases
- reduce use of non-renewable resources
- make more efficient use of energy
- maximise opportunities to reuse and recycle materials
- identify strategies to offset or mitigate environmental impacts, such as purchasing carbon credits
- express purchasing power through the selection of suppliers with improved environmental performance, such as purchasing renewable energy
- eliminate the use of hazardous and toxic materials.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Environmental Sustainability