



Australian Government

Assessment Requirements for CPCMC8002 Manage the quality of projects and processes

Release: 1

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Modification History

Release 1.

This version first released with CPC Construction, Plumbing and Services Training Package Version 1.

Replaces superseded equivalent CPCMCM7002A Manage the quality of projects and processes.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit. The person must manage the development and delivery of two projects:

- one project requiring the person to review a proposed new process in an organisation or department
- one project requiring the person to oversee the development and delivery of quality outcomes.

For each project, the person must:

- provide a detailed overview of the project and identify a set of performance measures and evaluation criteria for the project
- select or develop appropriate reporting mechanisms which will assist in identifying project progress against agreed quality and service levels
- develop strategies to communicate the change to stakeholders
- monitor project progress against agreed performance measures and evaluation criteria
- outline key learning outcomes from the project that will enhance or contribute to the implementation of future projects.

For each project the person must also develop a change management process that identifies:

- changes to be introduced
- key stakeholders who will be affected by the change
- a communication strategy for informing all stakeholders throughout the implementation phases of the project
- strategies for training or mentoring stakeholders during the implementation phases of the project.

Knowledge Evidence

A person demonstrating competency in this unit must be able to demonstrate knowledge of:

- principles of change management processes and their application
- principles of quality management and continuous improvement processes
- organisational policies and procedures:
 - customer service standards
 - procedures for reporting on review of services
- functions and limitations of relevant project management software.

Assessment Conditions

Assessment must be conducted in the workplace or a close simulation of the workplace.

Suitable assessment of performance would require:

- equipment:
 - computer with internet and email access
 - software that enables the development of spreadsheets and word processing
- materials:
 - project documentation, including project briefs, drawings, specifications, construction schedules and other relevant supporting documentation.

Assessor requirements

Assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>