



Australian Government

Assessment Requirements for CPPFES2007

Maintain quality of work and promote continuous improvement

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 13.0.

Supersedes and is equivalent to CPPFES2007A Maintain quality of work and promote continuous improvement. Unit updated to meet the Standards for Training Packages 2012.

Performance Evidence

To demonstrate competency, a candidate must meet the elements and performance criteria of this unit by maintaining quality of work and promoting continuous improvement associated with work instructions for two different routine service operations, including for each operation:

- applying one quality measure to work instructions
- identifying and reporting one opportunity to improve work processes
- identifying one opportunity to achieve efficiencies when using workplace resources.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- basic principles of quality concepts:
 - quality control methods
 - quality problem identification
- importance of correct distribution of completed documentation
- meaning of and reasons for optimising use of human and material resources in the workplace
- meaning of continuous improvement and ways that workplace processes and services can be improved
- purpose of indexes and tables of content in manuals and Australian Standards
- reasons why resources are used in conjunction with specifications and procedures
- ways to achieve efficiencies in the use of workplace resources
- workplace requirements related to quality assurance, continuous improvement and resource use.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment must be conducted in the workplace or a simulated workplace using realistic conditions, materials, activities, responsibilities, procedures, safety requirements and environmental considerations.

Candidates must have access to information and documentation required to achieve the performance evidence.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>